



Health Service Executive – Dublin and North East Region
Grade IV Clerical Officer
Job Specification, Terms and Conditions

Job Title, Grade, Grade Code	Grade IV, Clerical Officer Obesity Bariatrics Service (Grade Code: 0558)
Campaign Reference	CH 134.25
Closing Date	Wednesday 13 th August 2025, 12 noon
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	HSE Dublin North and East Region, Connolly Hospital
Informal Enquiries	Elaine O Connor, Senior Operations Manager elaine.oconnor3@hse.ie
Details of Service	<p>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.</p> <p>HSE Dublin and North East provides health and social care to North Dublin, Louth, Meath, Monaghan and most areas of Cavan.</p> <p>HSE Dublin and North East Region includes the following hospitals;</p> <ul style="list-style-type: none"> • 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
Reporting Arrangements	Reporting to the Business Management Team
Purpose of the Post	<p>The purpose of the Grade IV Clerical Officer post is to provide administrative support within a function and supervise clerical staff under their remit. The post holder will provide administrative support to hospital consultants, ensuring the smooth and efficient operation of the relevant medical office and also act as a vital link between patients, medical staff and other stakeholders.</p> <p>The Grade IV Clerical Officer may be regularly redeployed throughout various departments to ensure service delivery is maintained.</p> <p>In addition, the Grade IV will work closely with the Business Manager or other nominated Senior Managers and engage with multi-disciplinary team members, administrative staff internally and externally, external agencies e.g. community services and service users.</p>
Principal Duties and Responsibilities	In line with employer policies, procedures and best practice standards the Grade IV Clerical Officer will:

	<p>Professional Duties and Responsibilities</p> <ul style="list-style-type: none"> • Responsibility for the preparation and administration of outpatient appointments with duties including: booking appointments, recording outcomes, non-attendances (HCAN, CNA, DNA etc.) and reconciling clinics. • Ensure that referrals received are recorded and managed on the patient administration system in a timely manner in accordance with KPIs. • Update referral and waiting list status following triage of referrals by clinical teams. • Maintain and update service waiting list to optimize equity within service as per NTPF Waiting List Management Protocols. • Process clinic cancellations/reductions in relation to the Consultants leave. • Waiting list entry management. • Cancel and reduce outpatient clinics as appropriate in conjunction with the team and Operations Manager where appropriate. • Monitor future clinics to maintain agreed patient mix and volume as agreed with consultants and Operations Services Manager in line with NTPF Waiting List Management Protocol. • Ensure that all charts are present and contain the required documentation (e.g. GP referral letter etc.). • Act as liaison between clinical team and patient. • Act as liaison person between clinical team and patient. • Ensure consultants and team are aware hospital/NTPF targets and ensure the Waiting List is managed. • Provide cover and administration support to colleagues as directed. <p>Administration</p> <ul style="list-style-type: none"> • Ensure the efficient day-to-day administration of area of responsibility. • Retrieve healthcare records from medical records or other locations throughout hospital's ground as required. • Ensure that Patient Healthcare Records are prepared and maintained in a timely, accurate and comprehensive manner and that they are available promptly as required. Ensure all Healthcare Records are tracked correctly to and from the department. • Ensure that deadlines are met and service levels maintained. • Answer phones, email queries and other messages for team and carry out any administration work required by the team. • Support the preparation and issuing of office documentation (correspondence, reports, etc.) to the highest possible standard by monitoring and reviewing the work of the team to ensure quality and accuracy. • Ensure that archives and records are accurate and readily available. • Maintain confidentiality of documentation, records, etc. • Maximise the use of technology in ensuring work is completed to a high standard. • Ensure line management is kept informed of issues. • Ensure that stakeholders are kept informed and that their views are communicated to middle management. • Organise, attend and minute meetings as required. • Type all assigned patient correspondence, graphs, and reports, including discharge summaries and out-patient correspondence. • Typing, Photocopying, office filing, tidying & maintenance of folders as required. • Contact interpreting services and follow up on any related paperwork when necessary. • Greet patients and their families with courtesy in line with the policies set down by the Hospital and to present a professional appearance at all times. • Monitor patient satisfaction in relation to the service being provided. • Carry out any other duties that may be assigned by the Supervisor/Business Management Team. <p>Human Resources / Supervision of Staff</p> <ul style="list-style-type: none"> • Manage the performance of staff.
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	<ul style="list-style-type: none"> • Ensure an even distribution of workload amongst the team, considering absence due to annual leave etc. • Supervise and ensure the well-being of staff within own remit. • Co-operate and work in harmony with other teams and disciplines. <p>Customer Service</p> <ul style="list-style-type: none"> • Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying Line Manager of any deficiencies. • Ensure that service users are treated with dignity and respect. • Act on feedback from service users / customers and report same to Line Manager. <p>Responsibility</p> <ul style="list-style-type: none"> • Co-ordinating and assignment of workload where applicable. • Ensure targets are achieved and deadlines met. • Ensure work is carried out to highest standard. • Responsible for the Health and Safety of yourself and others. • Actively participate in innovation and support change and improvement initiatives within the service; implement agreed changes to the administration of the service. • Encourage and support staff through change processes. • Identify any opportunities for improving admin processes in the department and promote ways of improvement through consultation. • Maintain own knowledge of employer policies, procedures, guidelines and practices, to perform the role effectively and to ensure current work standards are met by own team. • Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR. • Ensure consistent adherence to procedures within area of responsibility. • Adequately identifies, assesses, manages and monitors risk within their area of responsibility. • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. <p>Communication</p> <ul style="list-style-type: none"> • Interpreting and providing written and oral information to staff and clients i.e. by phone, letter, etc and contribute positively to and public image of the Health Service Executive. • Liaise and co-operate with other members of staff in the interest of providing the best possible service to patients and clients. <p><i>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.</i></p>
<p>Eligibility Criteria</p> <p>Qualifications and/ or experience</p>	<p>Each candidate must on closing date for applications:</p> <p>Qualifications, Experience, etc.</p> <p>a) 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>b) 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>c) 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 style="text-align: center;">Or</p>

	<p>d) 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>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> <p>Health</p> <p>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.</p> <p>Character</p> <p>Each candidate for and any person holding the office must be of good character.</p> <p>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.</p>
Post Specific Requirements	<p>Essential Criteria:</p> <ul style="list-style-type: none"> • Have at least one year HSE secretarial/administrative experience • Evidence of customer service skills/experience • Experience with audio/Dictaphone typing or recent completion of a relevant course in typing and medical terminology • Proficiency in using Microsoft packages and use of databases • Experience of working in a healthcare environment • Experience of using Hospital IT Systems • Ability to communicate fluently in both written and oral formats • Demonstrate an understanding of Scheduled Care and NTPF reports • Demonstrate experience of working in a busy office environment including working to tight deadlines and ability to manage competing demands • Experience in data collation and NTPF reports • Demonstrate good experience of dealing with correspondence e.g. requests and complaints involving large volumes of requests and maintaining excellent records • Understanding of the health service organisational structure and an understanding of the various audiences and key stakeholders for the HSE • Demonstrate experience of organising and planning workload • Experience in report preparation and analysis with Microsoft Excel • Significant experience of working in a busy office environment managing competing demands and multiple concurrent pieces of work • Experience of working with internal and external stakeholders • Experience of professional writing and creation of documents • Proficient in MS Teams including the scheduling & conferencing facilities function
Skills/Competencies	<p>Technical & Professional Expertise</p> <p>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.</p> <p>Patient Centred</p> <p>Demonstrates eagerness to understand patient needs. Views the patient as central to the delivery of every day service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence and choice.</p> <p>Building & Maintaining Relationships</p>



	<p>Builds and maintains relationships with a network of people. Recognises the two way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.</p> <p>Commitment to Quality & Risk Management The ability to focus on understanding stakeholder's needs and expectations and to respond effectively and efficiently to them. Has a good knowledge of and is committed to offer a quality service through the achievement of goals, accreditation standards, other organisation/department standards and risk management frameworks and guidelines.</p> <p>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.</p> <p>Communication & Interpersonal Skills Speaks and writes clearly, fluently and effectively to both individuals and groups; communicates in a manner that will persuade, convince and influence others, in order to motivate, inspire or encourage them to follow a particular course of action.</p>
<p>Competition Specific Selection Process</p> <p>Shortlisting / Interview</p>	<p>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.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p>
Code of Practice	<p>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".</p> <p>Codes of Practice are published by the CPSA and are available on www.hse.ie in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on www.cpsa-online.ie.</p>
	<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</p> <p>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.</p>

Terms and Conditions of Employment

Tenure	<p>The current vacancies are permanent and whole time.</p> <p>The post is pensionable. A panel may be created from which permanent and 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.</p> <p>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.</p>
Remuneration	<p>The Salary scale for the post is as at: 01/03/2025 €35,256, €37,367, €38,215, €40,356, €42,317, €44,033, €45,694, €47,935, €49,563, €51,206, €52,768, €54,370 LSIs</p> <p>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.</p>
Working Week	<p>The standard working week applying to the post is: 35 Hours</p> <p>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).</p>
Annual Leave	<p>The annual leave associated with the post will be in line with HSE annual leave entitlements and will be outlined at job offer stage.</p>
Superannuation	<p>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</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><i>* Public Servants not affected by this legislation:</i> 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.</p> <p>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.</p>

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	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service¹, 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 procedures². • 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. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

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/>

² See link on health and safety web-pages to latest Incident Management Policy