

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | Staff Officer, Grade V - Admissions Office, University Hospital GalwayGrade Code: 0566  |
| **Campaign Reference** | G3606 |
| **Closing Date** | 12.00 noon on 23rd June 2021 |
| **Proposed Interview Date (s)** | Interviews will be 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. |
| **Taking up Appointment** | To be agreed at job offer stage |
| **Organisational Area** | Saolta University Health Care Group |
| **Location of Post** | There is one permanent vacancy available in the Admissions Office, University Hospital Galway.A panel may be created for Staff Officer, Grade V, Admissions Office, GUH from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Cepta Grehan, Section Officer, Emergency Department and Admissions Areas, University Hospital, Galway. Contact: 091544923: Email: Cepta.grehan@hse.ie |
| **Details of Service** | The Saolta University Health Care Group provides acute and specialist hospital services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.The Group comprises 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 Ladies 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 Group's Academic Partner is NUI Galway.The Saolta Group’s region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs 10,653 staff (October 2019), and has a budget of €868 million. The Group provides a range of high quality services for the catchment areas it serves and GUH is a designated supra-regional cancer service provider meeting the needs of all the counties along Western seaboard and towards the midlands from Donegal to North Tipperary. Saolta University Health Care Group aims to meet its service plan targets. Its priority is to implement the national Clinical Care programmes across the Group and establish a performance management culture with the development of Key Performance Indicators.**Vision**Our vision is to be a leading academic Hospital Group providing excellent integrated patient-centred care delivered by skilled caring staff.**Saolta 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 Saolta Group Hospitals, 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.

**Saolta Strategy 2019-2023**We have developed a five year strategy which outlines the vision and framework for the Group’s strategic development from 2019 to 2023.We are committed to ensuring that our patients are at the centre of all service design, development and delivery. Over the five years of the strategy we will further develop our services, both clinical and organisational based around seven key themes: Quality and Patient Safety; Patient Access; Governance and Integration; Skilled Caring Staff; Education Research and Innovation; eHealth and Infrastructure. These will be our key areas of focus to enable us to meet the future needs of our patients. We continue to work very closely with our colleagues in the community both Community Healthcare West and Community Health Organisation 1 in the North West to deliver more streamlined care to our patients in line with the national focus of bringing services closer to patients.While the tertiary referral centre for the Group is University Hospital Galway, it is essential that all our hospitals work more closely together in delivering services to address the challenges facing us across our region. A key theme of our 5 year strategy is the development of Managed Clinical and Academic Networks (MCAN).These networks will ensure that specialities in individual hospitals will no longer work in isolation but as a networked team which will improve clinical quality and patient safety. It will also support collective learning/sharing of expertise and will be supported by education, training, research and audit programmes. It will result in safer, standardised and more sustainable services for our patients.  |
| **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 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 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. **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** | Head of Bed Management, Section Officer or designated person |
| **Purpose of the Post**  | Provide support to the Head of Bed Management and Section Officer in the provision of a high quality, patient focused, effective and efficient front office administration service  |
| **Principal Duties and Responsibilities** | * The person holding this post is required to support the principle that the 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 throughout the Group’s awareness of the primacy of the patient in relation to all hospital activities.
* Performance management systems are part of role and you will be required to participate in the Group’s performance management programme.

The main role of this post is supervision of administrative staff made up of Clerical Officers (Grade III’s) and Assistant Staff Officers (Grade IV’s) in the Admission Office, in UHG. In addition, the post holder will be will be expected to work as a member of a multidisciplinary team, e.g. Consultants, Nursing, Ward Clerks, Porters, Attendants, NCHD’s, Registrars etc.,* Supervise and ensure the wellbeing of Staff reporting to you
* Develop Staff Rosters
* Record, approve and update HR with regard to all leave types for administrative staff reporting to you
* Provide Salary Returns for administrative staff to Finance
* Monitor, record and provide absenteeism reports to HR Department
* Record overtime and provide returns to Finance for payment
* Organise and deliver induction for new staff members
* Update staff regarding Hospital/ National Policies and Procedures
* Record risks associated with your area on the QPulse system
* Collate and provide statistical reports as requested
* Provide supervisory cross cover as directed by the Head of Bed Management and Section Officer to all areas under his/her governance
* Support and monitor daily transactions in the admissions process to capture all relevant information in respect of patient eligibility status and the completion of insurance details for patients admitted to UHG
* Be responsible for the accurate and timely capture of information collected during the admission process to facilitate the establishment of eligibility on all patients being admitted to UHG
* Provide additional managerial and ad-hoc reports to assist with update of patient admission information and use the information available from the Claimsure system to eliminate gaps in the process.

**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 Group’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 (See Note1). 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).*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**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.**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** | Demonstrate depth and breadth of experience of managing staff and supervising the workload of an office in a busy hospital environment to meet very demanding deadlines as relevant to the role |
| **Other requirements specific to the post** | A flexible approach to working hours is required to support the demands of this post which incorporates 24 hour patient administration services |
| **Skills, competencies and/or knowledge** | **The successful candidate will be strong in the following competencies:****Knowledge & Professional Knowledge*** Knowledge and understanding of the health service and acute hospital background
* Ability to manage and prepare monthly staff rosters and manage flexi-clock system (Zeus)
* Demonstrate a working knowledge of relevant Hospital IT systems
* Be proficient in the use of Microsoft Office – Word, Excel, Outlook, PowerPoint
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes

**Planning & Managing Resources** * Demonstrate an ability to plan and organise work effectively addressing priority issues and ensuring the operation runs efficiently and effectively
* Demonstrate excellent organisational and time management skills to meet objectives within agreed timeframes, achieving quality results.
* Demonstrate the ability to delegate appropriately and handle problems in a well-organised manner
* Demonstrate the ability to use resources effectively, challenging processes to improve efficiencies where appropriate
* Demonstrate strong analytical and organisational skills.

**Evaluating Information, Problem Solving & Decision Making** ***Demonstrate:**** The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these.
* Initiative in the resolution of complex issues.
* A capacity to develop new proposals and put forward solutions to address problems.

**Leadership & Teamwork*** Demonstrate leadership and team management skills
* Flexibility, adaptability and openness to working effectively in a changing environment
* The ability to support, supervise, develop and empower staff in changing work practices in a challenging environment within existing resources
* Ability to work successfully within a team with a focus on quality of work, speed of execution and results are vital to success in this role
* Ability to multitask and work on own initiative.
* Flexibility to rotate into various roles in order to maintain efficient workflow standards across both sites.

**Commitment to a Quality Service*** Demonstrate awareness and appreciation of the service user
* Demonstrate a commitment to promoting and maintaining high work standards
* Demonstrate a commitment to providing a professional service to internal and external stakeholders
* A strong customer service ethic with a capacity to ensure confidentiality at all times.

**Communication & Interpersonal Skills*** Demonstrate effective communication skills including the ability to present information in a clear and concise manner
* Demonstrate a high level of interpersonal and communication skills including negotiation skills, conflict resolution and the ability to build and maintain relationships with a wide range of stakeholders
* Demonstrate experience in complex query handling through to completion
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| **Campaign Specific Selection Process****Ranking/Shortlisting/ Interview** | A ranking and or short-listing exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or short-listing 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 / Public Appointments Service will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, information for candidates”.Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://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. |



**Staff Officer – Grade V**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is pensionable, permanent and whole time.A panel may be created for Staff Officer, Grade V, Admissions Office/Emergency Department, GUH, 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. |
| **Remuneration**  | The Salary scale for the post is: €43,628 - €45,019 - €46,408 - €47,797 - €49,186 **- €50, 797 - €52, 402 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. |
| **Working Week** | The standard working week applying to the post is 37 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. |
| **Mandated Person Children First Act 2015** | As a mandated person under the Children First Act 2015 you will have a legal obligation * To report child protection concerns at or above a defined threshold to TUSLA.
* To assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report

You will remain a mandated person for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **Protection of Persons Reporting Child Abuse Act 1998** | As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act.  You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. |
| **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. |
| **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 the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)