

Job Description and Person Specification

**Grade VI Officer – Infectious Diseases and Monkeypox Vaccine
Service Clinical Administrative Manager**

Temporary Vacancy (Approx. 12 Months)

Reference: HR22E573

**Closing Date for Applications: Thursday, 8th December 2022
Interview Date via Skype: Friday, 16th December 2022**

Accountability and Working Relationships

Title: Grade VI Officer, Infectious Diseases, Medical Directorate Clinical Administrative Manager

Reports to: Head of Clinical Support

Role Summary:

The main responsibility of this position is for overall management of the infectious diseases department associated with the Medical Directorate Division, including administrative duties in general infectious diseases, HIV, Hepatitis, COVID, HIV Prevention, Sexual Health, OPAT and infectious diseases vaccination programmes (e.g. Monkeypox). To provide timely and accurate information relating to patients to meet the service need. To anticipate and proactively address service needs through ongoing monitoring of the operational function, meeting with Infectious Diseases Consultants and Infectious Diseases Multidisciplinary teams to understand service requirements. To support the administrative functions of the infectious diseases department, including but not limited to, outpatient and vaccine delivery services.

Accountability and responsibility for the security and protection of the Healthcare Record as per HSE Code of Practice for the Management of HCR and HIQA guidelines relating to safe management of patient information. Accountability and responsibility for the management of the Healthcare Record and the quality and integrity of data processed within the Filing Room. Manage processes and procedures for the protection of patient information and best practice data governance.

Accountability and responsibility for providing timely and accurate information relating to waiting lists, managing and maintaining NTPF waiting lists in accordance with the NTPF Management of Referrals (2013), and the Strategy for the Design of Integrated Outpatient Services 2016-2020. To anticipate and proactively address service.

A major component of the job is to lead the teams through effective leadership.

The manager of the above areas is responsible for ensuring confidentiality is adhered to at all times and that any staff member having access to the HCR follows established procedures.

To actively participate with the ongoing development and improvement of the clinical administration function through effective teamwork with other administration managers.

Key Duties and Responsibilities for the following areas:

- Infectious diseases

Staff Management:

- Overall management for administrative and supervisory staff in Infectious Diseases.
- Develop and maintain a team based on service environment
- Support Monkeypox vaccination strategies.
- Ongoing performance monitoring and training
- Manage resources to ensure service provision
- Accountable for the communication of all organisational objectives, performance and projects
- Actively manage the impact of any changes and developments within the hospital related to the HCR management function
- Participate as required in the recruitment process for filling vacant positions

- Delegate appropriately
- Effectively manage employee relations at local level and escalate when required
- The service is 24/7, the manager must be flexible to meet with staff on different shifts and come in from time to time during the different shifts.
- Actively involved in the recruitment process for this service.
- Delegate appropriately
- Effectively manage employee relations at local level and escalate when required
- Engage in third party audits

Service Provision

- Actively manage departmental objectives and KPIs to ensure service provision.
- Respond to expanding/emerging service needs, including monkeypox vaccination.
- Monitor workload, productivity and quality of service
- Ensure adherence and compliance with Data Protection policy
- Ensure that local procedures are kept up-to-date and reflect current practice
- Liaise with HIPE, Clinical Audit and other departments with regard to requests for charts
- Increase and reduce services when and where required
- Responsible for monitoring and auditing full compliance of PPGs
- Liaise with multidisciplinary teams as required
- Liaise with HIPE Case-Mix Assistant with regard to procedures in place to ensure charts are supplied regularly and deadlines are met
- Undertake any other relevant duties that may arise in the organisation
- Work closely with data management to ensure integrity and quality of data

General

- Actively participate in Senior Staff meetings of the Clinical Administration / Patient Services Team
- Develop KPIs for services
- Monitor and audit services to ensure standards are being met
- Present at NCHD induction and orientation
- Keep Line Manager up-dated as appropriate
- Actively engage in any change initiatives that improve the overall service
- Any duties arising that are appropriate to the position
- Participate and add value to working groups appropriate to areas of responsibility's (ICT, Tendering processes etc.)

Code of Practice

It is a requirement for all staff in the Filing room, Clinical Administrative areas and Patient Services to become knowledgeable about the HSE Code of Practice for Healthcare Records Management and to ensure their compliance with these standards.

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 Karen Donohoe; Business and Operations Manager – Medical Directorate. Tel: (01) 221 6058.

Person Specification

Factors	Essential	Desirable
Qualifications	<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 Irish. 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>	<ul style="list-style-type: none"> Relevant 3rd level qualification <p>Further studies in:</p> <ul style="list-style-type: none"> Patient Services or Healthcare Management Supervisory / Management courses Information Management Computer courses
Experience	<ul style="list-style-type: none"> Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office 	<ul style="list-style-type: none"> At least 6 years' experience in an administrative capacity or equivalent At least 3 years continual experience in a role involving supervisory responsibility in a hospital or other relevant healthcare environment Experience in a role which incorporated use of computer skills (e.g. data entry, excel) Working as part of a multi-disciplinary team in a lead role Direct responsibility for training and/or induction of new staff Role involving direct Line Manager responsibility for a large group of staff Role incorporating archiving information Experience using computer maintenance functions, merging

		<p>data functions, working with computer templates and control of administrative access rights</p> <ul style="list-style-type: none"> • Administrative role within the Healthcare services ideally in Medical Records / Patient Services
Core Competencies	<ul style="list-style-type: none"> • Demonstrates excellent knowledge and understanding of patient services and clinical administrative processes • Demonstrate excellent knowledge of the National Hospital Offices Standards associated with the role • Demonstrates good leadership skills • Demonstrates ability to supervise staff • Demonstrates excellent communication – ability to communicate with peers, other health care professionals, patients, relatives and outside agencies • Demonstrates excellent IT Skills • Demonstrates excellent organisational skills • Excellent understanding of quality systems and Accreditation programmes <p>Knowledge of:</p> <ul style="list-style-type: none"> • Inter-departmental links within the hospital environment where relevant to the Clinical administrative/ filing room role and function • Links within St. Vincent's Healthcare Group in relation to Healthcare Record Management and Data Management PPG's • Excellent working knowledge of the Patient Administration System or a similar system • Data Protection Act • Be familiar with the Freedom of Information Act as it relates to Health Care organisations • Administrative Access procedures for release of patient information to relevant areas in the organisation 	

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	
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Particulars of Office:

The appointment is: Whole-time, Temporary, and Pensionable

Annual Salary: €51,528 to €62,953 (**01/10/2022**) pro rata dependant on previous Public Health Sector experience.

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: 30 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 week's 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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November 2022