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**Staff Officer Grade V**

**Specified Purpose Contract**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Staff Officer - Grade V – Primary Care Reimbursement Service/National Medical Card Unit  Grade Code 0566  Temporary Full-time (37 hours per week)  Specified Purpose Contract (SPC) |
| **Campaign Reference** | PCRSV 10/17 |
| **Closing Date** | **Friday 10th November 2017 at 12 Noon**  **Applications received after 12 noon on the closing date will not be accepted.** |
| **Proposed Interview Date(s)** | Early January 2018 |
| **Taking up Appointment** | As per current HSE policy the successful candidate will be expected to take up duty within 6 weeks from the date of offer. |
| **Organisational Area** | Primary Care Schemes & Eligibility |
| **Location of Post** | Primary Care Reimbursement Service (PCRS) / National Medical Card Unit (NMCU), North Road, Finglas, Dublin 11  There are initially two Specified Purpose Contract vacancies:   1. National Medical Card Unit 2. Corporate Pharmaceutical Unit   A panel may be formed from which current and future Specified Purpose Contract vacancies within the PCRS/NMCU may be filled. It is the intention of the HSE to run a national panel for Grade V early 2018 - once the recruitment panel from this national campaign is “live” all local panels will be expired. |
| **Details of Service** | The HSE’s Primary Care Reimbursement Service (PCRS) supports the delivery of a wide range of primary care services to the general public through over 7,000 primary care contractors (i.e. doctors, dentists, pharmacists, optometrists, etc.) across a range of community health schemes. These schemes form the infrastructure through which the Irish health system delivers a significant proportion of primary care to the public.    PCRS was originally established in 1973 as a reimbursement service for primary care service providers. PCRS spends €2.4bn funding the delivery of a wide range of primary care services to 3.4m persons through more than 7,000 primary care contractors across a range of ‘demand led’ national health schemes and arrangements. In 2011 the assessment and administration of medical cards was centralised in PCRS.  The vast majority of primary care services to the general public in Ireland are delivered by over 7,000 primary care contractors through a range of community health schemes. The PCRS is responsible, through its reimbursement activities, for making payments to these primary care contractors for the services provided, according to the rules of the relevant schemes. PCRS also reimburses and makes payments to suppliers and pharmaceutical companies under the terms of other schemes.  In addition to the processing and making of payments on a national basis to key service providers and recipients, PCRS also compiles statistics and trend analyses which are provided to other areas within the HSE, Government Departments and other interested parties.  PCRS provides additional services to the wider health service through the functions of the Corporate Pharmaceutical Unit (CPU), which is responsible for drug pricing, and through other activities such as PCRS’s collaborative support to the Medicine Management Programme. |
| **Reporting Relationship** | The post holder will report to the Section Officer, Grade VI or other nominated manager. |
| **Purpose of the Post** | To provide administrative support within a function and to supervise assigned staff. |
| **Principal Duties and Responsibilities** | **Communications**   * Participate in the overall delivery of unit functions in the PCRS * Facilitate effective communications with Contractors, the Management Team, HSE Senior/Corporate Managers, other members of the office and other relevant stakeholders as required. * Effectively handle queries through to completion and ensure queries are handled in a timely fashion.   **Administration**   * Plan and organise work effectively. Address priority issues and ensure the operation runs efficiently and effectively * Liaise with unit manager to ensure all unit deadlines are met including the provision of regular processing status reports * Liaise with Information Technology management in identifying and implementing change. Initiate and develop the use of information technology. * Monitor the effectiveness of current process and procedures and recommend/implement change where appropriate. * Produce relevant and accurate management reporting to internal stakeholders using Microsoft products. * Track on a daily basis any surges/bottlenecks in activity throughout the schemes processes and discuss options with supervisors to address same.   **Problem Solving/Decision Making**   * Make decisions based on problem evaluation and analysis of large volumes of information/numerical data * Demonstrate initiative and ability in the resolution of complex issues   **Human Resources**   * Plan, allocate and evaluate work carried out by teams and individuals. * Manage the performance of assigned staff and teams. * Create a positive working environment, which contributes to maintaining and enhancing effective working relationships. * To promote the development of staff to maximise potential in line with personal and organisational goals. * Liaise with all staff where appropriate and contribute effectively to the excellent team environment established. * Deputise for Unit head as required. * Provide or facilitate training for new members of staff as appropriate and encourage/support staff to seek opportunities for their own development.   **Other Duties**   * To perform such other duties as may be reasonably required. * To undertake all duties in a confidential, professional and courteous manner when representing the department. * 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 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** | ***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***  **Candidates must have at the latest date of application: -**   1. **Professional Qualifications, Experience, etc**    1. Eligible applicants will be those who on the closing date for the competition:   Have satisfactory experience as a 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  Or  Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish**1**. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.  Or  Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction  Or  Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).  *Note****1****:*  *Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable.*  *Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme.*  *The Leaving Certification Applied Programme does not fulfil the eligibility criteria.*    **and**   * 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.  1. **Age**   Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) 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.   1. **Health**   Candidates 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.   1. **Character**   Candidates for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Candidates are required to possess extensive experience of working to tight deadlines, experience of processing large volumes of information including numerical data, experience of Supervising/leading a team to achieve results. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  Demonstrate:   * An understanding of the Irish Health Service & Structures * A broad knowledge of the services provided by the Primary Care Reimbursement Service * Excellent MS Office skills to include, Word and Excel * Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes   **Planning & Managing Resources**  Demonstrate:   * An ability to plan and organise work effectively addressing priority issues and ensuring the operation runs efficiently and effectively * Excellent organisational and time management skills to meet objectives within agreed timeframes, achieving quality results. * The ability to delegate appropriately and handle problems and crises in a well-organised manner   **Problem Solving/Decision Making**  Demonstrate:   * Excellent interpretation of data skills using data extracted from multiple data sources * An ability to monitor the effectiveness of current process and procedures and recommend/implement change where appropriate. * Initiative and ability in the resolution of complex issues   **Communication Skills**  Demonstrate:   * Excellent interpersonal communication skills to facilitate work with internal and external stakeholders * Excellent report writing and documentation skills including the ability to present information * Experience in query handling through to completion   **Teamwork and Leadership skills**  Demonstrate:   * Capacity to inspire teams to the confident delivery of excellent services * Strong team work skills including the ability to build and maintain relationships in a multi-disciplinary team/multi stakeholder environment. * Evidence of being a positive agent of change and performance improvement * Flexibility and adaptability   **Commitment to a Quality Service**  Demonstrate:   * Awareness and appreciation of the service user * A commitment to promoting and maintaining high work standards * A commitment to providing a professional service to internal and external stakeholders |
| **Campaign Specific Selection Process**  **Assessment Tests/ Interview** | A ranking and/ shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and/shortlisting are based on the requirements of the post as outlined in the eligibility criteria, post specific requirements 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. | |



**Staff Officer – Grade V**

**Specified Purpose Contract**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies are Specified Purpose Contracts and whole time.  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 is: €41,209, €42,522, €43,834, €45,146, €46,458, LSI €47,980, LSI €49,496 |
| **Working Week** | The standard working week applying to the post is 37 hours per week.  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. |
| **Protection of Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **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. |