****

**Grade VII Information and Communication Technology (ICT) Coordinator**

**Midland Regional Hospital Portlaoise**

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title and Grade** | **Grade VII Information and Communication Technology (ICT) Coordinator**  **Midland Regional Hospital Portlaoise**  (Grade Code: 0582) |
| **Campaign Reference** | NRS05466 |
| **Closing Date** | Tuesday the 31st of October 2017 at 12 noon |
| **Proposed Interview Date (s)** | November / December 2017 |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Dublin Midlands Hospital Group |
| **Location of Post** | Midland Regional Hospital, Portlaoise, Co Laois  A panel may be created for Grade VII ICT Coordinator within Midland Regional Hospital Portlaoise from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Ms Josephine Lowry, Operations Manager, Midland Regional Hospital, Portlaoise  **Tel:** 057 8696059  **Email:** [**Josephine.lowry@hse.ie**](mailto:Josephine.lowry@hse.ie) |
| **Details of Service** | The Midland Regional Hospital, Portlaoise (MRHP) is a 200 bed hospital (including 50 Acute Psychiatry beds) serving the catchment areas of Laois, Offaly, Kildare, Carlow and Tipperary.  The hospital provides General Medicine, General Surgery, Critical Care Unit, Intensive Care Unit, Paediatrics, Special Care Baby Unit, Obstetrics & Gynaecology, 24-hour Emergency Department, Day Hospital Facilities and Out Patients Services.  The Information and Communication Technology Coordinator will be responsible for the day-to-day operational support of hospital systems in the Midland Regional Hospital, Portlaoise and will assist the Regional Information and Communication Technology Department in respect of ICT service delivery to the hospital.  Information Technology is vital in assisting MRHP in improving quality healthcare and safety, and in managing patient records. The hospital has a number of integrated IT systems which increase the availability of patient information at the point of care; enhance and improve speed of communication between hospitals and GPs; and ensure a safe transfusion process for all patients in MRHP.  Hospital clinical systems currently in place include Integrated Patient Management System (IPMS), National Integrated Medical Imaging System (NIMIS) radiology system and laboratory blood tracking. All systems require ongoing IT support. The post is necessary for the facilitation and training associated with new IT systems and will support the existing IT systems within the hospital. |
| **Reporting Relationship** | General Manager, Midland Regional Hospital, Portlaoise, Co Laois |
| **Purpose of the Post** | The purpose of the role is to develop, manage and expand the Information and Communication Technology service to the Midland Regional Hospital, Portlaoise and ensure the availability and integrity of data used within the hospital.  The Information and Communication Technology Coordinator will liaise and co-operate with the Office of the Chief Information Officer (OCIO), the Dublin Midland Hospital Group IT Managers forum and other stakeholders to enhance the value obtained from IT in the hospital. |
| **Principal Duties and Responsibilities** | **The successful candidate will be directly responsible for the following:**   * Lead the development of a comprehensive approach to ICT throughout the hospital in line with the OCIO Knowledge and Information Action Plan and in support of the hospital group priorities. * Develop collaborative working relations with Consultants, Director of Nursing and Heads of Service. * Establish an ICT steering group with the hospital leadership team to prioritise and direct all ICT activity in the hospital. * Oversee the implementation of national ICT projects to the hospital. * Ensure hospital staff have access to required infrastructure, support and development services from the OCIO. * Conduct an ICT training needs analysis and development plan in conjunction with HR. * Liaise with the Financial Accountant to ensure expenditure is controlled within agreed limits and in compliance with the hospital’s financial plan. * Prepare, in consultation with the Finance Accountant and other stakeholders, an ICT capital investment plan for new initiatives and equipment replacement. * Prepare the required OCIO project documentation for development projects.   **The successful candidate will work with the responsible individuals in the OCIO to:**   * Ensure integration through interfacing of all patient-based information systems in the hospital. * Ensure HSE ICT security policies are effectively implemented across the hospital including networks and PCs. * Ensure all systems are appropriately backed up and recoverable. * Assist in the purchase of hardware and software products. * Monitor Service Desk effectiveness to ensure hospital staff receive the support they require. * Liaise with the Communication Department regarding the maintenance and development of website for the Midland Regional Hospital, Portlaoise. * Ensure the OCIO have appropriate service contracts for hardware and software maintenance. * Ensure the OCIO maintains a register of all PCs within the hospital. * Ensure Business Intelligence Unit services are available to the hospital leadership team. * Be familiar with the Safety Health and Welfare at Work Act, and all relevant policy. * 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 working in ICT to include monitoring, troubleshooting and upgrades of networks and servers * Experience in computer systems security and backup * Experience in the production of computer reports and statistical information |
| **Other requirements specific to the post** | Flexibility in relation to working hours is a requirement of the post  The post holder must have access to appropriate transport in order to fulfil the duties of the post. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  ***Demonstrate:***   * Demonstrate knowledge of ICT applications, i.e. computer literacy and familiarity with common office automation * Demonstrate knowledge and understanding in the provision of ICT support * Demonstrate knowledge and understanding of Database Management * Demonstrate knowledge and understanding of patient-based information systems or electronic health care records utilised within an acute hospital setting e.g. IPIMS * Demonstrate experience in preparation and provision of training programmes * Demonstrate knowledge in sourcing and procurement of software applications * Demonstrate knowledge and understanding of sourcing and procurement policies and managing budgets   **Communications & Interpersonal Skills**  ***Demonstrate:***   * Effective verbal communication skills, delivering complex information clearly, concisely and confidently * Excellent written communication skills including strong report writing and presentation skills * Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.   **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   **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   **Building and Maintaining Relationships including Teamwork & Leadership Skills**  ***Demonstrate:***   * The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working * The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment * The ability to lead the team by example, coaching and supporting individuals as required. * Flexibility, adaptability and openness to working effectively in a changing environment   **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.** | |



**Grade VII ICT Coordinator**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and 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 Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **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 (1/04/17 LRA) |
| **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 will be confirmed at job offer stage. |
| **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. |
| **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. |
| **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)