

**Guidance Template - Job Specification for**

**Change and Improvement Manager (Grade VIII) Post**

***(Including guidance for pitching job specifications for General Manager and Grade VII level Change and Improvement Manager posts)***

TITLE OF POST

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Title of Post:** What is the job title?  (Grade Code: XXXX)  **Is change management and / or improvement a core function of the role? If yes, the Job Title should clearly indicate this. Examples:**   * *Change and Project Management Lead* * *Change and Improvement Manager* * *Change and Improvement Practitioner* * *Change Facilitator*   **Grade Code**  Aligned to the Clerical / Admin Grade structure, at what grade is the job positioned?  Grade will be approved through the agreed national process. You will have already considered the Grade at the approval process.  The following is for guidance only and needs to be considered aligned to the purpose, responsibility, and complexity of the role:   * **General Manager** (Grade Code 0161) will have lead responsibility for delivering large scale complex change at whole system level. * **Grade VIII** (Grade Code 0655) will have lead responsibility for a large to medium scale change initiative at functional / service level. This may also include some Change Practitioner roles who act as internal consultants to a portfolio of change initiatives. * **Grade VII** (Grade Code 0582) will work as part of a team as a Change Facilitator or Change Lead at service level.   *Example Title & Grade Code structure:* Change & Improvement Manager (Grade VIII) (0655) |
| **Remuneration** | The salary scale for the post is:  Insert the relevant salary scale for this position.  For example:  XX,XXX - XX,XXX - XX,XXX - XX,XXX - XX,XXX - - **XX,XXX LSI** (DD/MM/YY)  Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | **To be completed by Recruiter.** |
| **Closing Date** | **To be completed by Recruiter.** |
| **Proposed**  **Interview Date (s)** | **To be completed by Recruiter.** |
| **Taking**  **up Appointment** | A start date will be indicated at job offer stage. |
| **Organisational Area** | Please insert Organisational Area to which the post is assigned e.g. National HR, CHO7, SSWHG etc. |
| **Location of Post** | **Insert location:**  There is currently **xx permanent / specified purpose / part time / whole-time** vacancy available in **xxxxxxxxxx**  **Guidance Note:**  This is the base for the post and care should be taken in providing clarity in relation to this.   * What is the name of the Department? * Where is the job located? * Which hospital / community / other service? * Which geographical area? * National or Corporate   An indication should be given in relation to the number of current vacancies. Initial posts are: permanent / specified purpose full time / part time vacancy in (please specify).  If a panel is to be formed please state same: e.g. A panel may be formed as a result of this campaign for **xxxxxxxxxxx** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | **Please provide name & contact details for person who will deal with informal enquiries.** |
| **Context and Details of Service** | **Guidance Note:**  There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for:   * Overview of the service * What is the key purpose of the change / project initiative? * In what context does it exist i.e. key alignments / services strategies that apply * What service does the function/unit provide? * What client / staff group is served? * What are the possible future developments for the service? * What is the team or organisational design/structure? * What area is covered by this service? |
| **Reporting Relationship** | **Please outline reporting relationships associated with the post:**   * To whom will the job holder report? * Outline any other reporting relationships associated with the post. |
| **Key Working Relationships** | **Guidance Note:**  Change management roles are very dependent on collaborative working relationships. The following should be amended to reflect the breadth and depth of connections needed.  The post holder will develop effective working relationships with: examples might include the following – *amend as needed for the role:*  **Nationally**   * HSE Clinical Design and Innovation Team(Office of Chief Clinical Officer). * Quality Improvement Team. * National Clinical Programmes (Models of Care, Clinical Care Pathways, Service Design). * National Clinical Leadership Centre for Nursing and Midwifery, Health and Social Care * Professions, NDTD and Spark Innovation Programme. * Strategic Transformation / Healthcare Strategy. * Sláintecare Programme Implementation Office. * Academic Sectors, Public Service Organisations and others.   **National and within CHOs, Hospital Groups**   * HR Colleagues in development roles – Leadership Academy, OD, LETD, Staff Engagement, Heads of HR, etc. * Nursing and Midwifery Planning and Development Units. * Quality, Patient Safety and Service Improvement Teams. * Service improvement  / reform teams (i.e. in mental health). * Chief Officers / CEOs and their Leadership Teams. * Community Health Operations Improvement and Change Team. * Hospital Group and / or Community Operations Management Teams. * Voluntary / funded agencies. * HR, Finance, Communication and Business Information Leads. * ICT and Digital Leads.   **Programme Management / Transformation Offices –** delivery system   * Programme Management Offices / Change and Improvement Teams, Sláintecare Innovation Fund Project Leads. * Network Managers (Primary Care, Disability Services etc.). * Clinical Leaders and Heads of Service.   **Change and Project Leads aligned to national programmes**   * Service / digital innovators, HSeLanD and Change & Innovation Hub collaborators, e-Learning providers. * Health Business Services (HBS): Integrated Financial Management System (IFMS), National Estates Information System (NEIS), National integrated Staff Records and Pay (NiSRP). * Office of the Chief Information Officer. * Digital Academy. * National Communications. * Other internal / external stakeholders as appropriate including academic providers. |
| **Purpose of the Post** | **Guidance Note:**  We have used a **Change and Improvement Manager Grade VIII** as an example – please adapt as appropriate  What is the overall high level purpose of the job?  This is likely to be an early consideration and it will define the Job Title and the Grade. The high level statement relates to the core responsibility of the post.  As Change and Improvement Manager you will:   1. **Lead the change initiative** (*name it if appropriate*) to ensure it delivers the agreed outcomes for service users and the organisation on time and on budget. Take on (*as appropriate*) supervisory responsibility to work with others in the organisation to deliver on the agreed programme of work. 2. Work **collaboratively with multiple stakeholders** to increase employee and service user engagement to design and deliver change management strategies and plans. 3. Focus on **people and cultural change** including **person centred design** by improving readiness and addressing resistance, assessing the impact for people and developing appropriate interventions. 4. **Define, design and deliver optimal change and improvement outcomes** focusing on adaption, utilisation of and proficiency with new ways of working / practice changes to add public and staff support and increase return on investment. 5. Build change capacity as a **change coach for senior leaders** **and managers** at all levels in helping them fulfil the role of change leader / sponsor as they support their direct reports through transitions. 6. Be a key member of (*or Lead*) project teams in **integrating change management** activities with a particular focus on the people aspects of change into project plans. |
| **Principal Duties and Responsibilities** | **Guidance Note:**  **Please outline operational, strategic, developmental, clinical, administrative and other duties that will apply to the post:**   * What are the key responsibilities of the job? * What is involved in doing the job? * What are the key tasks of the job? * What are the most important aspects of the job? * What will the job holder spend the most time doing? * What will the job holder be responsible for doing? * What will the job holder have accountability for? * Will the job holder have managerial responsibilities? * Will the job holder have budgetary responsibilities?   It may be useful to represent them under relevant headings as noted below.  Ideally you should have approximately 10 / 15 main duties and responsibilities.  **Guidance Note:**  **Sample provided is for a Change and Improvement Manager (Grade VIII) in a lead role. Please amend to reflect the specifics of the change initiative and also to reflect the responsibilities of the Grade.**  ***Note:*** *some roles may include defining and designing changes to patient / service user pathways, service redesign, business process improvements, changes to systems and technology, revised job roles, team developments, changes to organisation design and structures, focused service improvements etc. The job spec could outline some of the anticipated changes.*   1. **Leadership and delivery of change**   ***Lead the change initiative*** *(name it if appropriate*) to ensure it delivers the agreed outcomes for service users and the organisation on time and on budget. Take on as appropriate supervisory responsibility to work with others in the organisation to deliver on the agreed programme of work.   * Adopt a strategic and integrated approach to change and improvement in developing and agreeing change and project plans in line with the organisational policy on change – *Health Services Change Guide* www.hse.ie/changeguide * Attend to the overall governance of the change initiative to deliver on agreed outcomes within the agreed timeframes and budgets. *Adapt as necessary depending on role.* * Define key metrics and outcomes that align with people and culture change targets and deliver a tailored programme of work that delivers public and staff value. * Provide support and guidance to CEOs / Chief Officers to enable the service to reorganise and adapt to change and improvement taking into account multiple perspectives from internal and external stakeholders. * Be an advocate and thought leader for change and service improvement optimising technology, innovation and learning in the context of people and culture change initiatives. * Design and deliver change interventions and project plans to maximise involvement, strengthen ownership and deliver on the shared purpose. * Keep up to date in relation to the evidence on change and innovation examining best practice and developing partnerships across sectors to improve change capacity.  1. **Working with and through others – influencing to achieve agreed outcomes**   *Work* ***collaboratively with multiple stakeholders***to increase employee and service user engagement to design and deliver change management strategies and plans.   * Apply the organisation policy set out in the Health Services Change Guide to design and deliver effective change programmes and project plans working collaboratively with a range of stakeholders. * Develop effective and robust collaborative / team working relationships with key internal and external stakeholders appropriate to the change initiative including: * Medical, Nursing, Health & Social Care, Business Managers * Colleagues in management roles – Community Health Care Organisation, Hospital Groups etc. * Staff representative associations * Public representatives * Clinical and service leaders * Consumer and patient groups * Voluntary providers * Private providers as appropriate e.g. nursing homes * Prioritise the design and continuous delivery of proactive and consistent engagement and communication plans in relation to the change and project initiative. * Proactively engage with multiple stakeholders, involve them in defining the need for the planned improvement and assess their readiness to be involved. * Engage with other agencies / voluntary organisations to develop cross-sectional support systems to enable and support the integration and spread of new ways of working. * Work collaboratively with other teams and services including Strategic Transformation / Clinical Design and Innovation Team *(amend as appropriate)* and other related service and business transformation programmes to ensure change and project plans are integrated and impact assessed for organisational / service area readiness and delivery of improved service user outcomes. * Utilise all available digital and other platforms to deliver the widest possible stakeholder involvement.  1. **Prioritise focus on people and culture change and person centred design**   Focus on **people and cultural change** including **person centred design** by improving readiness and addressing resistance, assessing the impact for people and developing appropriate interventions.   * Apply the required expertise, knowledge and skills in people and culture change including human-centred design that is future focused for complex health and social care services and that places people’s needs at the centre of service developments. * Develop plans utilising human-centred design principlestaking public value into account:   1. What people need?   2. What is technically and organisationally feasible within appropriate regulatory and legislative requirements?   3. What is financially viable within a public value context? * Assess and analyse the change impact from a people and culture perspective and design interventions to increase ownership and improve adaption to new ways of working and delivering services. * Identify and work with anticipated resistance to find an agreed approach to address concerns. * Be responsible for delivery of key change and improvement targets by ensuring an appropriate tracking and reporting system is put in place to measure progress. * Report to the CEO / Chief Officer or others as appropriate in relation to progress and plans to mitigate any key challenges.  1. **Define, design and deliver optimal change and improvement outcomes**   **Define, design and deliver optimal change and improvement outcomes** focusing on adoption, utilisation of and proficiency with new ways of working / practice changes to add public and staff value and increase return on investment.   * Manage the change portfolio as required. * Work with line managers (and others as appropriate) to enable and monitor progress in relation to service / work practice changes. * Participate in performance monitoring of change and project plans and be accountable at local service level for delivery of agreed outcomes. * Identify, assess, manage and monitor risks as the system transitions between the current and future ways of working and delivering services. * Work with Change and Project Teams in the development and implementation of early warning and corrective action planning systems. * Be responsible for delivery of key change and improvement targets by ensuring an appropriate tracking and reporting system is put in place to measure progress. * Report as agreed with respect to performance against planned change deliverables and within timeframes. * Liaise with HR specialists regarding issues arising at service level including working with trade union officials.  1. **Building change leadership capacity**   Build change capacity as a **change coach for senior leaders** **and managers** at all levels in helping them fulfil the role of change leader / sponsor as they help their direct reports through transitions.   * Support and engage senior leaders in taking up their change leadership role and in building their change capacity and skills to support effective working relationships. * Support capacity building and communities of practice by providing input and resources, and support the design and delivery of development / training programmes as appropriate to the role. * Develop change coaching supports to improve change capacity and build resilience at team and system level and participate as appropriate in Change and Improvement / Innovation Networks.   **General**   * Demonstrate pro-active commitment to all communications with internal and external stakeholders. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * 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. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * To act as spokesperson for the Organisation as required.   **Guidance Note:**  The following must be included in the Job Specifications of Mandated Persons under Children First 2015.  It is included as a clause in the Terms and Conditions section at the end of this template document. Please delete this clause if it is not relevant - check the list of mandated posts at the end of this document to determine if a post is a mandated post or not.   * As a mandated person under the Children First Act 2015 you will have a legal obligation to report child protection concerns at or above a defined threshold to TUSLA & to assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.   The following must be included in the Job Specifications of Designated Officers (Protection for Persons Reporting Child Abuse Act 1998)  It is included as a clause in the Terms and Conditions section at the end of this template document. Please delete this clause if it is not relevant - check the list of Designated Officers at the end of this document to determine if a role is a designated one or not.   * As this post is one of those designated under the Protection for 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.   The following must be included in all Mental Health Job Specifications (include within the Duties and Responsibilities section) please do check [here](https://www.hse.ie/eng/services/list/4/mental-health-services/advancingrecoveryireland/national-framework-for-recovery-in-mental-health/) for any updates to the framework:   * Staff will work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020.   The following ‘Ethics in Public Office’ clause(s) must be included in the Job Specifications of posts of certain salary levels or above;  It is included as a clause(s) in the Terms and Conditions section of this document. Please delete these clause(s) if it is not relevant. Please check the salary level of the post to determine inclusion here: [https://www.hse.ie/eng/staff/benefits-services/pay/](https://scanner.topsec.com/?t=acf593a1759a38cdecbfc377197d5e6916ad9199&d=1823&u=https%3A%2F%2Fwww.hse.ie%2Feng%2Fstaff%2Fbenefits-services%2Fpay%2F)  The following must be included in all Job Specifications (include at the very end of the Duties and Responsibilities section):  **The above Job Specification is not intended to be a definitive 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 them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | 1. If the Eligibility Criteria **are not listed** on the HSE website at <http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/> then the service will need to draft appropriate criteria. Only criteria essential to the role and grade level should appear here and care should be taken to ensure that the criteria aren’t overly restrictive:   2.1 *Qualifications:*   * Only include qualifications that are absolutely necessary for effective performance in the job & without which the person could not do the job competently or successfully.   2.2 *Experience:*   * Quality of experience is better than stating a period of time (i.e. quantity). It’s better to state what the candidate is expected to *know* or be able to *do* than stating a specific time period.   2.3For Mgt/Admin posts where there are no nationally agreed eligibility criteria, please provide details of the types of experience that the person should have to perform the role effectively. A third level qualification should only be included where it is clearly linked to the requirements of the role.  2.4 It’s important that input is sought from a wide range of relevant stakeholders in drawing up eligibility criteria.  2.5 Newly developed or proposed criteria should go through an approval process with the Head of HR in Community Operations / Acute Operations before being referred to National HR for consideration.  **Example:**  For roles which involve change / project management and / or service improvement as a core function of the role, consider including any or each of the following in this section:   * Extensive experience of change management and / or project management and / or quality / service improvement delivering change and quality improvement initiatives in a multi-stakeholder environment such as health and social care. * Experience of leading and delivering on key strategic priorities which involve people and culture change at functional / divisional level. * Extensive experience of managing and delivering change and quality improvement projects using reliable change and project methodologies. * Have demonstrated capacity to work across sectors / services to achieve results through collaborative / team working.   **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. |
| **Post**  **Specific Requirements** | **Guidance Note:**  **This section may be used to specify that candidates must demonstrate particular experience deemed necessary for safe and effective performance in the role e.g.,**   * Experience in a change consultancy / change leader role to define, design, deliver effective change management strategies and programmes in a complex environment   And / or   * depth and breadth of experience in leading change initiatives in a multi-stakeholder environment   **Post specific requirements mostly relate to a specific role and might include education / experience required for a specific post in a specific location / may include specialisms e.g. ICU course or experience. We don’t include ‘Nice to have’ / ‘Desirable’ criteria – either a criterion is essential to the role or it isn't. Avoid including ‘numerical data’ here e.g. must have x no. of months / years’ experience in XXX. Instead it is more helpful to detail what it is you want the applicants to know / be able to do.** |
| **Other Requirements Specific to the Post** | **Guidance Note:**  **Please outline if there are specific practical requirements that are specific to the post**  **e.g.**   * **have access to appropriate transport to fulfil the requirements of the role** * **participate in an on-call rota** * **a flexible approach to working hours is required to ensure deadlines are met.** |
| **Skills, competencies and/or knowledge** | **Guidance Note:**  *For roles which involve change / project management and / or service improvement as a core function of the role, please consider what skills or knowledge is essential to carry out the post i.e. the job cannot be carried out without the use of these skills or knowledge.*   * It may be useful to examine the duties of the post and consider what specific skills a candidate would need to carry out those duties. * It is important to be specific about what exactly you are looking for i.e. rather than writing a generic “good communication skills.” Be exact in what skills are required e.g. “demonstrate good communication skills especially with regard to presentation skills and delivering complex information in understandable terms”. * In this section you can list technical skills that are needed e.g. demonstrate evidence of digital and ICT skills including the use of *(note specific requirements*).   **Example**  Below are some examples of skills, competencies or knowledge for a Change and Improvement Manager – these can be adapted to the specific level of the post under consideration:  **Competencies for Change and Improvement Manager**  **Headi**   1. **Professional knowledge and experience in change practice – demonstrates:**   *For Example:*   * Knowledge of current best thinking in relation to change management, organisation development, project management in complex, adaptive systems including: * Health Services Change Guide ([www.hse.ie/changeguide](http://www.hse.ie/changeguide)) * Framework for Improving Quality ([www.qualityimprovement.ie](http://www.qualityimprovement.ie)) * Relevant organisational project management and quality improvement methodologies / tools (i.e. Prince II, LEAN, PDSA, Schwartz etc.) * Experience in taking a whole-system approach and leading large-scale organisational change efforts – *(may be relevant for some posts)* with a developed understanding of the wider health and social care context. * Experience and knowledge of change management, project management and service improvement approaches / methods that place people’s needs at the centre with a focus on people and cultural change. * Knowledge and experience of person centred design techniques and engagement methodologies in the delivery of person centred improvements in a multi-stakeholder environment. * Understanding of research and measurement with capacity to initiate and support activities relevant to the role and function of the service.  1. **Leadership, change and team working skills – demonstrates:**   *For Example:*   * Collective leadership skills focused on relationships and networks as key to sustainable change and improvement. * Capacity to provide strategic direction for change and lead a team to deliver on change and innovation targets. * Insight into organisational ‘politics’ and power structures to lever change. * Ability to establish and maintain strong working relationships and credibility to work with diverse and multi-sectoral / multi-disciplinary teams / services to energise critical mass of change leaders across the system. * Ability to influence, reframe and negotiate, working with teams / services to openly address conflict, find common interests, explore solutions and seek resolutions. * Able to work effectively at all levels in an organisation and with a wide range of people through effective engagement/co-production approaches and methodologies.  1. **Critical analysis, problem solving and decision making skills – demonstrates:**   *For Example:*   * Ability to make sense of complexity, support risk taking and work with various organisational systems, particularly where other services / organisations might be affected by the change. * Ability help others make sense of what is going on when there is uncertainty and absence of a clear pathway. * Ability to analyse problems, guide and support managers and teams to address issues and find workable solutions. * Understanding of how people go through change with a particular understanding of personal reactions and ways to support behaviour change through building relationships and trust. * Ability to gather data, use evidence, rapidly assimilate and analyse information to inform, impact and assess risk, change and improvement. * Ability to demonstrate independent thought and judgement based on evaluation of evidence and circumstances. * Capacity to prompt divergent thinking and alternative approaches to challenge the status quo and support creative innovative solutions to complex problems.  1. **Organisation development and design skills – demonstrates:**   *For Example:*   * Understanding of organisation development / change management principles as core to delivering system wide change. * Ability to understand and work with various organisational systems using engagement / co-production approaches and methodologies. * Experience of using improvement / change methodologies based on assessment of need, enabling others to become self-sufficient and build capacity for change and improvement across the system. * Experience of using human-centred design thinking / practices to influence how services are improved, co-creating solutions and testing options for delivery with service users and staff. * Process improvement / process mapping skills and knowledge with a creative lens using user experiences to inform design options.  1. **Communication, e-Learning and innovation skills – demonstrates:**   *For Example:*   * Collaborative communication style including ability to facilitate and manage diverse groups and demonstrate active listening skills. * Ability to clearly articulate messages to a variety of audiences, present information in a clear and concise manner and communicate confidently orally and in writing including strong presentation skills. * Understanding of how adults engage in learning including via digital and e-resources and ability to support and nurture individuals and teams in developing change practices. * Awareness of innovative best practice and emerging trends within digital / social media / e-learning approaches with ability to progress solutions to support the facilitation of change / learning programmes. * Ability to develop e-learning / change resource content across multiple channels including website, social media, email and an ability to work with digital analytical tools.  1. **Personal effectiveness and commitment to quality services – demonstrates:**   *For Example:*   * Ability to influence others and move toward a common vision or goal. * Flexibility and adaptability; able to work with uncertainty and change course when needed. * Ability to manage deadlines, effectively handle multiple tasks, manage resources and follow through on agreed actions. * Ability to take personal responsibility to initiate activities, negotiate and agree a programme of work to achieve objectives and deliver agreed outcomes. * Ability to deal with challenging situations in a constructive way, and keep a sense of perspective and balance in difficult circumstances. * Creative and ideas driven with the ability to critically evaluate work and provide constructive feedback for improvement. * Demonstrate a strong sense of self-awareness and personal and professional integrity. * Demonstrate a willingness to learn from experience, be resilient and to persevere. |
| **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. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **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 CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job specification may be reviewed.  This job specification 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. | |

**Prepared by OD – Improving Change Capacity, Kells, March 2021**

**<Title of Post INSERT>**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-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: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7 day 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 Contracting 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 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **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 Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) |
| **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. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale 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 <https://www.sipo.ie/>. |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/> [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)