



**Grade V, Clinical Adminstration Supervisor (Grád V máistir riaracháin cliniciúil)**

**Job Specification, Terms & Conditions**

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| **Job Title and Grade** | **Grade V, Clinical Administration Supervisor (Grád V máistir riaracháin cliniciúil) - Sligo University Hospital**  *(Grade Code 0566)* |
| **Remuneration** | The salary scale for the post is (as at 01/03/2025):  €51,206 - €52,738 - €54,300 - €55,897 - €57,503 - **€59,375 - €61,253 LSIs**  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. |
| **Campaign Reference** | SLIGO0562 |
| **Closing Date** | **12 noon Friday 27th June 2025**  **Only fully completed application forms submitted via Rezoomo by the closing date and time will be accepted. No exceptions will be made.**  **\*\*\*CV's not accepted for this campaign\*\*\***  [**https://www.rezoomo.com/job/80909/**](https://www.rezoomo.com/job/80909/) |
| **Proposed Interview Date(s)** | As soon as possible after the closing date. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **Clinical Administration Department, Sligo University Hospital**  There is currently one whole-time vacancy available in the Clinical Administration Department, Sligo University Hospital which will be filled on a permanent basis. The successful candidate may be required to work in any service area within the vicinity as the need arises.  A panel may be formed as a result of this campaign for **Sligo University Hospital and Our Lady’s Hospital Manorhamilton** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled |
| **Informal Enquiries** | We welcome enquiries about the role.  Contact:  **Name:** Patricia Dolan  **Title:** Clinical Administration / Medical Records Manager- Sligo University Hospital  **Tel:** 071 91 71111 ext 76810  **Email:** [patriciam.dolan@hse.ie](mailto:patriciam.dolan@hse.ie)  for further information about the role.  Contact:  **Name:** Aisling Watters  **Title:** Assistant Staff Officer  **Tel:** 071 91 71111 **Ext**: 80347  **email:** [aisling.watters@hse.ie](mailto:aisling.watters@hse.ie)  for enquiries relating to the recruitment process. |
| **Details of Service** | The West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.  The region comprises of 7 hospitals across 8 sites:   * [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital) * [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital) * [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital) * [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital) * [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM) * Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital   The region’s Academic Partner is NUI Galway.  The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff  **Vision**  Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.  **Guiding Principles**  Care - Compassion - Trust – Learning  Our guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:   * Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population. * Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity. * Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners.   Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Mission Statement** | Patients are at the heart of everything we do. Our mission is to provide high quality and equitable services for all by delivering care based on excellence in clinical practice, teaching, and research, grounded in kindness, compassion and respect, whilst developing our staff and becoming a model employer.  **OUR VISION STATEMENT**  Our Vision is to build on excellent foundations already laid, further developing and integrating our Group, fulfilling our role as an exemplar, and becoming the first Trust in Ireland.  **OUR GUIDING VALUES**  **Respect** - We aim to be an organisation where privacy, dignity, and individual needs are respected, where staff are valued, supported and involved in decision-making, and where diversity is celebrated, recognising that working in a respectful environment will enable us to achieve more.  **Compassion** - we will treat patients and family members with dignity, sensitivity and empathy.  **Kindness** - whilst we develop our organisation as a business, we will remember it is a service, and treat our patients and each other with kindness and humanity.  **Quality** – we seek continuous quality improvement in all we do, through creativity, innovation, education and research.  **Learning** - we will nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfill their potential.  **Integrity** - through our governance arrangements and our value system, we will ensure all of our services are transparent, trustworthy and reliable and delivered to the highest ethical standards, taking responsibility and accountability for our actions.  **Teamworking** – we will engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission.  **Communication** - we aim to communicate with patients, the public, our staff and stakeholders, empowering them to actively participate in all aspects of the service, encouraging inclusiveness, openness, and accountability.  *These Values shape our strategy to create an organisational culture and ethos to deliver high quality and safe services for all we serve and that staff are rightly proud of.* |
| **Reporting Relationship** | The post holder reports to the Clinical Administration and Medical Records Manager. |
| **Purpose of the Post** | Management and supervision of clerical staff in Clinical Administration / Frontline Department. |
| **Principal Duties and Responsibilities** | **Professional**   * Responsible for the day to day management of the Clinical Admin Services within the areas identified by the Clinical Admin Manager including cross covering other supervisors. * Responsible for the completion of attendance registers and/or recording via PPARS system. * Schedule leave plans and ensure appropriate cover arrangements in place. * Liaise with the relevant Medical personnel and service managers in relation to the services provided. * Organise and participate in the Induction of new staff. * To maintain, produce and monitor flex time leave and reports.. * Monitor absence levels of staff and carry out the appropriate procedures in line with policy and procedures. * Maintain a safe working environment under Health and Safety Legislation. * To support the development of Information Management systems, their implantation and use. * To work closely with the implementation of clinical support organised on the Specialty Management Team Model. * Effectively manage waiting list validation and data quality with regard to outpatient waiting lists. * Work with SUH Waiting List Management Group to manage and monitor waiting list progress. * Identify Training needs and assist in developing staff training programmes. Encourage future potential of staff and afford opportunities for their personal and professional development. * Investigating of complaints in accordance with hospital policy. * To identify quality initiates and take part in discussions to improve standards. * To ensure correct procedures/practices are in place in relation to eligibility and financial controls within the Department. * Participate in the review of Policies and Procedures and recommend changes where appropriate. Update training and operational procedure manuals where appropriate. * Set goals and targets aimed at delivering a quality service, decide on priorities and ensure ongoing evaluation by way of regular audits. * Ensure the efficient daily administration of agreed deadlines and service levels within area of responsibility.   **Administration**   * Implement appropriate tools to manage data quality and the data validation processes. * Ensure the appropriate administrative processes and procedures are in place to meet the needs of the office. * Ensure deadlines are met and that service levels are maintained * Implement service plan and business plan objectives within own area * Maintain relationships with key stakeholders * Promote co-operation and working in harmony with other teams and disciplines * Solve problems and make decisions in a timely manner * Ensure decisions are in line with local and national agreements * Provide administrative support for meetings and attend as required * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service   **Education and Training**   * Participate in mandatory training programmes. * Pursue continuous professional development in order to develop professional knowledge.   **Standards, Policies, Procedures & Legislation**   * Contribute to the development of policies and procedures for own area * Support the design and implement structured policies and systems for the management of service delivery in consultation with key stakeholders and ensures clear role accountability for service levels, quality and decision making discretion. * Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility * Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team * Maintain knowledge of HSE Policies and Procedures, relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, Data Protection / FOI Acts etc. * 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. * Responsible for ensuring the effective day to day operations of the office in compliance with current standards and procedures. * Promote a safe working environment in accordance with Health & Safety legislation * Be aware of and implement agreed policies, procedures and safe professional practice by adhering to relevant legislation, regulations and standards.   **PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS**   * Employees must attend fire lectures annually and must observe fire orders. * All accidents within the Department must be reported immediately. * Infection Control Policies must be adhered to. * In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply with all safety regulations and audits. * In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted. * Hospital uniform code must be adhered to. * Provide information that meets the need of Senior Management.   **Risk Management, Infection Control, Hygiene Services and Health & Safety**   * The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment. * The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility. * The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas:   + Continuous Quality Improvement Initiatives   + Document Control Information Management Systems   + Risk Management Strategy and Policies   + Hygiene Related Policies, Procedures and Standards   + Decontamination Code of Practice   + Infection Control Policies   + Safety Statement, Health & Safety Policies and Fire Procedure   + Data Protection and confidentiality Policies   **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 him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria**  **Qualifications and/ or Experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***   1. **Eligible applicants will be those who on the closing date for the competition:** 2. Have satisfactory experience as a clerical officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004.   **Or**   1. Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish1. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.   **Or**   1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.   **Or**   1. Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).   *Note1: Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.*  **And**   1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability), for the proper discharge of the office.   **2. 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.  **3. Character**  Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | A flexible approach to working hours is required in order to ensure deadlines are met. |
| **Skills, Competencies and/or Knowledge** | ***Candidates must demonstrate:***  **Professional Knowledge and Experience**   * Knowledge and understanding of key HSE policies and legislation as relevant to the role e.g. Freedom of Information Act 2014, HIQA Standards * Experience of dealing with internal and external stakeholders as relevant to the role. * Excellent MS office skills to include, Word, Excel and Powerpoint. * A capacity for management responsibility and demonstration of initiative, including decision making. Improve efficiency within working environment ability to evolve and adapt to a rapid changing environment. * Application of knowledge on standardisation to practice / process/. * Knowledge of Health Service and how it works.   **Planning and Managing Resources (Including Commitment to Providing a Quality Service)**   * Ability to work to tight deadlines and operate effectively with multiple competing priorities * Evidence of effective planning and organising skills including an awareness of resource management and the importance of value for money * The ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate. * A capacity to develop new proposals and recommend decisions on a proactive basis. * Effective report writing and presentation skills. * Evidence of practising and promoting a strong focus on delivering high quality care and better outcomes for patients * Evidence of proactively identifying areas for quality improvement and work to influence and sustain successful change * Commitment to developing own knowledge and expertise. * Commitment to promoting and maintaining high work standards * Commitment to providing a professional service to internal and external stakeholders   **Leadership and Teamwork**   * The ability to work both independently and as part of a team. * Ability to build and maintain positive working relationships in a multidisciplinary team to achieve organisational goals. * The ability to ensure that critical resources areallocated in an effective way, monitors activity levels and intervene to align resources and maximise efficiencies. * The ability to achieve results through collaborative working. * Motivation and an innovation approach to the job within a changing working environment.   **Evaluating Information, Problem Solving & Decision Making**   * Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources * Ability to evaluate information from a variety of sources and make effective decisions * Ability to develop practical, innovative and creative solutions to the management of organisational issues and complex problems * Anticipate problems, recognising when to involve other parties at the appropriate time and level * Capacity to develop new proposals and recommend decisions on a proactive basis. * Flexibility, problem solving and initiative skills including the ability to adapt to change.   **Communication & Interpersonal Skills**   * Effective interpersonal and communication skills including the ability to present information in a clear and concise manner. * Ability to communicate with impact and be able to convince through personal and professional credibility. * Good written and presentation skills * The ability to build and maintain relationships with a variety of stakeholders. |
| **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. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commissioners 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, feedback facilities for applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information For Candidates”.  Codes of practice are published by the CPSA and are available on [www.careersinhealthcare.ie](http://www.careersinhealthcare.ie) in the document posted with each vacancy entitled “Code of Practice, information for candidates or on [www.cpsa-online.ie](http://www.cpsa-online.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.** | |

**Grade V Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy is permanent and whole 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. |
| **Working Week** | The standard working week applying to the post will be confirmed at job offer stage.  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.  Visit HSE Children First for further information, guidance and resources. |
| **Infection Prevention and 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**. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)