

**Clerical Officer**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Clerical Officer** (Grade Code 0609) |
| **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. |
| **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.** |
| **Details of Service** | * **What service does the unit provide**
* **What client group is served by the unit**
* **What are the possible future developments for the service**
* **What is the team structure?**
* **What area is covered by this service?**

***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.*** |
| **Reporting Relationship** | **Please outline reporting relationships associated with the post:*** **To whom will the job holder report?**
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| **Key Working Relationships**  | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role. |
| **Purpose of the Post**  | **What is the overall high-level purpose of the job?** Example: To support the administration process in a busy work environment. |
| **Principal Duties and Responsibilities** | In line with employer policies, procedures and best practice standards the Clerical Officer will:**Administration*** Provide office support, answer queries and provide a reception / telephone service.
* Keep themselves appraised of the relevant documentation / procedures as relevant.
* Manage data - including maintaining, correcting, collating, interrogating, validating and processing data.
* Maintain accurate up to date records filing systems and records (computerised / paper copy).
* Assist in and / or prepare reports as necessary.
* Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc.
* Action all communications in a timely manner.
* Undertake any other administrative support and assignments as directed.
* Represent the Service in a positive manner.

**Customer Service*** Promote and maintain a customer focused environment.
* Ensure that service users are treated with dignity and respect.
* Act on feedback from service users / customers and report same to Line Manager.

**Service Delivery and Improvement*** Actively participate in innovation and support change and improvement initiatives within the service.
* Identify potential problems / inconsistencies in a timely manner and consult with Line Manager as appropriate.

**Standards, Policies, Procedures and Legislation*** Maintain own knowledge of relevant employer policies, procedures, guidelines and practices, to perform the role effectively.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Adequately identifies, assesses, manages and monitors risk 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 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 Specification 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 them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **Candidates must have at the latest date of application: -** ***Please insert Qualifications for the post. These are available on HSE website at -*** [***https://www.hse.ie/eng/staff/jobs/eligibility-criteria/***](https://www.hse.ie/eng/staff/jobs/eligibility-criteria/)**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 experience deemed necessary for safe and effective performance in the role****e.g.*** **depth and breadth of experience in providing a service to marginalised communities**
* **depth and breadth of experience of working in a High Dependency Unit in an Acute setting**
* **depth and breadth of experience of delivering concurrent, multiple projects.**

**Post Specific Requirements are not additional qualifications. It is not possible to include other qualifications in this section, without engaging in having those qualifications recognised as an essential part of the role. Essential requirements form part of the Eligibility Criteria. Eligibility Criteria must be agreed with National HR and are applied to all roles at this grade, not a job in a particular site or service.** |
| **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**
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience***For example:** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrates the ability to work in line with policies and procedures.

**Planning and Managing Resources** *For example:** Demonstrates the ability to plan and organise own workload in an effective and methodical manner.
* Delivers within timescales and to a quality standard.
* Takes responsibilities for work and sees it through to completion.

**Commitment to a Quality Service***For example:** Demonstrates a commitment to providing a quality service e.g. pays close and accurate attention to detail in their work.
* Demonstrates awareness and appreciation of the service user.
* Embraces the change agenda; demonstrates the ability to be flexible and adaptable in a changing work environment.

**Evaluating Information, Problem Solving & Decision Making** *For example:** Demonstrates strong analytical and numeracy skills, including the ability to analyse data to inform decisions.
* Thinks through decisions to make sure they are in line with policy and local practice.
* Gathers information from enough sources and other people to make well-founded decisions.

**Team working** *For example:** Demonstrates the ability to work on own initiative as well as part of a team.
* Contributes to a positive team spirit.
* Demonstrates a willingness to become involved and help team members if they are under pressure.

**Communication & Interpersonal Skills***For example:** Effective communication skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.
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| **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) may be placed on an order of merit and may 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. |

**Clerical Officer (Grade Code 0609)**

**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 include Pro Rata - part-time, if the post is not full 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 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 employer 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.  |

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

**1) Please remember to delete any prompts (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](https://www.hse.ie/eng/about/qavd/incident-management/) [↑](#footnote-ref-2)