

Job Description and Person Specification

Grade V Officer – Clinical Administration Permanent

Reference: HR23E042

**Closing Date for Applications: Thursday, 2nd February 2023
Interview Date via Skype: Thursday, 23rd February 2023**

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

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

Job title/Grade: Grade V Officer

Reports to: Grade VI Officer, Clinical Administration

A panel is being formed to fill future Grade V posts within Clinical Administration Services as they arise

Allocation of a successful candidate to a particular department will depend on service requirements.

Role Summary/Purpose of the post:

Roles and Responsibilities:

The main responsibility of this position is to oversee and incorporate the smooth running of all aspects of the secretarial/administration within all the department associated with the vacancy. The holder of this post will also be responsible and accountable for supervising a number of staff, managing sick leave, annual leave and other duties listed in the Key Duties and Responsibilities below.

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.

Staff Management:

- 1) Line Manager for all administrative staff working in the area.
- 2) Training and induction of new staff.
- 3) On-going performance monitoring and training.
- 4) Scheduling annual leave to ensure adequate cover.
- 5) Managing and reporting of staff attendances and leave.
- 6) Completion of CPDs
- 7) Completion of Return to Work Interview forms with staff as required.
- 8) Communicate regularly with the team to keep them adequately informed regarding changes and developments within the hospital.
- 9) Participate in the probationary assessment process for all new staff.
- 10) Participate as required in the recruitment process for filling vacant positions.
- 11) Make decisions to reallocate staff to cover services adequately
- 12) Delegate appropriately
- 13) Deal with staff issues locally and escalate to Grade VI when necessary.
- 14) Support personal development.

Service Provision:

- 1) Learn all aspects of the role and work within the department and cover the service where as necessary.
- 2) Organise service provision for the area to ensure the best coverage possible is provided.
- 3) Monitor workload, productivity and quality of service.
- 4) Responsible for data quality and compliance with Data Entry Rules.
- 5) Assist in the on-going development and re-organisation of services.
- 6) Maintain a contact point as relevant to the service. This will involve receiving queries/requests from GP's, other hospital departments, patients and other healthcare facilities.
- 7) To ensure that notification of meetings, location, minutes and agenda are sent to stakeholders in advance.
- 8) Attendance of monthly department meetings and minute taking if required.
- 9) Manage and Co-ordinate use of all clinical/MDT rooms in the department.
- 10) Ensure that the typing for all the services under the remit is kept within the target timeframe and that letters are signed / printed in a timely fashion
- 11) Ensure that all the standard administration/secretarial procedures are maintained.
- 12) Ensure HCR's are returned to the medical records filing room in a timely manner.
- 13) Ensure that HCR's kept in the area are safe and secure and that an efficient tracking system is in place.
- 14) Ensure all queries in relation to patient care are handled promptly and all parties are informed of status.
- 15) Provide training to administration staff/nursing staff on any new systems that come on stream.
- 16) Being a Superuser for Clinical Portal, Whiteboard and TA+ to set up and train new users for these systems
- 17) Become actively involved with the planning and on-going development of services in relation to best administration/secretarial practice and quality of same within the areas.
- 18) Have a thorough knowledge of hospital policy and procedures for release of information and patient confidentiality and ensure these are adhered to at all times.
- 19) Be familiar with the Health and Safety requirements of the work area and ensure that these are met at all times.
- 20) Communicate regularly with the Grade VI Officer to keep him/her informed of the service.
- 21) Any other duties relevant to this post as required.

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 Smyth, Head of Clinical Support
Tel: (01) 221 5269.

Person Specification

Factors	Essential	Desirable
Qualifications	<p>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>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>Or</p> <p>(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction</p> <p>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>Further Studies in:</p> <ul style="list-style-type: none"> • Hospital Management • Customer Care • Supervisory Courses <p>Information management</p>
Experience (length and type)	<ul style="list-style-type: none"> • Min 2 years' experience in an administrative role 	<ul style="list-style-type: none"> • 3 years' experience in an administrative role at Grade IV level or equivalent. • Working knowledge of PAS • Experience in Management or Supervising Staff

		<ul style="list-style-type: none"> • Experience working in Secretarial/Administration role or good knowledge of the areas and ICT systems involved. • Medical Audio Typing
Core Competencies	Knowing the Health Service & How it works Delivering Quality & Fairness for Service Users Planning & Managing Resources Creating Team Spirit Being the communication channel Influencing People and Events Managing individual performance 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	

Particulars of Office:

The appointment is: Whole-time, Permanent and Pensionable

Annual Salary: €46,407 to €52,205 **(01/10/2022)** pro rata dependent 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: 29 working days per annum pro rata. 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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January 2023