

**Change and Improvement Practitioner - Organisation Development (Grade VIII)**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Change and Improvement Practitioner - Organisation Development (Grade VIII)**  (Grade Code: 0655) |
| **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. e.g. **National** – Organisation Development – Improving Change Capacity. |
| **Location of Post** | Insert location  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  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** | ***For Example:***  **Core responsibilities include:**   1. Work with change and improvement / innovation colleagues to connect and lever opportunities to take a more **strategic and integrated approach** to people and culture change and human-centred design maintaining a focus on public value. 2. Build capacity for **organisation development /** **human-centred design solutions** by scaling up practices and enhancing knowledge and expertise in service design and co-production working collaboratively with colleagues nationally and at local level. 3. Optimise **innovation, e-development and learning opportunities** and **academic partnerships** to improve change capacity across the system. 4. Develop and strengthen change capability at organisational and local level through communicating, curating and optimising **e-development resources** in line with advances in technology and science. 5. Progress **Change and Improvement / Innovation Hubs / Communities of Practice** at local level to strengthen collaborative approaches. |
| **Principal Duties and Responsibilities** | **Adopt a Strategic and Integrated Approach to Change and Innovation Developments**     * Take a **system-wide** cohesive approach to the implementation of the organisational policy on change - *Health Services Change Guide* that is flexible and responsive to local contexts, aligns efforts and builds coalitions for change in the system. * 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. * 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. * Define key **metrics and outcomes** that align with people and culture change targets and deliver a tailored programme of work that is regularly reviewed and delivers public and staff value.   **Progress Organisation Development and Human-centred Design Practice**   * Develop the required expertise, knowledge and skills in **organisation development and human-centred design** that is future focused for complex health and social care services and that (1) places people’s needs at the centre of service developments and (2) balances the focus on developing both skilled practitioners and generic skills. * Promote and integrate organisation development and human-centred design **principles** taking 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?   * Work **collaboratively** with the Clinical Design and Innovation Team and other related service and business transformation programmes in relation to influencing and developing OD practice and human-centred design. * Support local managers, Project Management Offices, HR colleagues and change **practitioners across the system** to improve capacity for change, service design and innovation in line with Sláintecare and national / local priorities.   **Progress Change and Innovation e-Developments**     * Develop a strategic digital/multi-media plan to lead innovative **e-development** solutions to improve change capacity. * Work with **academic partners** to integrate the Change Guide into academic programmes at all level. Target programmes that educate health and social care professions and leaders. * Work with academic partners to develop appropriate **accredited programmes** to develop change capacity utilising curriculum development expertise as appropriate. * Work with **curriculum developers** to ensure that change and innovation programmes and resources translate from theory to practical application in the work setting. * Develop collaboratively a suite of **change modules and design interventions** that are targeted at improving change knowledge, skills and capabilities. * Implement **digital communications campaigns** to maintain a consistent focus on the Health Services Change Guide and increase its reach and relevance across the system using social media and digital platforms.   **Develop and Curate Change and Service Design Resources**   * Demonstrate a curiosity around new opportunities for **resource development** and the foresight, care and confidence to innovate appropriately within a health and social care context ensuring alignment and connectivity with colleagues. * Develop **practice resources** (including methodologies and tools) in line with the *Health Services* *Change Guide* and other relevant frameworks that can be applied at local level needs and support proficiency in their use. * Manage partnerships / contracts and associated resources in relation to development of resources / e-learning. * Provide oversight of the Change Hub on **HSeLanD** and the Change Guide website.   **Progress Communities of Practice / Change and Innovation Networks**   * Work with change and innovation colleagues to **connect and lever opportunities for learning and to take a more integrated approach** to building capacity for change and human-centred design through Change and Innovation Networks. * Maximise whole-system communication to increase awareness of people and culture change. * Deliver change clinics working with colleagues who have complementary skills to build local design / change capacity and provide opportunities for teams to access support and practical help.   **General**   * Demonstrate pro-active commitment to all communications with internal and external stakeholders. * Adequately identify, assess, manage and monitor risks within their area of responsibility. * 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. * To act as spokesperson for the Organisation as required.   **The above Job Description is an outline of the 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** | 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.  **For Example:**  **Candidates must have at the latest date of application:**   1. Significant experience in organisation development, leadership development, change management, service / quality improvement, human resources, project management, delivering change and quality improvement initiatives in an environment such as health and social care. 2. A proven ability in a change consultancy / change leadership role to define, design and deliver effective change management strategies and programmes in a complex environment. 3. Experience of developing and delivering innovative organisation development and change interventions using a range of methodologies. In particular demonstrate capacity in:  * Developing and delivering digital and e-learning content   and /or   * Organisation development and service design practice  1. Have demonstrated capacity to work across sectors / services to achieve results through collaborative / team working. 2. Have the requisite knowledge and ability for the proper discharge of the duties of the role.   **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** | **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** | **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** | **Competencies for Organisation Development & Change Practitioner**   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: * HSE 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, Schwartz etc.) * Experience in taking a whole system approach with a developed understanding of the wider health and social care context including HSE reform and approaches to change leadership. * Experience of using change consultancy / change leadership skills in a complex environment to deliver significant improvement in service user / or staff experiences. * Knowledge and experience of design techniques and co-production methodologies in the delivery of person centred design improvements in a complex multi stakeholder environment * 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. * Experience of developing learning resources and change programmes which are evidence informed and relevant to an Irish context. * 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. * Ability to form 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. * Able to work effectively at all levels in an organisation through effective engagement/co-production approaches and methodologies. * Capacity to provide strategic direction and ability to lead a team to deliver on change and innovation targets. * Insight into organisational ‘politics’ and power structures to lever change. * Ability to influence, reframe and negotiate, working with teams / services to openly address conflict, find common interests, explore solutions and seek resolutions.  1. **Critical analysis, problem solving and decision making skills - demonstrates:**   *For example:*   * Ability to take a whole system approach and understand the wider health and social care context within which the organisation is operating. * 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 and impact assess change and improvement. * Ability to identify, assess, manage and monitor risk in their area of responsibility. * 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 and shape how services are improved or developed, 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, eLearning 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 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 creative solutions to support the facilitation of change / learning programmes. * Ability and experience to develop targeted, insightful and compelling content across multiple channels including website, social media, email, marketing materials, presentations and publications and an ability to work with digital analytical tools. * Experience of working with digital approaches to present / test design options i.e. use of storyboards, design prototypes etc.  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 keeping 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.  The HSE is an equal opportunities employer. |
| **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 <https://www.hse.ie/eng/staff/jobs> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <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. | |



**Change and Improvement Practitioner - Organisation Development (Grade VIII)**

**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 for Persons Reporting Child Abuse Act 1998**  **(Please refer to list of posts below to determine if this should be included in job spec)** | 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. |
| **Mandated Person Children First Act 2015**  **(Please refer to list of posts below to determine if this should be included in job spec)** | 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.   You will remain a mandated person 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. 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/>. |

**Appendix 1**

**(Please delete this section once the Job Specification has been finalised)**

**Section A: Designated Officers (Protection for Persons Reporting Child Abuse Act 1998**

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| Access Workers |
| Advocacy Workers |
| Care Assistants |
| Child Care Managers |
| Social Care (All Grades) |
| Children First Implementation Officers |
| Children First Information And Advice Officers |
| Childminder Coordinators |
| Community Welfare Officers |
| Counsellors In Services For AVPA (adult victims of past abuse) |
| Coordinators Of Disability Services |
| Environmental Health Officers |
| Family Support Coordinators |
| Family Support Workers |
| HIV And Aids Service Workers |
| Health Education And Health Promotion Personnel |
| HSE Dental And Medical Personnel |
| Hospital Consultant Doctors |
| Inspectors Of Children’s Residential Centres And Foster Care Services |
| Non Consultant Hospital Doctors |
| Nurses – All Grades And Services |
| Occupational Therapists |
| Pre-School Services Officers |
| Project Workers |
| Psychologists |
| Psychiatrists |
| Physiotherapists |
| Public Health Nurses |
| Quality Assurance Officers – Including Monitoring Officers For Children’s Residential Centres And Foster Care Services |
| Radiographers |
| Residential Child Care Managers / Residential Child Care Workers |
| Substance Abuse Counsellors |
| Social Workers – All Services And Grades |
| Speech And Language Therapists |
| Training And Development Officers |
| Managers of Disability Services |

**Section B: Mandated Persons (Children First Act 2015) (grades employed by the HSE)**

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| Addiction Counsellor |
| Advanced paramedic |
| Counsellors |
| Dentist |
| Doctor (all medical posts) |
| Emergency Medical Technician |
| Midwife |
| Nurse |
| Occupational Therapist |
| Paramedic |
| Physiotherapist |
| Psychologist |
| Psychotherapist |
| Social Care Worker |
| Social Worker |
| Speech & Language Therapist |
| Teacher |

**\*\*\*\*\*\*\*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)