



APPLICATION FORM

**SLIGO0496**

**Grade VII Patient Advice and Liaison Service [PALS] Coordinator**

**Sligo University Hospital**

* Please read the Job Specification which provides useful information about the requirements of this post.
* Please ensure you read the instructions for the completion of this Application Form and complete all areas, including the competency questions section, in full. Failure to complete all areas of the Application Form will result in you not being brought forward to the interview stage of the selection process.

**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/72870/**](https://www.rezoomo.com/job/72870/)

* It is preferable that Application Forms are typed.
* Applications must be submitted as a Microsoft Word or PDF document format only. Applications stored on personal online storage sites, e.g. Onedrive, Cloud, Dropbox, Google Drive etc will not be accepted, applications submitted in other file formats e.g. Google Docs will not be accepted. Please pay particular attention to ensure that your application is attached as an attachment (not a link to an on line storage site e.g. Google Drive) when submitting your application.
* In relation to details of employment, if the space provided is insufficient, please attach additional pages ensuring to use the same format.
* Should you be invited for interview, you may have a 'hard' copy (or 'paper' copy) of your application form with you. Mobile devices are not permitted for use during your interview.
* 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 Codes of Practice are available on the CPSA website [www.cpsa.ie](http://www.cpsa.ie/)
* The Health Service Executive is an Equal Opportunities Employer.
* The Health Service Executive recognises its responsibilities under the Data Protection Acts 1988 and 2003 and the Freedom of Information Act 2014

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| **Closing Date & Time** | **12 noon on Tuesday 10th December 2024** |
| **Return Application Forms To** | **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/72870/**](https://www.rezoomo.com/job/72870/) |
| **Anticipated Interview Date(s)** | **As soon as possible after the closing date** |

**APPLICANT DETAILS**

|  |  |
| --- | --- |
| Position Applied For: | **Grade VII Patient Advice and Liaison Service [PALS] Coordinator** |
| Campaign Reference No.: | **SLIGO 0496** |
|  |  |
| Candidate Reference No. (office use only): | SLIGO0496 –  |
| **Personal Details** |  |
|  |  |
| First Name: |  |
| Last Name: |  |
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| Postal Address for Correspondence: |  |
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| Mobile Telephone **(mandatory)**: |  |
| Contact Telephone No. 2: |  |

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| Email Address **(mandatory)**:(You may provide more than one) |  |
| Drivers Licence*:*(Please state type & category) |
|  |

**European Economic Area (EEA)**

Are you an EEA (European Economic Area) National? Yes [ ]  No [ ]

**If you are a non-EEA citizen you must provide the requested documentation to support your application**. Please see Appendix 2 of the ‘Additional Campaign Information’ document for further information and for a definition of an EEA National.

In order to help us gauge the efficiency of our advertising strategy for this campaign, we would appreciate if you indicated below where you saw the campaign advertised. *+*

|  |  |
| --- | --- |
| HSE Website  | [ ]  |
| Word of mouth – my manager/colleague | [ ]  |
| Rezoomo | [ ]  |
|  Other – please say which | [ ]  |

*+ More than one indication is allowed.*

1. **Superannuation Schemes**

Please indicate in the table below if you are currently in receipt of a Voluntary Early Retirement or Ill Health Early Retirement Pension from any of the Public Health Superannuation Schemes or any other Public Sector Superannuation Scheme listed at 1-5 below.

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
|  | Local Government Superannuation Scheme (LGSS) |  |  |
|  | Health Service Executive Employee Superannuation Scheme |  |  |
|  | Voluntary Hospital’s Superannuation Scheme (VHSS) |  |  |
|  | Nominated Health Agencies Superannuation Scheme (NHASS) |  |  |
|  | Other Public Service Superannuation SchemeIf yes, please provide further details:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

If you have answered ‘yes’ in relation to being in receipt of a Voluntary Early Retirement or Ill Health Early Retirement pension from any of the above Superannuation Schemes please refer to Appendix 4 in ‘Additional Campaign Information’ for further details.

1. **Current Contractual Status**
* **I am currently a HSE employee\* Yes** [ ]  **No** [ ]
* **I am currently a Tusla employee\* Yes** [ ]  **No** [ ]

**Please tick the HSE/Tusla Area in which you work**

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| --- | --- | --- | --- |
| Dublin Mid Leinster |  | South |  |
| Dublin North East |  | West |  |

If you answered yes to the above question, please choose the option below which best matches your current contractual status:

* **I have a permanent contract** [ ]

**or**

* **I have a temporary contract** [ ]

\*HSE / Tusla Employee = you are a direct employee of the HSE or Tusla and not in a post funded or partially funded by the HSE or Tusla

1. **Proficiency in Irish**

Candidates will be afforded the added opportunity to demonstrate their ability to perform the duties of the office through Irish. This assessment will be on a pass/fail basis and will not disturb the marks awarded in the selection process. Where vacancies arise for which proficiency in Irish is a management requirement, the HSE will offer such posts in order of merit to candidates who have successfully passed the Irish assessment. Please indicate if you wish to undertake an Irish assessment exam.

Yes [ ]  / No [ ]

**EDUCATIONAL ACHIEVEMENTS**

**Please list your second level and any (additional) third level educational achievements.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Dates****From/To** | **Educational Institution** | **Conferring****Body** | **Course of Study** | **Qualification Achieved** | **Grades Achieved** |
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### CAREER OVERVIEW

Please ensure your full career history is clearly outlined below (e.g. if you took a career break, spent time out of work, please include this information so there are **no gaps in your career history** from when you left full-time education to present date).

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| **From** | **To** | **Title** | **Employer** |
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**Detailed Career History - please begin by listing the most recent first.**

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| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To(00/00):** |
| Main Roles & Responsibilities: |

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| --- |
| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To(00/00):** |
| Main Roles & Responsibilities: |

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| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To(00/00):** |
| Main Roles & Responsibilities: |

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| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To(00/00):** |
| Main Roles & Responsibilities: |

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| **Job Title:** **Grade/ Management Level *(if applicable):*** |
| **Employer(s) & Department Name:** |
| **From (00/00):** | **To(00/00):** |
| Main Roles & Responsibilities: |

**ELIGIBILITY CRITERIA**

***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***

**Are you currently employed by HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE?**

Yes [ ]  No [ ]

Please indicate below how your professional Qualifications/Experience meet the eligibility criteria for the post.

**Please note that if you omit information in this section pertinent to the eligibility criteria you will be deemed ineligible and subsequently not called forward to interview.** Please complete each section below.

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| --- | --- | --- |
| **Eligibility Criteria** | **Please tick as appropriate****Yes** | **No** |
| 1. 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.
 |  |  |
| 1. I 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.
 |  |  |
| 1. I have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.
 |  |  |
| 1. I 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).
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**This section will be assessed by a board of Senior Managers to consider your experience as it is relevant to the eligibility criteria.**

* **Please note that if you omit information in this section pertinent to the eligibility criteria you may be deemed ineligible and subsequently not called forward to interview.**
* **Short listing may occur based on the information provided here and in the other areas of this application form.**
* **Please complete each section below. As you complete each section we recognise there will be overlap in the employer and date periods.**
1. Please outline your 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.

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| **From** | **To** | **Title** | **Employer** |
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### Competency Questions

**A guide to completing competency questions is available in Appendix 1 of this application form. It is strongly recommended that you read the guide before completing this section of your application form. All question areas must be completed.**

**In the spaces below, briefly describe what you consider to be a good example of demonstrating your ability in each of the skill areas. A summary definition of each skill area is provided for your information. This is a summary of what we mean by each skill heading. Please provide the information in the format requested at (a), (b), and (c) in Appendix 1. Remember anything you say may be used as part of a shortlisting/ranking exercise and may be discussed in more depth at interview**, **should you be called to one.**

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| 1. Organisation & Management

It is important that the Grade VII Patient Advice and Liaison Service [PALS] Coordinator demonstrates excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results. S/he demonstrates evidence of effective planning and organisational skills including an awareness of resource management and the importance of value for money. S/he demonstrates the ability to evaluate information, spot trends and make recommendations based on findings. S/he demonstrates the ability to solve problems and make decisions, weighing up the consequences of his/her actions. S/he demonstrates the ability to manage deadlines and effectively handle multiple tasks. S/he demonstrates the ability to manage within allocated resources and a capacity to respond to changes in a plan. S/he demonstrates the ability to use computer technology effectively for the management and delivery of results. S/he demonstrates the ability to take responsibility and be accountable for the delivery of agreed objectives.*In the space below, please give an example of a situation where you best demonstrated your ability in this area.* |
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| 2. Building and Maintaining Relationships including Teamwork & Leadership SkillsAn effective Grade VII Patient Advice and Liaison Service [PALS] Coordinator demonstrates team work skills including the ability to work as part of a multidisciplinary team. S/he demonstrates motivation and an innovative approach to the job within a changing working environment. S/he demonstrates leadership skills working within clinical Directorate Structure and the ability to effectively lead others and achieve results including the ability to effectively manage change and organisational development. S/he demonstrates the ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources. S/he demonstrates the ability to achieve results through collaborative working. The ability to address performance issues as they arise. S/he demonstrates flexibility and willingness to adapt, positively contributing to the implementation of change.*In the space below, please give an example of a situation where you best demonstrated your ability in this area.* |
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| **3. Commitment to providing a quality service**An effective Grade VII Patient Advice and Liaison Service [PALS] Coordinator demonstrates a commitment to providing a quality service. S/he is innovative and open to change in striving to ensure high standards in service delivery. S/he ensures that all service users are treated with dignity and respect and ensures that the welfare of the service user is a key consideration at all times. S/he monitors and reviews his/her own work, and that of the team to ensure its quality and accuracy. *In the space below, please give an example of a situation where you best demonstrated your ability in this area.* |
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| 1. **Analysis, Problem Solving and Decision Making Skills**

It is important that the Grade VII Patient Advice and Liaison Service [PALS] Coordinator demonstrates excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources. S/he demonstrates an understanding and knowledge of both quantitative and qualitative data. S/he demonstrates the ability to evaluate complex information from a variety of sources and make effective decisions. S/he demonstrates the ability to develop practical, innovative and creative solutions to the management of organisational issues and complex problems. S/he anticipates problems, recognising when to involve other parties at the appropriate time and level.*In the space below, please give an example of a situation where you best demonstrated your ability in this area.* |
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**General Declaration**

It is important that you read this Declaration carefully and then sign it in the space below.

**Part 1:** Obligations Placed on Candidates who participate in The Recruitment Process.

The Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 4 of the Code of Practice issued under the Act.

These obligations are as follows:

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

* knowingly or recklessly make a false or a misleading application
* knowingly or recklessly provide false information or documentation
* canvass any person with or without inducements
* impersonate a candidate at any stage of the process
* knowingly or maliciously obstruct or interfere with the recruitment process
* knowingly and without lawful authority take any action that could result in the compromising of any test material or of any evaluation of it
* interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence.

It is the policy of the HSE to report any such above contraventions to An Garda Siochana.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment / selection process, then, in accordance with the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.

* where he / she has not been appointed to a post, he / shall be disqualified as a candidate; and
* where he / she has been appointed as a result of that process, he / she shall forfeit that appointment

**Part 2**

**Declaration:** “I declare that to the best of my knowledge and belief there is nothing in relation to my conduct, character or personal background of any nature that would adversely affect the position of trust in which I would be placed by virtue of my appointment to this position. I hereby confirm my irrevocable consent to the Health Service Executive to the making of such enquiries, as the Health Service Executive deems necessary in respect of my suitability for the post in respect of which this application is made.

I hereby accept and confirm the entitlement of the Health Service Executive to reject my application or terminate my employment (in the event of a contract of employment having been entered into) if I have omitted to furnish the Health Service Executive with any information relevant to my application or to my continued employment with the Health Service Executive or where I have made any false statement or misrepresentation relevant to this application or my continuing employment with the Health Service Executive.

Furthermore, I hereby declare that all the particulars furnished in connection with this application are true, and that I am aware of the qualifications and particulars for this position. I understand that I may be required to submit documentary evidence in support of any particulars given by me on my Application Form. I understand that any false or misleading information submitted by me will render me liable to automatic disqualification or render me liable to dismissal, if employed.”

Failure to sign application will render it invalid[[1]](#footnote-1).

**Signed:**

*(Name of Applicant)*

**Date:**

### REFERENCES

**References**

The HSE must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant’s past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness and relevance of references. The HSE reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes.

Please give the name, address, email address and occupation of **three referees** including your current manager who we can contact for references.

Referees should not be related to you.

References should not be submitted with this application form

**Permission to contact referees**? Yes [ ]  / No [ ]

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| --- | --- | --- | --- | --- | --- |
| **Name of Referee** | **Post title of Referee:** | **Organisation Name and Address:** | **Date you were employed from (Month & Year)**  | **Date you were employed to (Month & Year)** | **Work** **E-mail address of Referee** |
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| **Notice Period** |
| **If successful when would you be able to start?** |
| **What notice is required in your present position?** |

### APPLICANT CHECKLIST

If all required details / documentation (as below) are not submitted with your application we will be unable to process your application to the next stage of the process i.e. short listing / interview.

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| --- | --- | --- |
| Mobile Telephone NumberEmail AddressPostal Address | [ ] [ ] [ ]  | **Mandatory** |
| That the information you have provided in the Qualification/ Eligibility Criteria section clearly shows how your qualifications/ experience match the requirements. Dates should be clearly indicated i.e. DD/MM/YY, qualification titles etc. | [ ]  |
| Competency Questions, each question must be fully completed  | [ ]  |
| Work Permit Documentation (if relevant to non-EEA applicants). Please refer to Appendix 2 of the Additional Campaign information document for details of documentation required. | [ ]  |
| Application is submitted by the closing date and time and that you have used the campaign reference in the subject line of your email. | [ ]  |  |
| That you have downloaded and saved the Job Specification and Additional Campaign Information for future reference. |

**APPENDIX 1 – GUIDE TO COMPLETING COMPETENCY QUESTIONS**

In the Competency Questions section, you are required to describe some of your personal achievements to date that demonstrate certain necessary skills and qualities required for the position. All question areas must be completed. The instructions below will help you to complete your answers and will also be of valuable help for you when preparing for interview.

For each question area, you are given a description of a skill or quality. You are then asked to describe a situation, from your own experience, which you think is the best example of where **you** have demonstrated your ability in this area. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here may be used to help structure your interview, should you be invited to one. It may also form part of a ranking exercise process. This means that a ranking board will ‘rank’ applicants based on information put forward in your Application Form. Interviews may be held on a phased basis, inviting applicants to interview based on the position held in the ranking exercise. A primary panel will be formed of candidates successful in the first phase of interviews. If subsequent interviews are held candidates successful at these interviews will be added to the end of the primary panel and will be listed with a lower order of merit.

Therefore, it is important to compose your replies carefully in this section and to structure your answer so that you give specific information about what **you** have done.

For each example please include the following:

**(a)** **The nature of the task, problem or objective;**

**(b) What you actually did and how you demonstrated the skill or quality (and, where appropriate, the date you demonstrated it);**

**(c) The outcome or result of the situation and your estimate of the proportion of credit you can claim for the outcome.**

Competency questions are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you ‘fit’ the requirements of a particular role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it.**

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks.

So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

**Some guidelines for presenting yourself well:**

* **Give specific examples**: most questions will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**.This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
* **Give a range of examples**: if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a ‘one off’ situation.
* **Be concrete rather than theoretical:** a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

# *Example*

**Communication Skills:** *The effective x must be able to adapt communication style to particular situations and audiences….. able to produce clear and concise written information….*

***Example 1:***

*I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients’ needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

This is **not** a good example because:

* It does not give sufficient details of exactly what the person did or how they actually demonstrated their *‘ effective communications skills’;*
* It is not clear where the information requested at (a), (b) and (c) is presented.

***Example 2:***

 *(a) The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.*

*(b) I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.*

*(c )The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued. 80% credit*

This is a **better** example because:

* It describes exactly what the person did and how they communicated, i.e. *‘…..consultation, mainly over the phone and face-to face’; ‘developed a format for a summarised report, reducing the average length from 40 pages to just 10’; ‘achieved this through careful editing of the information and increased use of graphs’ and ‘encouraged clients to ask questions’.*
* It is clearer where the information requested at (a), (b) and (c) of the supplementary question section is presented.

***Notes***

* It is important that you **write clearly and concisely.** Your written communication skills will be assessed against what you write on your application form.
* It is highly recommended that you keep a copy of this section of the application form.
* Please do not use the same example to illustrate your answer for more than two skill areas.
* Should you be called to interview, the board may look for **additional examples** of where you demonstrated the skills required for this post. Therefore, you should think of a number of examples of where you demonstrated each of the skills.
1. If you are submitting your application form via email we will accept the application form unsigned but you will be required to sign the Declaration at interview should you be invited to one. [↑](#footnote-ref-1)