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**Grade VIII Business Manager, Office of the Chief Officer**

**Community Healthcare Organisation (CHO) Area 1**

**Job Specification and Terms and Conditions of Employment**

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| **Job title** | Grade VIII Business Manager Office of the Chief Officer   * Community Healthcare Organisation (CHO) Area 1   Grade Code 0655 -Temporary Appointment in a higher capacity  (Fixed Purpose Contract – Two Year Contract) |
| **Campaign Reference** | CM 2017/02 |
| **Closing Date** | **Friday, 3rd November 2017 at 12.00 noon** |
| **Proposed Interview Date(s)** | Week of 20th November 2017 |
| **Taking Up of Post** | The successful candidate will be required to take up duty immediately |
| **Location of Post** | CHO Area 1  Based in Chief Officer Department, CHO 1, An Clochar, Ballyshannon, Co Donegal |
| **Informal Enquiries** | Mr. John Hayes, Chief Officer, CHO Area 1  Email: [john.hayes@hse.ie](mailto:john.hayes@hse.ie) |
| **Organisational Area** | Community Healthcare Organisation (CHO) Area 1  CHO Area 1 – Cavan, Donegal, Leitrim, Monaghan, Sligo |
| **Details of Service** | Community Healthcare Organisation (CHO) Area 1 provides community healthcare services for 389,000 people across the five counties of Donegal, Sligo, Leitrim, Cavan and Monaghan. The total budget is €358 million and a workforce of 4,453wte or 6,000 people.  CHO Area 1 is projected to receive and see over 10,000 referrals for Mental health services, over 56,000 referrals for primary care services and thousands of referrals for social care services. Alongside this, health and wellbeing services including immunisations, health promoting initiatives etc. are provided.  The CHO has a dual role:   * Ensuring delivery of safe, efficient, effective and relevant services within budget * Implementation of extensive CHO reform as part of the wider national health system reform programme   The CHO works closely with many stakeholders including other CHOs, HSE Divisions, Department of Health and directly with individual hospitals across the country  This post forms part of the overall resourcing of services within the CHO Area 1 |
| **Reporting Relationship** | Reports to the Chief Officer or designated officer. |
| **Scope of the Post** | The post holder will be responsible, under the direction of the Chief Officer, or designated officer, for managing the delivery of services across CHO 1 requirements in line with resource allocation and service plan target |

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| **Purpose of the Post** | The Chief Officer’s Management Team will operate at the highest level of the local community and will have full authority and responsibility for service delivery.  This position occupies a pivotal role within the Community Healthcare Organisational structure. The role will be responsible, under the direction of the Chief Officer or his nominee, for providing a business management support function within the Chief Officers Office. The Business Manager will play a pivotal role in supporting the Chief Officer and Management team. This necessitates taking a proactive role in supporting the work of the business management function, planning and performance function and managing the day to day operation and the service in an efficient and responsive manner.  The role will evolve as the structures within the CHO are further developed and established. |
| **Principal Duties and Responsibilities** | The following are the key duties and responsibilities  **1. Professional Knowledge and Experience**   * Knowledge of the issues and developments and current thinking in relation to best practice in performance and service delivery * The ability to lead on engagement with public representatives and respond to media requests * Coordinate the work of the office of the Chief Officer and ensuring that agreed actions are delivered on * Support the Chief Officer in providing the business management and corporate services function for the CHO 1 Management team * Prepare responses and briefings on behalf of the Chief Officer as required, in collaboration with other national and local services * Provide the Chief Officer with relevant information and reports on services and their performance as required * Represent the Chief Officer as appropriate at meetings with internal and external stakeholders   **2. Operational Excellence – Managing and Delivering Results**   * Support the Chief Officer in being responsible and accountable for the delivery of all services within the assigned service area in line with nationally defined frameworks, standards, policies and resources. * Responsible for delivery of key targets by ensuring a strong control system is put in place * Knowledge and experience of the performance systems needed to manage in a community healthcare environment * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands * Evidence of effective planning and organising skills including awareness of resource management and importance of value for money   **3. Service Delivery/Service Productivity**   * Drive all aspects of annual planning cycle across the CHO, leading on the service, operational and business planning process for the CHO * Support the effective utilisation of resources/cost containment and that budgetary and performance targets are met in accordance with the National Service Plan and Operational Plan * Support the continued development of strategic performance measures in partnership with key stakeholders to enable evidence based decision making, improved measurement of performance and demonstration of improvement * Further develop the analytical capabilities of the office of the Chief Officer by leading the development of an integrated approach to the use of data (activity / HR / finance etc.) with relevant business partners and support functions. * Maintain, improve and refine robust systems for the monitoring of the implementation of the CHO priorities and objectives in line with the Performance Management framework * Provide reports as required in order to report on the CHO performance in relation to priorities * Lead and / or support specific projects on behalf of the CHO   **4. Critical Analysis and Decision Making**   * Consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions * Hold the requisite knowledge and experience in the application of evidence based decision making practices and methodologies * Ensure relevant legislation and directives are adhered to with respect of all aspects of planning * Analyse the complex needs of the CHO when developing and implementing plans. * Work with Chief Officer in the development and implementation of early warning and corrective action planning systems with respect to deviations from planned performance. * Inform the Chief Officer in a timely and continuous manner with respect to performance against planned positions.   **5. Leadership and Direction**   * Have the capacity to lead, organise and motivate staff to effectively function in a challenging environment including a track record of service innovation/improvements * Provide support and guidance to the Chief Officer to enable the management of reconfiguration and migrating service organisation and delivery * Lead the reorganisation of management resources into direct business support for the integrated model of care. * Assist and support the Chief Officer in ensuring the application of appropriate systems of quality, safety and risk management * Contribute to and assure implementation of the Corporate Strategy and Annual Service Plan. * Support the development of staff to maximise potential in line with personal and organisational goals. * Promote a culture that values diversity and respect in the workplace * Adopt a flexible and adaptable attitude to work and workloads at times * Act as a change agent and model for embracing change at all times.   **6. Working with and through others – Influencing to achieve**   * The ability to be flexible, team oriented and a relationship builder and have a significant track record of achievement in the area * Team building and management skills including the ability to work collaboratively with multi-disciplinary / multi-sectoral team members. * Establish and maintain good working relationships with other services providers, voluntary organisations and other agencies as required. * Create a positive working environment, which contributes to maintain and enhancing effective working relationships and effective team functioning * Demonstrates a track record of building and maintaining key internal and external relationships in furtherance of organisational goals. * Ability to work collaboratively with management, staff and key stakeholders. * Ability to achieve results through cross-sectoral/ divisional working. * Must have strong influencing and negotiating skills to achieve results * Excellent interpersonal skills and ability to build and maintain relationships with multiple stakeholders to achieve results. * Pro-active commitment to all communications with internal and external stakeholders * Have effective verbal and written communication skills including, excellent documentation and report writing, attention to detail and the ability to present information in a clear and concise manner * Ability to drive and implement change in a multi stakeholder environment * Ability to work on own initiative with minimal direction and work effectively as part of a team. * Have a core belief in and passion for, the sustainable delivery of high quality service user focused services * Demonstrates a results- oriented approach with high levels of drive, commitment, motivation and enthusiasm. * The ability to be flexible, team oriented and a relationship builder and have a significant track record of achievement in the area * The ability to lead, direct and influence others, in partnership with a wide variety of stakeholders in a complex and changing environment * Have capacity to inspire teams to the confident delivery of excellent services * Demonstrates a vision in relation to what changes are required to achieve immediate and long term organisational objectives * Evidence of being a positive agent of change and performance improvement   **Building and Maintaining Relationships – Communication**   * Excellent interpersonal and communications skills with strong influencing ability * The interpersonal skills to facilitate working effectively in teams, while having the ability to give constructive feedback to encourage learning * Assist the Chief Officer in providing a public leadership and communications role with all stakeholders both internal and external to the HSE; support staff morale and public confidence. * Demonstratesexcellent interpersonal and communications skills with strong influencing ability * Demonstrates the interpersonal skills to facilitate working effectively in teams, while having the ability to give constructive feedback to encourage learning * Demonstrates evidence of communicating effectively with internal and external stakeholders * Demonstrates excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups * Demonstrates excellent report writing and documentation skills including the ability to present information in a confident, logical and convincing manner * Demonstrates capacity to influence and negotiate ensuring delivery on stretched objectives * Demonstrates ability to interact in a professional manner with other Health staff and other key stakeholders   **Personal Commitment and Motivation**   * Be driven by the values, aims and ethos of the HSE * Demonstrate a patient/service user centred approach to provision of health and personal social services * Be capable of coping with competing demands without a diminution in performance * Evidence of capacity to cope with competing demands without a diminution in performance   **General**   * Act as spokesperson for the Organisation as required * Demonstrate pro-active commitment to all communications with internal and external stakeholders * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and implement as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service   ***The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.*** |
| **Eligibility Criteria**  **Qualifications and/or experience** | **Candidates must be able to demonstrate at the latest date of application: -**   * Experience at a management/leadership/senior clinical level in the Health Services and Personal Social Services Area, as relevant to this role * Demonstrate a track record of delivering significant change in a complex multi stakeholder environment, as relevant to this role * Demonstrate experience of managing and working collaboratively with multiple internal and external stakeholders, as relevant to the role * Demonstrate capacity to achieve results through multi disciplinary and cross sectoral working * Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office   **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character.  **Age**   * Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age. |
| **Essential Skills or**  **Competencies** | **Professional Knowledge and Experience**   * Demonstrates good knowledge of the range of Health and Personal Social Services in CHO 1 and the challenges for the future of those services * Demonstrates understanding of the critical components that make up and influence the health services and the interdependencies that contribute to their successful delivery * Demonstrate knowledge of best practice in relation to planning and project management * Demonstrate excellent analytical and report writing skills and be able to demonstrate the ability to produce reports to publication standard * Demonstrate knowledge of the issues and developments and current thinking in relation to best practice in performance and service delivery * Demonstrate the ability to lead on engagement with public representatives and respond to media requests * Demonstrates relevant experience in office management * Demonstrates good organisation skills * Demonstrates ICT ability * Demonstrates ability to operate within a complex health care environment * Demonstrates ability in project and change management * Demonstrates Knowledge and understanding of Report on Implementation of CHOs and objectives * Demonstrates Knowledge and understanding of Data Protection and Freedom of Information legislation * Demonstrates Knowledge and understanding of HSE financial reporting, financial management competence and other key HSE policies * Demonstrates Knowledge of HR policies and procedures * DemonstratesKnowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes * DemonstratesExcellent MS Office skills to include, Word, Excel and PowerPoint   **Operational Excellence – Managing and Delivering Results**   * Demonstrates an understanding of the performance systems needed to manage in a geographically dispersed community based environment * Demonstrates a proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands * Demonstrates capacity to achieve results through multi-disciplinary working and cross sectoral working * Demonstrates evidence of effective planning and organising skills including awareness of resource management and importance of value for money * Demonstrates evidence of leading or participating in planning or performance management initiatives resulting in process or service improvements/efficiencies * Demonstrates high motivation, flexibility and the ability to offer a results-oriented approach with high levels of drive, commitment and enthusiasm * Demonstrate ability to manage deadlines and multiple tasks * Demonstrates the ability to plan and organise own work and that of others, delegating appropriately within resources available * Demonstrates the ability to plan and manage resources in a changing environment * Demonstrates the ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment * Demonstrates the ability to work to tight deadlines and operate effectively with multiple competing priorities * Demonstrates the capacity to operate successfully in a challenging operational environment while adhering to quality standards * Demonstrates ability to seek and seize opportunities beneficial to achieving organisation goals and strives to improve service delivery   **Critical Analysis and Decision Making**   * Demonstrates the ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions * Demonstrates knowledge and application of evidence based decision making practices and methodologies * Demonstrates effective problem solving skills, including the ability to anticipate problems and recognise when to involve other parties (at the appropriate time and level) * Demonstrates the ability to rapidly assimilate and analyse complex information, considering the impact of decisions before taking action and anticipating challenges * Reviews evidence on an ongoing basis to ensure that previous decisions continue to be evidence based   **Leadership and Direction:**   * Demonstrates leadership and team management skills, including the ability to work with multidisciplinary teams members * Demonstrates evidence of strategic thinking, effective planning and organising skills including awareness of resource management and importance of value for money * Demonstrates track record of innovation, identifying areas for improvement and managing change * Demonstrates effective leadership in a challenging environment including a track record of service innovation/ improvements * Demonstrates capacity for sound practical judgment, perseverance over time and attention to detail * Demonstrates significant experience in effective operational problem solving utilising a inclusive approach which fosters learning and self reliance amongst teams * Demonstrates capacity to operate successfully in a challenging operational environment while adhering to quality standards * Demonstrates high personal energy and a positive approach to dealing with challenge, conflict and ambiguity * Demonstrates the capacity to lead, organise and motivate staff to effectively function     **Building and Maintaining Relationships – Communication**   * Demonstratesexcellent interpersonal and communications skills with strong influencing ability * Demonstrates the interpersonal skills to facilitate working effectively in teams, while having the ability to give constructive feedback to encourage learning * Demonstrates evidence of communicating effectively with internal and external stakeholders * Demonstrates excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups * Demonstrates excellent report writing and documentation skills including the ability to present information in a confident, logical and convincing manner * Demonstrates capacity to influence and negotiate ensuring delivery on stretched objectives * Demonstrates ability to interact in a professional manner with other Health staff and other key stakeholders |
| **Other Requirements Specific to the Post** | Access to appropriate transport to fulfill the requirements of the role |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organization |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.  Codes of Practice are published by the CPSA and are available on [www.hse.ie](http://www.hse.ie) in the document posted with each vacancy entitled “Code of Practice, Information For Candidates” or on [www.cpsa-online.ie](http://www.cpsa-online.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**HEALTH SERVICE EXECUTIVE**

**Business Manager (Grade VIII), Office of the Chief Officer**

**Community Healthcare Organisation Area 1**

Temporary Appointment in a higher capacity

(Fixed Purpose Contract – Two Year Contract)

**Terms & Conditions of Employment**

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| **Tenure** | The current vacancy is Specified Purpose Contract for 2 years and wholetime.  The post is pensionable. A panel may be created from which specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| **Remuneration** | The Salary scale for the post as at 1st April 2017 is as follows: €65,812, €67,009, €69,449, €71,871, €74,303, €76,720 |
| **Working Week** | The standard working week applying to the post is 37 hours  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post is 30 days (inclusive of concession days where applicable) |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |
| **Ethics in Public Office 1995 and 2001**  **Positions remunerated at or above the minimum point of the Grade VIII salary scale (€ 64,812 as at 01.01.10)** | Positions remunerated at or above the minimum point of the Grade VIII salary scale (€ 64,812 as at 01.01.2016) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below;  A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.  B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.  C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <http://www.sipo.gov.ie/> |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)