** Grade VII Human Resource Officer**

**CHO Dublin North City & County**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Grade VII Human Resource Officer, CHO Dublin North City & County (CHO 9)  Grade Code 0582 |
| **Campaign Reference** | HBS05716 |
| **Closing Date** | 12 noon on Tuesday the 7th November 2017 |
| **Proposed Interview Date (s)** | Week commencing 27th of November 2017 |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Community Healthcare Organisation Dublin North City & County (CHO 9) |
| **Location of Post** | The post holder will be located at Swords Business Campus, Balheary, Swords, Co. Dublin  A panel may be created for GVII HR Officer, CHO Dublin North City and County (CHO 9) from which permanent and specified vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Mellany McLoone, Head of HR, CHO Dublin North City & County, Email [mellany.mcloone@hse.ie](mailto:mellany.mcloone@hse.ie) or telephone (087) 2395957 |
| **Details of Service** | Health care services in Ireland are undertaking a significant reform programme in line with Government policy as outlined in its strategy “Future Health – A Strategic Framework for the Reform of the Health Service 2012 - 2015  The “Community Healthcare Organisations” report was commissioned by the HSE in May 2013, to review Community Healthcare services. This report provides a framework for the governance and organisation of all of Community Healthcare services. The recommendations from these Reports provide for a new way of working for the most important part of our health services – the operational delivery system that provides health and social care services to the population of Ireland.  The new structures recommended will facilitate the move to an increasingly integrated healthcare system which is responsive to people’s needs at the lowest level of complexity, and which will ensure a focus on the population in local areas.  The recommendations of the CHO Report emphasises the need for strong leadership and ownership at local level, bringing the relationship between primary care and specialist social care and mental health services, as well as advancing the health and wellbeing of the population into a much more focused and integrated approach in each local area.  This will ensure a greater focus on service delivery and decision making at local level informed by national frameworks, which will allow the HSE to:   * provide better direct accountability; * provide for increased decision making at local area level; and * deliver services in the community through an integrated management structure.   Community Healthcare Services are the broad range of services that include Primary Care, Social Inclusion, Social Care, Mental Health and Health & Wellbeing Services. These services are delivered through the HSE and its funded agencies to people in local communities, as close as possible to people’s homes.  The Health Service National Service Plan outlines the resource and performance accountability framework within which resources will be provided in. It set out the means by which the National Divisions, Hospital Groups and Community Healthcare Organisations (CHO’s), are held to account for their performance in relation to access to services, the quality and safety of those services within the financial resources available and effectively harnessing the efforts of the overall workforce.  The CHO Operational Plans has been prepared consistent with this framework and in line with related national policies, frameworks, performance targets, standards & resources. It sets out the type and volume of services which will be provided directly or through a range of agencies funded by us, and the actions which we will take to deliver on the goals of the HSE Corporate Plan 2015-2017 over the course of the year. Our objective is to provide high quality, sustainable health care grounded in our values of Care, Compassion, Trust & Learning.  Human Resources in the Health Service Executive is responsible for the development and implementation of people management strategies, policies and practices appropriate for a large scale public health sector professional organisation that actively contributes to the delivery of patient-centred services; provides a positive work environment for staff; maximises the return on investment in human resources; and leads to the development of a modern high-performing workforce. Implementing the ***Health Services People Strategy 2015-2018 Leaders in People Services*** and working with senior management, a key objective for HR is to ensure the health services effectively harnesses and develops the current and future talent of its leaders.  Supporting the Government’s health reform programme, ***Future Health: A Strategic Framework for Reform of the Health Service 2012 – 2015*** *through implementation of the People Strategy*, HR works closely with Service colleagues to deliver the objectives of the reform programme to improve our public health and social care services for those who use them as well as helping our staff to deliver better services and demonstrate to taxpayers that value for money is being achieved.  The implementation of an evidence-led People Strategy that is fully aligned to the drivers of organisational performance is also a key objective for HR. Leadership practices, talent management and organisational learning capacity are key facets of human capital management that underpin the strategy. This seeks to develop an aligned suite of high quality people management practices with a priority focus on improve quality patient care and increased organisational performance. |
| **Key Working Relationships** | Working with the Head of HR to support and assist in areas of human resource management, staff development and driving forward organisational change within the CHO.  The HR Officer will have key working relationships with the relevant Head of Service, Service Managers within the division and HR colleagues within the CHO and National HR and Health Business Services in delivery of the objectives of the role.  The proper execution of duties will involve the development of appropriate communication arrangements with key stakeholders both internal and external. |
| **Purpose of the Post** | The post holder is responsible for the delivery and implementation of a range of generalist HR services within the CHO and the provision of advice and guidance on HR issues in order to support the CHO in the achievement of its business objectives.  Working with the CHO HR Team, the post holder will provide guidance on the broad HSE HR policy direction and governance on people related matters and to provide HR support and guidance to CHO staff and managers. |
| **Reporting Relationship** | The post holder will report to the Head of Human Resources, Community Health Organisation Dublin North City and County or delegated officer. |
| **Principal Duties and Responsibilities** | **Key Duties and Responsibilities:**   * Advise and support the Heads of Service and/or line managers on HR matters to allow them discharge their role as effective leaders and decision makers. * Liaise with and support members of the Management Team within the assigned division as appropriate in relation to the delivery of HR services. * Lead and facilitate organisational change and development initiatives which are aligned to the corporate objectives and direction. * Influence and drive business thinking and develop HR approaches that support operational business objectives, organisational design and resource plans. * Ensure the provision of a consistent professional service across all divisions, underpinned by sound knowledge and principles of good practice. * Lead and operationally manage key HR functions (e.g. Resourcing, HR Services etc) from a corporate and development perspective.   **Business Planning and Performance Management:**   * Assist in the development, implementation and maintenance of appropriate systems to facilitate effective HR planning and decision-making. * Work in close cooperation with the HR team in collating, analysing and interpreting HR performance management data, (e.g. staffing numbers, absences, staffing profiles etc.), as required to assist services within the CHO in achieving their service objectives, corporate milestones and supporting managerial decision making. * Contribute effectively to the workforce planning process within the specified services, ensuring the CHO is equipped to meet changing service needs through challenging professional boundaries and traditional ways of working. * Monitor resource trends within assigned divisions advising on recruitment and retention practice and encouraging the effective utilisation of staffing resources through the proactive use of workforce information. * Co-ordinate the Division’s inputs to a fully integrated CHO wide Workforce Plan. * Co-ordinate the local implementation of Key HR Performance Indicators.   **Supporting the Effective Management of People**   * Under the general direction of the Head of HR act as the local lead HR contact working in partnership with the managers in CHO DNCC, contributing to the achievement of service and corporate objectives. * Act as the focal point for the provision of HR advice and support to assigned division. * Provide advice and support to the areas in the interpretation and application of terms and conditions of employment and HR policies and procedures. * Advise managers on best practice with the recruitment process to ensure a consistency of approach. * Assist in the development and/or review of job descriptions and person specifications to meet service needs. * Provide advice and support to proactively manage sickness absence and other agreed HR metrics and to promote flexible and innovative working practices. * Alert and advise other senior HR colleagues on employee relations issues arising and proactively participate in their resolution.   **Contributing to Organisational Improvement and Well-being:**   * Assist in the development and implementation of a CHO performance management and evaluation framework. * Work with CHO services to ensure they fulfil responsibilities with regard to improving the quality of working life for staff, dignity in the workplace and supporting healthy working initiatives. * Work in close cooperation with the other members of the HR Team in the design, development and / or implementation of HR quality initiatives. * Assist in the development and implementation of an integrated HR Policy and Procedures Framework. * Monitor, evaluate and where appropriate audit compliance with HSE and departmental policies.   **Quality and HR Best Practices**   * Keep up-to-date of “best practice” in Human Resources Management and introduce innovations as appropriate. * Promote and maintain a safe working environment for staff, in compliance with Health & Safety requirements and best practice. * Regularly audit the activities of the function and initiate changes and improvements designed to strengthen controls and systems. * Actively participate in the development and implementation of HR policies, procedures and practices. * As part of the HR team, contribute where required to strategic and operational HR projects and initiatives.   **Employee Relations**   * Assist the Head of HR or other senior HR personnel in managing employee or industrial relations issues. * Liaise with Corporate Employee Relations in relation to relevant matters within the areas of responsibility. * Promote and foster positive Industrial Relations/Employee Relations. * Assist in the management & co-ordination of operational IR/ER issues, which arise e.g. Discipline & Grievance handling and provide relevant advice and support to managers and staff as required.   **Training and Education**   * Promote and foster front line manager attendance at relevant HR training programmes including front line managers, Legal Framework etc. * Keep abreast of changes in employment legislation and current HR issues together with actively enhancing your professional development. * Be responsible for people management and support the use of management tools and initiatives such as Team Based Performance Management, Key Performance Indicators, Continuous Professional Development, Legal Framework and Learning Needs analysis.   **General**   * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etcand comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * To 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** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***   * 1. Eligible applicants will be those who on the closing date for the competition:  |  |  | | --- | --- | |  | Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV  and  have not less than two years satisfactory experience either in that officer or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 |   and   * 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge 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 on the first day of the month in which the latest date for receiving completed application forms for the office occurs. |
| **Post Specific Requirements** | * Significant experience of working in a HR role that has involved dealing with HR matters e.g. recruitment, industrial relations, training and development etc. * Experience of delivering change projects involving multiple stakeholders * Experience of managing competing priorities and deadlines, where the ability to analyse and interpret information to make decisions quickly and accurately is required, as relevant to the role. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  *Demonstrate:*   * Expert knowledge of HR policies and procedures within the HSE and the ability to appropriately advice and support managers to implement these policies in a fair and consistent manner. * Knowledge of Government policy on public sector pay, HSE People’s Strategy, public service agreements etc * Knowledge of Employment Legislation as it relates to the People Management Legal Framework. * Knowledge of relevant standards policies and legislation for example Health and Safety, Freedom of Information Act 1997, Data Protection, HIQA Standards. * The ability to design and implement structured policies and systems for the management of service delivery. * Excellent MS Office skills to include, Word, Excel and PowerPoint * Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes   **Planning & Organising and Delivery of Results**  *Demonstrate:*   * The ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines * The ability to proactively identify areas for improvement and to develop practical solutions for their implementation * The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes * The ability to use resources effectively, challenging processes to improve efficiencies where appropriate   **Building and Maintaining Relationships including Leadership & Teamwork**  *Demonstrate:*   * The ability to build and maintain relationships with colleagues and other stakeholders including multidisciplinary and administrative teams and to achieve results through collaborative working * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment * Flexibility, adaptability and openness to working effectively in a changing environment * The ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources   **Evaluating Information, Problem Solving & Decision Making**  ***Demonstrate:***   * Excellent analytical, problem solving and decision making skills * The ability to quickly grasp and understand complex issues and the impact on service delivery * The ability to confidently explain the rationale behind decision when faced with opposition * Ability to make sound decisions with a well-reasoned rationale and to stand by these * Initiative in the resolution of complex issues   **Communication & Interpersonal**  ***Demonstrate:***   * Effective verbal communication skills, delivering complex information clearly, concisely and confidently * Excellent written communication skills including strong report writing and presentation skills * A high level of interpersonal and communication skills including negotiation skills, conflict resolution and the ability to build and maintain relationships with a range of stakeholders   **Commitment to a Quality Service**  ***Demonstrate:***   * Evidence of incorporating the needs of the service user into service delivery * Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers * Commitment to developing own knowledge and expertise * Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility |
| **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 organisation. |
| **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/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.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. | |



**Human Resources Officer (Grade VII)**

**Terms and Conditions of Employment**

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| **Tenure** | This post is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified 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 is:  €48,015; €49,186; €50,558; €51,933; €53,314; €54,545; €55,801;€57,022; €58,234; **€60,322; €62,417 LSIs** |
| **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 |
| **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. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards 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. |
| **Probation** | Every appointment of a person who is not already an 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. |

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)