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

**Job Specification and Terms and Conditions**

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| **Job Title and Grade** | Grade VII Patient Advice and Liaison Service [PALS] CoordinatorGrade Code: 0582 |
| **Campaign Reference** | SLIGO0496 |
| **Closing Date** | **12 noon on Tuesday 10th December 2024****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/) |
| **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 |
| **Organisational Area** | HSE West and North West |
| **Location of Post** | **Sligo University Hospital** There is currently one permanent whole-time position available in the PALS Office, Sligo University Hospital.A panel may be formed as a result of this campaign Sligo University Hospital / Our Lady’s Hospital Manorhamilton from which current and future permanent and specified purpose vacancies of full or part-time duration may be filled.The successful candidate may be required to work in any service area within the vicinity as the need arises. |
| **Informal Enquiries** | **Name:** Niamh McGarvey**Job Title:** Quality and Patient Safety Manager**Tel**: 087 9768117**Email:** Niamh.mcgarvey@hse.ie |
| **Details of Service** | The HSE West and North West 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. |
| **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** | Accountable to the Quality and Patient Safety Manager and Hospital Manager Sligo University Hospital. |
| **Purpose of the Post**  | Responsible for the continued work of the Public and Patient Involvement Strategy ensuring support and advice to patients, carers and families about the HSE West and Northwest, health services, in a friendly, confidential and impartial manner. The post involves working both reactively to help to resolve issues for patients and their families and proactively to improve patient experience at any possible opportunity. |
| **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 thorough 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 performance management programme

**General / Professional**  *The Patient Advice and Liaison Service [PALS] Coordinator) will:** Demonstrate and uphold the Values: Compassion, Care & Commitment in all that you do.
* Maintain throughout the Hospital awareness of the primacy of the patient in relation to all hospital activities.
* Engage patients and staff in the development of the Public & Patient Involvement process by encouraging interaction throughout.
* Provide a visible focal point for patients, families and carers in the provision of information on services.
* Gather patient feedback and proactively work to improve patient experience
* Listen to comments or concerns that patients may have and address these where possible efficiently. Liaise with managers, staff and support groups to find solutions to problems.
* Work with patients to understand complaints procedure and offer them support/ assistance through this process if required. The Patient Advice and Liaison Service (PALS) Coordinator does not however deal with official complaints.
* Inform patients and the public about how they can get involved in their own healthcare. Emphasis on good interaction with healthcare staff and participate in the Patient Forum.
* Support the work of the Patient Council to help to embed the voice of the patient in the workings of the hospital.
* Be a voice for the patient. Represent the patients’ interests within the hospitals.
* Co-ordinate focus groups on specific service developments or areas of concern to capture feedback and inform decision making process.
* Liaise with estates on design, sign off and implementation of new projects to ensure patient views/needs are taken into account.
* Practice according to: Professional Clinical Guidelines, National and Area Health Service Executive (HSE) guidelines. Local policies, protocols and guidelines and Current legislation.
* Manage own caseload in accordance with the needs of the post.
* Participate in teams / meetings / committees as appropriate, communicating and working in co-operation with other team members.
* Maintain PALS records in accordance with local service and professional

 standards.* Maintain professional standards in relation to confidentiality, ethics and legislation
* Operate within the scope of practice - seek advice and assistance from his / her manager with any cases or issues that prove to be beyond the scope of his / her professional competence in line with principles of best practice and clinical governance
* Provide a high level of professional and clinical leadership.
* Be responsible for the co-ordination, assessment, planning, delivery and review of service user care by all staff in designated area(s).
* Provide safe, comprehensive care to service users
* Practice according to:
	+ Professional Clinical Guidelines
	+ National and Area Health Service Executive (HSE) guidelines.
	+ Local policies, protocols and guidelines
	+ Current legislation

**Management***The (Patient Advice and Liaison Service [PALS] Coordinator) will:** Be required to participate in performance management programme as performance management systems are part of role.
* Manage and co-ordinate the Volunteer service in Sligo University hospital.
* Drive the continued work of the Public & Patient Involvement Strategy at a Regional level, ensuring that its core values are upheld – meets the organisation’s needs, promotes patients interests and embeds a culture of continuous improvement.
* Liaise with HSE and Acute Hospitals division in the development of the PALS role nationally as required.
* Develop an annual service plan for PALS and provide annual report on same to Chief Director of Nursing & Midwifery.
* Regularly contribute to newsletter/media on initiatives to promote PALS service.
* The monitoring of sickness/absence and implementation of local and national control measures at Department level. Proactively manage persistent poor staff attendance.
* Provide staff leadership and motivation which is conducive to good working relations and work performance.
* Promote a culture that values diversity and respect in the workplace.
* Manage all resources efficiently and effectively within agreed budget.
* Lead and implement change.
* Ensure compliance with legal requirements, policies and procedures affecting service users, staff and other hospital matters.
* Monitor Patient experience via nursing metrics.
* Maintain all necessary clinical and administrative records and reporting arrangements.
* Engage in IT developments as they apply to service user and service administration.

**Health & Safety*** Ensure that effective safety procedures are developed and managed to comply with statutory obligations, in conjunction with relevant staff e.g. health and safety procedures, emergency procedures.
* Observe, report and take appropriate action on any matter which may be detrimental to staff and/or service user care or wellbeing / may be inhibiting the efficient provision of care
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**Education & Training*** Ensure that the Public & Patient Involvement process is communicated efficiently, ensuring the message is accurate, consistent, clear, relevant and appealing
* Engage in continuing professional development
* Participate in the identification, development and delivery of induction, education, training and development programmes for nursing and non-nursing staff.
* Engage in performance review processes including personal development planning as appropriate.

**KPIs*** 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 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.
* 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 Hospitals 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.
* It is the post holders’ specific 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 responsibility of the post holder 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**(a) Eligible applicants will be those who on the closing date for the competition: 1. 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).

 **and**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.*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.***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. |
| **Other requirements specific to the post** | * Access to appropriate transport as post may involve travel
* A flexible approach to working hours is required
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| **Skills, competencies and/or knowledge** | **Organisation & Management** * Evidence of effective organisational skills including awareness of appropriate resource management.
* Ability to attain designated targets, manage deadlines and multiple tasks.
* Ability to be self-directed, work on own initiative.
* A willingness to be flexible in response to changing local/organisational requirements.
* Effective analytical, problem solving and decision making skills.

**Building & Maintaining Relationships including Team and Leadership skills** * Demonstrate the ability to lead on clinical practice and service quality.
* Demonstrate the ability to build, lead and manage a team.
* Demonstrate strong communication and influencing skills.
* Demonstrates evidence of clinical knowledge and evidence based practice when building and maintaining relationships

**Commitment to providing a quality service*** Demonstrate practitioner competence and professionalism.
* Demonstrate initiative and innovation in the delivery of service.
* Demonstrate resilience and composure.
* Demonstrate openness to change.
* Demonstrate a commitment to continuing professional development.
* Demonstrate a willingness to develop IT skills relevant to the role.

**Professional Knowledge** * Demonstrate an awareness of relevant legislation and policy e.g. legislation relevant to the service area, health and safety, infection control etc.
* Demonstrate an awareness of HR policies and procedures including disciplinary procedures, managing attendance etc.
* Demonstrate knowledge of quality assurance practices and their application to nursing procedures.
* Demonstrate the ability to relate nursing research to nursing practice.
* Demonstrate an awareness of current and emerging nursing strategies and policies in relation to the clinical / designated area.
* Demonstrate an awareness of the Health Service Transformation Programme
* Demonstrate 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

**Analysis, Problem Solving and Decision Making Skills*** Demonstrate promotion of evidence-based decision making.
* Demonstrate effective analytical, problem solving and decision making skills
* Demonstrate integrity and ethical stance.
* Recognises when it is appropriate to refer decisions / problems to the next level
* Relies on experience to anticipate, understand & evaluate problems / make decisions.
* Demonstrates sound practical judgement and decisiveness.
* Gathers information from a range of sources to make well-founded decisions / solve problems and takes information on board quickly and accurately.
* Uses experience to generate a number of possible alternatives.

**Communication and Interpersonal Skills*** Demonstrates strong communication and influencing skills.
* Demonstrates the ability to build and maintain relationships particularly in the context of MDT working.
* Demonstrate the ability to present information in a clear and concise manner.
* Demonstrate the ability to manage groups through the learning process.
* Demonstrate the ability to provide constructive feedback to encourage future learning.
* Demonstrate effective presentation skills.
* Demonstrates principles of confidentiality with all information.
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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, ethnicityand 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 / 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. |
| 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. |

**Grade VII Patient Advice and Liaison Service [PALS] Coordinator (Grade Code 0582)**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is **a permanent contract** 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. |
| **Remuneration**  | The Salary scale for the post: (01/10/2024)€58,254 - €59,676 - €61,339 - €63,008 - €64,682 - €66,177 - €67,700 - €69,182 - €70,654 - €**73,186** - €**75,728** **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 to 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 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. and comply with associated employer 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 the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/> [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)