

Job Description and Person Specification

Grade IV Officer - Medical Social Work

Permanent Vacancy

Reference: HR23E249

Closing Date for Applications: Tuesday, 30th May 2023

Virtual Interviews via Skype: Tuesday, 20th June 2023

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Accountability and Working Relationships

Title: Grade IV Officer Medical Social Work

Reports to: Principal Social Worker

Role Summary: To provide clerical and administrative support to the Social Work Department and a reporting service to hospital management and the H.S.E.

Key Duties and Responsibilities

- Provide a front-line service for the department both on the phone and on reception.
- Provide assistance to the Principal Social Worker in the execution of his duties i.e. organisation of case loads, providing key information for the hospital key performance indicators, arranging supervision for Social Workers etc.
- Provide administration support to qualified Social Workers.
- Supervise 1 (grade III) clerical officer and manage allocation of administration work for the department.
- Provide a reporting service on behalf of the department to hospital management and the H.S.E.

HSE & Hospital Reporting:

- **Delayed Discharge Report:** Compile report weekly for the HSE (Business Intelligence Unit) and hospital management. This is a key report of all patients in the hospital who have completed the acute phase of their care and are medically fit for discharge. This information forms the basis of the allocation of monies to St. Vincent's University Hospital to ameliorate the delayed discharge situation.
- **Nursing Home Support Scheme (Fair Deal):** Collate and record information re: patients for long-term care applying for the Nursing Home Support Scheme. Liaise with the H.S.E. re: Financial Assessment Applications.
- **Key Performance Indicators:** Supply weekly information to the Principal Social Worker for the departments Key Performance Indicators and to Hospital Management for the hospitals Key Performance Indicators i.e. report of delayed discharges and the departments absence report.
- **Open / Closed Cases:** Report for the Principal Social Worker and Hospital Statistics Office regarding all cases open / closed within each month.
- **Health Stat Report:** Report for the Principal Social Worker and the Hospital Statistics Office regarding Social Work activity i.e. all new patients, repeat patients and encounters each month

- **Consultant Activity Report:** Report for the Principal Social Worker and the Hospitals Finance Department regarding the Social Work Consultant Activity for inpatients, outpatients, day hospital and Emergency Department
- **Maintain records of patient pathway:** LTC, HCP, Rehab patient pathway.
- **Ensure various daily, weekly, monthly and yearly reports are accurate.**
- Training: Train staff i.e. new Social Workers, Locum Social Workers, Social Work Students and secretaries in to the hospital computer P.A.S. system and the Social Work Management Computer System (all Social Work cases and activities are recorded on this system). Ensure that all new staff are familiar with the administration area of the department with regard to how it operates.
- Take minutes at all meetings e.g. Head Medical Social Work Meetings, Social Work Staff Meetings, and Senior Social Work Meetings etc.
- Absence Record: complete the Absence Sheet each week for all Social Work staff and email it to the H.R. Department.
- Annual Leave: Keep Staff Leave wall planner up to date with all department leave i.e. Annual Leave, Study Leave etc. and update the department of who is on leave for the week.
- Calculate public holiday/privilege day entitlements for all job-share staff.
- Type up the job-share rotas at the beginning of each year.
- Organise dates and venue for Social Work staff meetings, Senior Social Work meetings and Journal Clubs.
- Maintain Social Work Files and liaise with Iron Mountain (private storage company) regarding storage of same. Order retrieval of Social Work files from Iron Mountain via the internet. Ensure invoices from Iron Mountain are accurate.
- Grant Cheques: Process all grant cheques that come into the department from charitable organisations for patients.
- Funds: Keep charge of the Samaritan Fund and the Petty Cash fund in the department. Keep a record of these accounts and request more funds when needed.
- Collate Policies & Guidelines; application forms etc. on the department's computer shared drive for access to all Social Workers.
- Order information leaflets, brochures, application forms, claim forms etc. for the department from various organisations e.g. Irish Cancer Society, Department of Social and Family Affairs.
- Maintain records of staff bleeps and arrange replacement of bleeps as required.
- Liaise between the Social Workers and the I.T. Department with regard to any I.T. problems. Assist Social Workers with problems/queries that may arise with the Social Work Management Computer System. Maintain the Social Work Management Computer System

i.e. input passwords for new staff; add in any necessary data to the drop-down boxes etc.

- Order all the stationery/office supplies from the stores department and purchasing department.
- Arrange for all necessary maintenance work to be carried out in all the offices e.g. the mounting of shelving, new desks, changing of light bulbs etc.
- Bereavement Programme (run twice a year): Administration work for the Bereavement Programme i.e. sending out invites (mail-merge), taking bookings, help organising the groups. Attend evening seminars and register patients attending.
- Perform other duties appropriate to the post that may be required.
- **General Day to Day Duties:**
 - Telephones: Answering the phone, bleeping staff, taking messages in the
 - Message book. Dealing with queries either by telephone or in person
 - from staff, patients/relatives, other hospitals, General Practitioners,
 - H.S.E., Nursing Home personnel, Community Care staff etc.
 - Preparing casefiles.
 - Filing case files.
 - Photocopying.
 - Faxing.
 - Typing: letters, Social Reports, minutes of meetings etc...
 - Open, stamp and log-in the mail every morning.
 - Log requests on-line for work required from Technical Services.

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. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

Informal Enquiries or Role Specific Enquiries: Ms Louise Morgan, Principal Medical Social Worker, Tel: +353 (1) 221 4286. Email: l.morgan@svuh.ie

Person Specification

Factors	Essential	Desirable
Qualifications	<p>Eligible applicants will be those who on the closing date for the competition:</p> <p>(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</p> <p style="text-align: center;">Or</p> <p>(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 Irish¹. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p style="text-align: center;">Or</p> <p>(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.</p> <p style="text-align: center;">Or</p> <p>(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).</p> <p><i>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.</i></p> <p style="text-align: center;">And</p> <p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p>	<ul style="list-style-type: none"> Studies in Health Information/Medical Records Management
Experience (length and type)		<ul style="list-style-type: none"> Minimum of 2 years previous relevant administrative/front line experience

		<ul style="list-style-type: none"> • Previous experience in a Healthcare area • Experience with Data base entry and records management
Core Competencies	<ul style="list-style-type: none"> • Knowing the Health Service & How it works • Planning & Managing Resources • Creating Team Spirit • Being the communication channel • Influencing People and Events • Delivering Quality & Fairness for Service Users • Embracing the Change Agenda • Being a Role Model 	
Health	Candidates 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	Candidates for and any person holding the office must be of good character.	

Particulars of Office:

The appointment is: Permanent, Whole-time and Pensionable

Panel: A panel may be formed to fill upcoming permanent, temporary, whole time and part-time vacancies over the next 6 months.

Annual Salary: (01/03/2023 Grade IV Clerical), pro rata

€31,547 - €33,637 - €34,476 - €36,596 - €38,538 - €40,237 - €41,881 - €44,100 - €45,712 - €47,335 - **€48,839**
- **€50,348** LSIs

These particulars are subject to change in line with overall public pay policy.

Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 27 working days per annum pro. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Hygiene:

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings
- Fire orders must be observed and staff must attend the fire lectures periodically
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital Building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment

Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you

have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one weeks' notice of interview. All interviews are held remotely unless it is specifically noted otherwise in the Job Description. No subsequent or alternative dates to dates given will be offered to candidates. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

St Vincent's University Hospital buildings and grounds are **smoke-free.**

May 2023