

**Health Service Executive – Dublin and North East Region**

**Director of Operations/Deputy General Manager**

**Job Specification, Terms and Conditions**

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| **Job Title, Grade, Grade Code** | **Director of Operations/Deputy General Manager** |
| **Campaign Reference** | **CavMonDO25** |
| **Closing Date** | **Friday 16th May, 2025** |
| **Proposed Interview Date (s)** | Candidates will normally be given at least one weeks' notice of interview. The timescale may be reduced in exceptional circumstances |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Cavan and Monaghan Hospital |
| **Informal Enquiries** | Laura Waters, General Manager  Cavan and Monaghan Hospital  Email: [laura.waters@hse.ie](mailto:laura.waters@hse.ie) |
| **Details of Service** | The HSE has created six new health regions. Each region is responsible for providing both hospital and community care for the people in that area. Bringing community health services and hospitals together means we can take a more patient-centred approach to healthcare.  HSE Dublin and North East provides health and social care to North Dublin, Louth, Meath,  Monaghan and most areas of Cavan.  HSE Dublin and North East Region includes the following hospitals;  • Beaumont Hospital  • Cavan General Hospital  • Connolly Hospital  • Louth County Hospital  • National Orthopaedic Hospital Cappagh  • Monaghan General Hospital  • Mater Misericordiae University Hospital  • Our Ladys Hospital Navan  • Our Lady of Lourdes Hospital  • Rotunda Hospital  Cavan & Monaghan Hospital’s Catchment Population of over 120,000 covering Counties Cavan & Monaghan, and parts of Counties Longford, Leitrim, and Meath. Cavan Monaghan Hospital covers a population in excess of 800,000.  Cavan & Monaghan Hospital provides a range of acute medical, surgical, obstetric, and gynaecological, paediatric services, day care, outpatient, diagnostic and support services. Emergency services are provided on a 365-day, 24 hour basis. Multi-disciplinary teams representative of medical, nursing/midwifery, health and social care professionals, management administration and general support staff play a pivotal role in the development, delivery, monitoring and evaluation of these services. Cavan General Hospital has a total in-patient bed complement of 255 and 102 day beds. Monaghan Hospital has a total of 54 in-patient beds inclusive of step-down and rehabilitation and 17 day beds. The total staff HSE complement is approximately 1279 in Cavan General Hospital and 159 in Monaghan Hospital.  A panel may be created from which specified purpose vacancies of full or part time duration may be filled. |
| **Reporting Arrangements** | Reporting to the General Manager or nominated deputy. |
| **Purpose of the Post** | Responsibility for operational matters relating to scheduled and unscheduled care patient pathways.  Ensuring the effective and efficient functioning of the Hospital, through service planning, business and performance management and the improvement of general patient services.    Working with the Hospital Executive team in pursuing the Hospitals objectives and report directly to the General Manager, acting within policy, financial and other frameworks set by the HSE    The current vacancy is specified purpose and whole-time.  The post is pensionable. A panel may be created from which 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. |
| **Principal Duties and Responsibilities** | **Accountability**   * Assist the General Manager in their overall role in terms of responsibility  and accountability and will specifically ensure that: * Day to day operations of Hospital services and departments are managed safely and effectively. * Patient services are delivered in line with resource allocation and ensuring value for money. * New service developments are identified, promoted and business plans advanced * In collaboration with the General Manager to lead full implementation of the Hospital organisational strategy. * In conjunction with the General Manager to assist in the development and implementation of an ongoing organisation development programme within the Hospital. * Assist in the development and implementation of utilisation review/case mix and procedures. * Deputise for the General Manager when delegated to do so.   **Management and Operational Planning and Control**   * Have responsibility for all patient pathways to ensure safe and efficient delivery of care in collaboration with various members of the Executive Management Committee. * Ensure that HIQA Standards are met within the Hospital. * Ensure that implementation of specified local and national targets are achieved, e.g. Trolleygar, waiting list targets etc. * Participate in the Hospital budgetary process with particular emphasis on ensuring that financial/resource allocation and output plans are consistent with corporate goals and objectives are achieved. * In conjunction with the Executive Management Committee, to continuously review Hospital’s operational processes with a view to assuring efficiency and effectiveness with particular emphasis on benchmarking against contemporary best practise. * Develop in collaboration with relevant stakeholders effective processes for monitoring and managing activity and taking corrective action if performance targets are not achieved. * Support the day to day functions of the General Manager office including; ensuring timely responses to PQ’S/Local Representations. Ensure correspondence meets all deadlines.   **Communications**   * In collaboration with the Executive Management Committee to establish, implement, maintain, support and continuously review efficient and effective working relationships and communications across the Hospitals and wider hospital group * Maintain and develop relationships with colleagues in CHO Area 1   **Leadership & Performance Management:**   * Provide consistent and visible leadership to all staff involved in the Unscheduled and Scheduled Care pathways. * As a member of the Senior Management Team he/she will contribute to the preparation and execution of plans for the service. * Be responsible and accountable for implementation of appropriate key performance measures ensuring compliance with targets. * Work closely with clinicians and managers to ensure that national standards are delivered and support managers to implement programmes of change, including the National Clinical Programmes. * Analyse trends, undertake the forecasting and interpretation of data for the hospital to inform service change for improved performance with particular focus on capacity planning. * Participate in the Hospital Executive on-call rota   **Health & Safety**   * Work in a safe manner with due care and attention to the safety of others * Implement agreed policies, procedures and safe professional practice adhering to relevant legislation, regulations and standards * Be responsible for risk minimisation and management of own area of work and report any potential hazards of any respect of the service to the line manager * Document appropriately and report any near misses, hazards and accidents and bring them to the attention of the relevant person(s)   **Learning and Education**   * Take personal responsibility for own professional development and keep up to date with evidence based practice and research. * Attend and participate in relevant staff development programmes on an ongoing basis and sharing knowledge with other staff members. * Assist in the training of colleagues where required. * Identify and inform the Learning and Education Team of any training and professional development requirements. * Attend all mandatory training days and ensure that all mandatary training is in date. * Comply with all HR system and policy requirements.   **Quality Improvement and Risk Management**   * Ensure compliance with all relevant HSE guidelines, policies, procedures and relevant legislation and regulatory requirements. * Participate in the continuous review and evaluation of policies, guidelines and existing practices through regular audit programmes and review engaging with the multi-disciplinary team where required. * Assist in promoting a culture of continuous quality improvement across the organisation. * Be aware of the core objectives, standards and key performance indicators for the service and contribute to the monitoring of performance against these standards. * Participate in the requirements of the organisation’s risk management programme. * Promote the delivery of a high standard of care to all patients. * Work with members of the team in devising Standard Operating Procedures for the development of the Department/Organisation.   Assist in ensuring a culture of safety, promoting positive reporting of incidents and near misses; investigate and take remedial action on incidents or near misses involving patients and staff according to organisation’s policies, protocols and guidelines.  ***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** | **Candidates must have on date of application:**   * Five years’ experience at management level within a Healthcare environment / background relevant to the role   **And**   * Possess sufficient administrative capacity to discharge the functions of the office and have management ability and experience   **And**   * A proven track record of delivering change within a healthcare driven industry is essential   **And**   * A relevant professional / 3rd level qualification   **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. |
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| **Post Specific Requirements** |  |
| **Skills/Competencies** | **Technical & Professional Expertise**  Has a command over the technical/ professional skills and knowledge required within the job holder’s role and continues to upskill to maintain high professional standards and continuous professional development requirements.    **Leadership and Management**  Manages performance to deliver team goals; demonstrates accountability for leading, directing, monitoring and evaluating hospital services. Creates a climate in which people want to do their best. Promotes confidence and positive attitude; influences others to follow a common goal.    **Problem Solving & Decision Making**  Identifies and solves problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances.    **Strategic Thinking**  Capable of lifting their thinking and applying their efforts outside of daily tasks to prepare strategies that take account of issues and trends and how these link to the objectives of the organisation.    **Driving Innovation**  Possesses the ability and desire to improve organisation performance by developing or creating innovative solutions.    **Project Management**  Applies disciplines of planning, organising, and managing resources to bring about the successful completion of a specific project; applies a project management approach to the delivery of activities and plans.    ***This Job Description is intended as a basic guide to the scope and responsibilities of the position and is subject to regular review and amendment. The role holder will be required to be flexible in this position and is expected to facilitate working additional hours on occasion, when requested.*** |
| **Competition Specific Selection Process**  **Shortlisting / Interview** | Short listing may be carried out on the basis of information supplied in your application form. The criteria for short listing 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 shortlisting stage of this process (where applied) will be called forward to interview. |
| **Code of Practice** | The Health Service Executive 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 Codes also specifies the responsibilities placed on candidates, feedback facilities for candidates 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.hse.ie](http://www.hse.ie) in the document posted with each vacancy entitled “Code of Practice, Information For Candidates” or on [www.cpsa-online.ie](http://www.cpsa-online.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. |



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**Director of Operations/Deputy General Manager**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy is a specific purpose post and is whole time*.*  The post is pensionable. A panel may be created from which 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 is as at: 01/03/2025  €84,898, €87,042, €90,438, €93,859, €97,253, €100,656, €105,604  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: 35 hours  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 in line with HSE annual leave entitlements and will be outlined at job offer 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. |
| **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 HSE 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)