

## **Job Description and Person Specification**

### **Clerical Officer – Pathology**

### **Permanent and Temporary Vacancies**

**Reference: HR22E407**

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

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

<b>Job title / Grade:</b>	Clerical Officer, Pathology Full-Time Permanent and Temporary
<b>Reports to:</b>	Grade V Officer
<b>Overview:</b>	Provides administration support to the Pathology services of St. Vincent's University Hospital.

### **Key Duties and Responsibilities**

The list of key duties and responsibilities is not intended to be exhaustive and is subject to change depending on service requirements.

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- Liaise with the Grade V Officer to keep him/her completely informed.
- Provide efficient general administrative support to the designated area.
- Ensure complete and accurate collection of data for all patients.
- Registration Data entry of patient details and requests on the Departmental Information System in a timely manner (adhering to data entry rules and departmental guidelines).
- Ensure correspondence from Consultants and GP's is dealt with in a timely fashion
- Efficient and accurate data entry
- Dealing with all telephone enquiries
- Maintain an awareness of privacy and confidentiality for the patient
- Dealing with all enquiries from clinical, scientific staff and GPs and patients
- Liaise closely with staff within this area (Laboratory, lab aide, medical and administrative) and follow up on matters arising as appropriate in a confidential, courteous and professional manner
- Dispatch of reports to correct referral source and receiving dealing with incoming external dispatch.
- Collect, date stamp, sort and distribute daily post
- Any other duties that may be assigned from time to time

**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:**

Mr Cian O'Connor, Grade VI Officer, Pathology – Tel. (01) 221 5560. Email – [cian.oconnor@svuh.ie](mailto:cian.oconnor@svuh.ie)

**Person Specification**

<b>Factors</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied.</li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>• Passed an examination of at least equivalent standard</li></ul> <p><b>OR</b></p> <ul style="list-style-type: none"><li>• Satisfactory relevant experience which encompasses demonstrable equivalent skills</li></ul>	
<b>Experience (length and type)</b>	Candidates must possess the requisite knowledge and ability (including a high standard of suitability and administrative ability) for the proper discharge of the office.	<ul style="list-style-type: none"><li>• Recent relevant experience working in an administration role.</li><li>• Experience using IT systems</li><li>• Recent experience in a hospital setting</li><li>• Knowledge of PAS or similar patient management IT system</li><li>• Experience in a front-line / customer-service based role</li><li>• Experience in a busy reception based role</li></ul>
<b>Core Competencies</b>	Knowing the Health Service & How it works  Planning & Managing Resources  Setting Standards & Ensuring Quality  Teamwork	

	Communication	
	Embracing the Change Agenda	
<b>Health</b>	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	

### **Particulars of Office:**

**The appointments are:** Full-Time, Permanent & Temporary, Pensionable

A panel will be formed to fill future temporary and permanent, full-time and part-time positions.

**Annual Salary:** €25,352 - €41,503 (01/02/2022 – Clerical Officer)

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(s) appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements as advised to you by your line manager. Please note that start times vary and in some areas may be 07:30am.

Your contracted hours of work are liable to change 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:** 25 days per annum pro rata increasing to 26 days after 3 full years' service and 27 days after 5 full years' service. 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](http://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](http://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. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. 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.

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**Date: August 2022**