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**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Section Officer, Grade VI (Grád VI), Medical Manpower Department, Galway University Hospitals Grade Code: 0574  |
| **Campaign Reference** | G10215 |
| **Closing Date** | **10am on Thursday, 17th April 2025 via Rezoomo only** |
| **Proposed Interview Date (s)** | Interviews will be held as soon as possible after the closing date. Candidates will normally be given at least one week’s notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Remuneration** | The salary scale for the post is: as of the **01/03/2025** 56,757 58,110 59,761 62,862 64,716 **67,025 69,341 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. |
| **Taking up Appointment** | To be agreed at job offer stage |
| **Organisational Area** | HSE West & North West Region |
| **Location of Post** | The successful candidate be required to work in the Medical Workforce Department in Galway University Hospitals.The following vacancies are currently available:* 1 Whole Time, Permanent Position, Galway University Hospitals

A panel may be created from this campaign for **Galway University Hospitals** from which current and future permanent or specified purpose vacancies of full time or part time duration may be filled. |
| **Informal Enquiries** | Barbara Forde, Medical Workforce Manager, GUHEmail: barbara.forde@hse.ie  |
| **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 University of 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 – LearningOur 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 GUIDING VALUES** **Respect** - We are 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 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 nurture and encourage lifelong learning and continuous improvement, attracting, developing and retaining high quality staff, enabling them to fulfil 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. **Team working** – we engage and empower our staff, sharing best practice and strengthening relationships with our partners and patients to achieve our Mission. **Communication** - we 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 holder of the post will report directly to the Medical Workforce Manager, GUH
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| **Purpose of the Post**  | * The post holder will support the GUH Workforce Manager and has specific responsibilities for a number of key functions in the context of the management of the hospital’s Medical Workforce.
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| **Principal Duties and Responsibilities** | * The post holder will support the principle that care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree
* Maintain awareness of the primacy of the patient in relation to all hospital activities.
* Performance management systems are part of the role and you will be required to participate in the hospital performance management programme

**NCHD Taskforce:** The purpose of the National Taskforce on the Non-Consultant Hospital Doctor (NCHD) Workforce is to put in place sustainable workforce planning strategies and policies to address and improve NCHD experience to support present and future retention of NCHDs in Ireland.The Interim Report sets out the initial set of recommendations along with specific considerations for implementation. This role will support the implementation of these recommendations and any further from the final report, including but not limited to:* Induction – support and coordinate the delivery of efficient, focused, and time protected induction for NCHDs.
* Enhanced Induction – support and coordinate the delivery of enhanced and protected induction, bespoke to working in the Irish Health Service for International Medical Graduates (IMGs).
* Be the designated contact for NCHDs with medical manpower queries.
* Be designated person to link with NCHDs starting outside of normal recruitment dates
* Provide information on Medical Workforce activity to support the monitoring of the implementation of the Taskforce recommendations.

***Other duties associated with NCHDs*** * Support the utilisation and updating of the National Employment Record at site level.
* Support NCHDs to access any training funds which they are entitled to in an efficient manner.
* Infrastructure and Working Conditions –support the monitoring of NCHD working conditions and supports against standards set out by the taskforce and support the maintenance and upgrading of same.
* Workforce Configuration – support the work of the taskforce and NDTP on the reconfiguration of medical workforce
* Be aware of all Health and Wellbeing supports available to NCHDs i.e. HSE Occupational Health Specialist Support Hub for NCHDs and facilitate and support referral where necessary.
* Working with the Saolta Academic Office to support all accreditation processes.
* To ensure that NCHD rosters/ workforce plans meet service needs and are compliant with the Organisation of Working Time Act and European Working Time Directive. This will involve the co-ordination of annual leave and study leave for NCHDs and linking with relevant ACD and Consultants to ensure rotas are in place for service needs and ensuring service continuity and ensure compliance with the IMO/HSE/DOH Agreement and NCHD Contract
* To actively participate in the recruitment and retention of NCHDs, in compliance with relevant policies, agreements and employment legislation (e.g. HR Code of Practice, Fixed Term Work Act, Training Bodies Regulations)
* In conjunction with other staff in Medical Manpower ensure accurate recording of the leave entitlements of NCHDs within GUH. Ensure the authorised necessary documentation is on file.
* To support NCHD interviews with Consultants and identify potential shortfalls in recruitment numbers which may negatively impact on service delivery and suggest constructive solutions to address such issues.
* Regular liaison with post graduate colleagues and the Director of Medical Education in the co-ordination of NCHDs rotations and maintenance of National NCHD database
* To liaise with the Medical Workforce Manager and Lead NCHD representatives on a scheduled basis, via formation of NCHD committees and EWTD compliance committees to ensure that open dialogue and constructive relationships are maintained.

***Other duties associated with NCHD staff**** To ensure that all medical staff are registered in the appropriate division with the Irish Medical Council and that all employee’s requirements are in place prior to commencement of duty e.g. Garda Clearance, Health Clearance and work permits for staff of all grades in particular medical staff, NCHDs and Consultants, post graduate colleges, staff representatives, other hospitals and other appropriate stakeholders.
* Booking of locum NCHDs as appropriate and recording of expenditure.
* To liaise with appropriate staff to ensure all medical staff are provided with ID access badges, computer training on commencement of duty and to notify Hospital Management, Admissions/ Bed Management of new staff/ locums
* The post holder will be responsible for the line management of Administrative staff within the Department in conjunction with other Section Officer as assigned by the Medical Workforce Manager.
* Ensure effective systems are in place for the reporting and analysis of HR data and metrics.
* Adopt a flexible adaptable attitude to work and workload, act as a change agent and model for embracing change.
* The post holder will participate in the management and delivery of a quality HR service, is consistent with the mission, vision, values and strategic plan of the organisation.
* Promote a culture that values diversity and respect in the workplace.
* Be aware of and implement agreed policies, procedure and safe professional practice by adhering to relevant legislation, regulations and standards.
* Participate on hospital, regional and national committees as appropriate
* Input/ access staff data as appropriate on SAP (PPARS) and provide reports for Medical Workforce Manager and General Manager as appropriate. (Training will be provided)
* Deputise for the Medical Workforce Manager in their absence (in conjunction with other Section Officer)
* Performance management systems are part of the role and you will be required to participate in the Group’s performance management programme
* Provide information that meets the need of Senior Management.

**KPI’s*** The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets.
* The development of Action Plans to address KPI targets.
* Driving and promoting a Performance Management culture.
* In conjunction with line manager assist in the development of a Performance Management system for your profession.
* The management and delivery of KPIs as a routine and core business objective.

**PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS:*** Employees must attend fire lectures periodically 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 Acts 2005 and 2010 all staff must comply with all safety regulations and audits.
* In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Buildings is not permitted.
* Hospital uniform code must be adhered to.
* Provide information that meets the need of Senior Management.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**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 post holder is responsible for ensuring that they become familiar with the requirements stated within the Risk Management Strategy and that they comply with the Region’s Risk Management Incident/Near miss reporting Policies and Procedures.
* The post holder is responsible for ensuring that they comply with hygiene services requirements in your area of responsibility. Hygiene Services incorporates environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste, sharps and equipment.
* The post holder must foster and support a quality improvement culture through-out your area of responsibility in relation to hygiene services.
* The post holders’ responsibility for Quality & Risk Management, Hygiene Services and Health & Safety will be clarified to you in the induction process and by your line manager.
* The post holder must take reasonable care for his or her own actions and the effect that these may have upon the safety of others.
* The post holder must cooperate with management, attend Health & Safety related training and not undertake any task for which they have not been authorised and adequately trained.
* The post holder is required to bring to the attention of a responsible person any perceived shortcoming in our safety arrangements or any defects in work equipment.
* It is the post holder’s responsibility to be aware of and comply with the HSE Health Care Records Management/Integrated Discharge Planning (HCRM / IDP) Code of Practice.

**The above Job Description 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. Professional Qualifications, Experience, etc.** (a) Eligible applicants will be those who on the closing date for the competition:(i) 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** (ii) 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 Irish. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.**Or** (iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction. **Or** (iv) 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). *Note:* *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** (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**2. Age** Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.**3. 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. **4. 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
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| **Skills, competencies and/or knowledge** | **Demonstrates the following:****Knowledge & Experience*** Demonstrate depth and breadth of experience of managing and working at a senior level
* Demonstrate depth and breadth of experience of managing change in a complex environment
* Demonstrate depth and breadth of experience of managing and working collaboratively with multiple internal and external stakeholders including multidisciplinary teams at clinical and administrative level
* Ability to utilise databases (training will be provided)

**Planning, Organising & Delivery of Results including Commitment to a Quality Service*** Demonstrate planning and organising ability.
* Display ability to adapt to a rapid changing environment, improve efficiency within the working environment and work to deadlines.
* Display a flexible adaptable attitude to work and workload.
* Demonstrate ability to utilise computer technology and ability to prioritise workload effectively including a good knowledge of Microsoft Office including Word/ Excel/ Access/ Email and internet.
* The ability to anticipate trends and identify opportunities with regards to service developments and improvements
* Be aware of and adhere to relevant standards, policies and legislation.

**Building and Maintaining Relationships including Teamwork & Leadership Skills*** Demonstrate evidence of experience with multidisciplinary teams at clinical and administration level and an understanding of service delivery across all specialities
* A high level of interpersonal and communication skills including negotiation skills, conflict resolution and the ability to build and maintain relationships and positively influence the thinking of others

**Evaluating Information, Problem Solving & Decision Making*** Demonstrate ability to problem solve with innovative solutions.
* Demonstrate capacity for management responsibility and demonstration of initiative, including decision making.

**Communication & Interpersonal Skills*** Demonstrate effective communication skills including the ability to present information in a clear and concise manner.
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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) 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 description may be reviewed.This job description 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. |

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**Terms and Conditions of Employment**

**G10215 Section Officer (Grade VI)**

**Medical Workforce Department**

**Galway University Hospitals**

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| **Tenure**  | The current vacancy available is pensionable, permanent and whole time. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filledAppointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard working week applying to the post is 35 hours 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 job offer 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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 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/>. |

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)