

**Director of Counselling (National Counselling Service)**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Director of Counselling (National Counselling Service)**  (Grade Code: 3027) |
| **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** | Provide details to the following types of questions:   * 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? * Who will report to the job holder?   *For example:* The post holder will report to the Head of Service, Mental Health. |
| **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?  *For example:* To manage the clinical and operational delivery of the HSE National Counselling Service (NCS) across the designated Community Healthcare area(s). |
| **Principal Duties and Responsibilities** | *The Director of Counselling (National Counselling Service) will:*  **Strategic & Operational**   * Manage the clinical and operational delivery of HSE Adult Counselling / Psychotherapy Services in keeping with good professional practice, agreed policy, organisation objectives and priorities. * Provide strategic and clinical leadership to ensure development and delivery of an effective, efficient, client centred service. * Participate in and contribute to service planning and development. * Work collaboratively with other Directors of Counselling on national operational and strategic issues. * Link with other relevant agencies, service providers and representatives of service users to ensure integrated and comprehensive service provision. * Provide a consultative role in relation to clinical governance arrangements of external agencies providing adult counselling in designated area as appropriate. * Contribute to and safeguard the good reputation of the service in all dealings with external agencies. * Operate within the scope of Counsellor and Psychotherapy practice as per IACP requirements (CORU when the register comes live). * 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. * Maintain service standards to ensure they comply with current professional standards and code of ethics and as laid down by the HSE. * Ensure clinical practice of staff is compliant with relevant legislation and guidance. * Foster a culture of evidence informed practice to enhance service development and ensure effective practice. * Be responsible for the development, implementation, monitoring and review of departmental standards, policies, procedures, protocols and guidelines, in accordance with professional standards, to ensure optimal client care. * Keep updated on current and impending legislation and the perceived impact on practice. * Manage the service within the allocated budget and financial and controls assurance regulations; appraise the Head of Service Mental Health and other relevant managers as appropriate as to the adequacy of resources. * Advise the Head of Service Mental Health regarding service needs and areas for development. Monitor and evaluate the development of the service and its effectiveness. * Participate with internal or external evaluation of the service as appropriate. * Monitor and develop clinical audit and quality initiatives including client feedback and clinical outcome evaluation. * Provide service delivery reports as required.   **Clinical**   * Retain a clinical remit as required. * Oversee provision of counselling and psychotherapy services including individual and group work, assessment, formulation and short, medium and long term therapy contracts to adults. * Make clinical judgements on the allocation and prioritisation of cases. * Assign, monitor and supervise the workload of Counsellor / Therapist staff. * Ensure clinical supervision of all clinical staff. * Attend for regular clinical and managerial supervision in line with the NCS supervision policy. * Monitor, maintain and develop an appropriate clinical governance framework for the service. * Ensure staff practice according to their code of professional conduct and maintain professional standards and guidelines.   **Education and Training**   * Attend mandatory training programmes and ensure staff attend. * Be informed of advances in professional knowledge and practice and ensure their dissemination within the service. * Maintain a portfolio of Continuous Professional Development as it relates to the NCS. * Support clinical training and the continued professional training of NCS staff. * Ensure compliance with statutory registration requirements. * Research and review new developments and encourage and support research activities; promote awareness of ongoing and current research. * Liaise with relevant third level institutions / course providers and offer clinical placements for trainee counsellor / therapists in the context of available resources, where required. Provide support to supervising Counsellor / Therapists. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **Risk Management, Health & Safety**   * Contribute to the development of health and safety policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards and ensure that staff under their remit comply with these. * Ensure that management of health, safety and welfare is integrated into all activities undertaken within the area of responsibility. * Be aware of the principles of risk management; adequately identify, assess, manage and monitor risks within their area of responsibility. * Observe, report and take appropriate action on any matter which may be detrimental to client care or well-being. * Inform the Head of Mental Health of any critical incidents, and consult with them or another representative of their office where necessary. * 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.   **Management & Administration**   * Ensure appropriate line management of NCS staff. * Maintain an awareness of HR policies and procedures. * Participate in recruitment of clinical and administrative staff to the National Counselling Service and / or to other services of the HSE, as required. * Be responsible for the planning, induction and assessment of staff during probation. * Ensure staff records are maintained including attendance and absenteeism management. * Manage and support NCS staff, supporting good working relationships, staff morale, ensuring adequate supervision, mentoring, coaching and formal development training as appropriate. * Ensure anti-discriminatory practice at individual and service levels. * Ensure the maintenance of a high standard of service user records and statistics in accordance and compliance with HSE requirements and local guidelines, Freedom of Information Act, Data Protection Acts (GDPR), Children First Act and other relevant legislation. * Respond to complaints as per HSE complaints procedures. * Lead the development and implementation of ICT initiatives within their area of responsibility. * Keep up to date with national and organisational developments within the Irish Health Service. * Act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **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 Eligibility Criteria for the post - see HSE website at:** [**http://hse.ie/eng/staff/Jobs/Eligibility\_Criteria/**](http://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 particular experience deemed necessary for safe and effective performance in the role**  **e.g.**   * Demonstrate depth and breadth of management experience as relevant to the role, including experience of supervising and/or case managing counsellor/ therapists, trainees or other relevant professionals working with adults in a variety of settings. * Demonstrate depth and breadth of experience of service development as relevant to the role. * Demonstrate depth and breadth of experience providing counselling/ psychotherapy with adults in a variety of clinical contexts as relevant to the role.   **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** |
| **Skills, competencies and/or knowledge** | **Professional Knowledge / Experience**  *For example:*   * Required clinical knowledge to carry out the duties and responsibilities of the role including, but not limited to:   + clinical knowledge of assessment and treatment of adults with psychological problems and/or history of abuse/trauma   + knowledge of the impacts of childhood trauma on adults   + knowledge of a range of counselling and psychotherapy models that can be applied in short, medium and long term counselling/therapy contracts * Competence in delivering a quality, professional, person-centred counselling and psychotherapy service utilising resources effectively * Awareness of the HSE and key stakeholders in the internal / external environment as they relate to the provision of Counselling Services * An up-to-date knowledge of the Irish health sector including current national strategies as they relate to the role * Knowledge of legislation relevant to the role * A commitment to continuing professional development * Competence in utilising IT skills relevant to the role   **Critical Analysis & Decision Making**  *For example:*   * Adequately identifies, manages and reports on risk within area of responsibility * Ability to evaluate clinical and service outcomes * Understanding of professional ethics and awareness of current professional issues * Ability to apply and integrate evidence based practice in service delivery * The ability to effectively evaluate information and make appropriate decisions at operational, clinical and strategic levels   **Managing and Delivering Results (Operational Excellence)**  *For example:*   * Ability to prepare service plans and reports * Effective management skills including staff supervision, budgetary control, service planning, strategic planning and risk management abilities. * Ability to organise at a strategic and operational level the necessary people and resources so that objectives can be met within budget, to quality standards and within timescales * Flexibility and openness to change   **Leadership & Direction**  *For example:*   * The capacity to lead, organise and motivate staff to function effectively in a complex changing environment * Ability to build and maintain relationships with staff, key stakeholders and a strong capacity to work with other professionals / teams * Ability to treat service users and others with empathy, dignity and respect * Ability to provide effective supervision / case management * Committed to the continuous professional development of staff and self   **Personal Commitment and Motivation**  *For example:*   * Is self-motivated and shows a desire to continuously perform to a high standard * The ability to pay close attention to detail in personal work and to create an open culture where high standards are valued and respected * A willingness to learn from experience and to identify opportunities for further growth and development   **Communication & Interpersonal Skills**  *For example:*   * Effective communication skills (verbal & written) to carry out the duties and responsibilities of the role * Effective interpersonal skills including the ability to collaborate with colleagues, stakeholders and service users * Interpersonal skills to facilitate working effectively in and across teams |
| **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. | |

**Director of Counselling (NCS)**

**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/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)