



**Grade VIII, Patient Safety Incident Management, Quality Improvement and Data Manager,
Quality and Patient Safety Department
HSE Dublin and South East
Job Specification & Terms and Conditions**

Job Title, Grade Code	Grade VIII, Patient Safety Incident Management, Quality Improvement and Data Manager, Quality and Patient Safety Department, HSE Dublin and South East Grád VIII, Bainistíocht Teagmhais Sábháilteachta Othar, Bainisteoir Feabhsúcháin Cáilíochta agus Sonraí, An Roinn Cáilíochta agus Sábháilteachta Othar, HSE Bhaile Átha Cliath agus Oirdheisceart Grade Code 0655
Remuneration	The Salary scale as of 1st August 2025 for the post is: €82,258, €82,997, €86,243, €89,502, €92,736, €95,983, €99,213
Campaign Reference	DUBSEQPS25
Closing Date	Wednesday 12 th November 2025 at 5pm.
Proposed Interview Date (s)	Candidates will normally be given at least two 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	There is currently 1 permanent and whole-time vacancy available in the Quality and Patient Safety Department Regional Office, HSE Dublin and South East. 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.
Informal Enquiries	Name: Sinéad Brennan, Director of Quality, Clinical Governance and Patient Safety, HSE Dublin and South East Phone: 087 0945530 Email: qpsdirector.dublinsoutheast@hse.ie
HR Point of Contact	Shannon Tevlin, Recruitment Officer HSE Dublin and South East Phone: 0877808550 Email: Shannon.tevlin@hse.ie
Details of Service	HSE Dublin and South East (DSE) Region has been formed as part of the Slaintecare programme. The DSE is responsible for the delivery of acute and community healthcare across Region. Within the Region there are three Integrated Healthcare Areas (IHAs): • IHA Dublin South and Wicklow • IHA Waterford Wexford • IHA Carlow Kilkenny and Tipperary South Community Healthcare Services are the broad range of services in a non-acute hospital setting, delivered as close as possible to people's homes at the right time, in the right place, by the right team. There are 70 Primary Care Centres in the Region and specialist teams working in Mental Health, Health and Wellbeing, Social Care and Disability Services. Services are provided in various settings including the service user's own home, day hospitals, community nursing units, hostels, specialist day care centres, training centres, respite care, and residential services. There are 11 Acute hospitals within the Region and the services delivered include inpatient scheduled care, unscheduled/emergency care, maternity services, specialist and tertiary services, outpatient and diagnostic services. The hospitals per IHA are as follows: IHA Dublin South and Wicklow:

	• St Vincent's University Hospital • St Michael's Hospital, Dun Laoghaire • St Columcille's Hospital, Loughlinstown • The Royal Victoria Eye and Ear Hospital • The National Rehabilitation Hospital, Dun Laoghaire IHA Waterford Wexford • Waterford University Hospital • Kilcreene Regional Orthopaedic Hospital • Wexford General Hospital IHA Carlow Kilkenny and Tipperary South • St Luke's General Hospital Kilkenny • Tipperary University Hospital University College Dublin is the DSE Region Academic Partner.
Reporting Relationship	The post holder will report to the Group Director Quality, Clinical Governance and Patient Safety HSE Dublin and South East Region.
Key Working Relationships	The post holder will work in collaboration with Quality, Safety and Service Improvement (QSSI) Leads within the Region, the Regional Quality and Patient Safety (QPS) Team, Regional Clinical Director, QPS and QSSI colleagues in Acute Hospitals and Community Services across DSE Region. Other key working relationships include, IHA Managers, Regional Director of Nursing and Midwifery, Head of Business Intelligence and Informatics, CEO/GMs, Heads of Service, Clinical Leads, Directors of Nursing, Health and Social Care Professional Leads (HSCPs) across services. In addition, the post holder will liaise with quality and patient safety functions at national level through the development of appropriate communication and working arrangements with key stakeholders as required. The proper execution of duties will involve the development of appropriate communication arrangements with key stakeholders both internal and external
Purpose of the Post	The primary purpose of the post of the Patient Safety Incident Management, Quality Improvement and Data Manager will be to: • Work as an effective member of the DSE Regional QPS Team contributing to the strategic and operational priorities for Quality and Patient Safety across the region. • Work collaboratively with the Senior Management Team, Heads of Services, GMs and CEOs and Clinical Teams to enable continuous improvement in the governance of patient safety incident management across the Region. • Lead and support data driven quality and patient safety improvement priorities for the Region. • Contribute and support the collation and development of data for the Regions Networks of Care: Quality and Patient Safety Assurance Metrics Programme.
Principal Duties and Responsibilities	The principal duties and responsibilities of the Patient Safety Incident Management, Quality Improvement and Data Manager are to: • Develop and enable the functioning of the Regional Serious Incident Management Fora/Teams (SIMTs). • Further develop appropriate structures and processes to support a standard

	approach to Incident Management Governance across the Integrated Healthcare Areas (IHAs) within the Region. • Develop capacity and capability across QPS, QSSI Teams, subject matter experts and management teams across the region in incident management, running of SIMTs, review methodologies and After Action Review Training (AAR). • Develop Regional monitoring and reporting processes to provide assurance and oversight on performance requirements aligned to the HSE Incident Management Framework, Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 and National performance metrics. • Review and make recommendations on all significant quality, risk and safety concerns indicating whether they have been correctly identified and are being appropriately managed. • Work across DSE services and Networks of Care as appropriate to support and enable the use of data for improvement. • In collaboration with key stake holders manage and lead on improvement initiatives and assurance programs arising from the analysis of incidents/reviews and aligned to the Patient Safety Strategy; Common Causes of Harm, HIQA and Clinical Audit Programmes across the HSE Dublin and South East Region. • Contribute to the development and implementation of focused management systems to support the effective measurement and monitoring arrangements aligned to the HSE Patient Safety Strategy priorities and performance requirements across the Region and Networks of Care. • Coordinate the collection, measurement and presentation of data required for monitoring quality and patient safety indicators as required and act as a focal point for providing internal and external quality, risk and safety reports and data on an ongoing basis. • Analyse trends, undertake the forecasting and interpretation of data to inform service change for improved performance. • Provide leadership, expert advice, education and guidance to all stakeholders in relation to quality, patient safety, risk, and improvement methodology. • Provide on-going monitoring and coordinate action plans to address areas of non-compliance with standards and guidelines in partnership with key personnel across hospitals. • Provide reports and presentations to the HSE Dublin and South East Regional QPS Team and other committees on internal and external investigations and the progress of actions and implement of recommendations. • In all aspects of Quality, Patient Safety, Risk and Improvement foster a culture of patient partnership and engagement through an agreed implementation strategy across HSE Dublin and South East to maximise positive patient experience and outcomes. General • Have comprehensive knowledge of the 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. • Undertake special assignments, investigations and other duties as requested. • Ensure projects are delivered using a structured project management approach. • Liaise with external stakeholders, including solicitors, coroners and the State
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	Claims Agency as required. • Demonstrate proactive commitment to all communications with internal and external stakeholders. • Demonstrate effective leadership through exemplary people management, and adherence to DSE Human Resources policies and procedures. • Deputise for the Director of Quality, Clinical Governance and Patient Safety. • Contribute to the academic and research agenda of the HSE Dublin and South East Region. • To act as spokesperson for the DSE Region 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. S/He will also be expected to contribute to the development of the post while in office.
Eligibility Criteria Qualifications and/ or experience	1. <u>Professional Qualifications, Experience, etc.</u> a) Eligible applicants will be those who on the closing date for the competition: • An academic award in Healthcare, Risk or Quality or Patient Safety Management in Healthcare at level 6 (or higher) on the Quality and Qualifications Ireland (QQI) framework or equivalent OR • A professional qualification in a health-related area b) The candidate must possess the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office. 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. Age Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.
Post Specific Requirements	• Significant operational experience working at a senior level, working collaboratively with internal and external stakeholders in a healthcare environment as relevant to this role. • Significant experience of leading/managing a team in the delivery of a quality/safety or improvement initiative within healthcare setting. • Experience of developing and leading a QPS function or other function within healthcare • Ability to collate, understand and analyse data. Demonstrate experience with the use of data to drive improvement.

	• Experience of facilitating change management projects with proven successful outcomes in a distributed and highly complex organisation or other relevant and highly complex organisation, as relevant to this role • Significant experience in the implementation of performance improvement strategies in healthcare
Other requirements specific to the post	• Access to appropriate transport to fulfil the requirements of the role • A flexible approach to working hours is required to ensure deadlines are met.
Skills, competencies and/or knowledge	Professional Knowledge & Experience Demonstrate: • In-depth knowledge and experience of hospital clinical, business, governance and quality, risk, patient safety and engagement processes with a strong emphasis on capacity building and management, cost efficiency and effectiveness and lean processing • Knowledge of relevant legislation, Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023, Assisted Decision Making (Capacity Act), Health & Safety, Healthcare legislation, Freedom of Information, Data protection, employment legislation. • Strong working knowledge of the Health Information and Quality Authority (HIQA) Standards and QPRS strategies and policies as they apply to the role. • Strong working knowledge of quality and safety systems as they apply to a healthcare setting. • A good knowledge of the issues and developments and current thinking in relation to best practice in health and social care services, policy and delivery. • A well-developed knowledge of the key challenges and issues across the health system. • A good understanding of the HSE's strategic reform and innovation agenda, as per Sláintecare and the resultant organisational structure that aligns healthcare governance at regional level, within a strong national framework to enable better co-ordination and improved performance across health and social care services. • Significant knowledge and experience of multidisciplinary working as relevant to the role. • Knowledge and experience of application of evidence-based decision making practices and methodologies. • Excellent MS Office skills to include Word, Excel and PowerPoint Team and Leadership Skills including Working with and Through Others Demonstrate: • Effective leadership in a challenging and busy environment including a track record of innovation / improvements • Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources • Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion. • Ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives • Flexibility and adaptability to meet the requirements of the role • Ability to influence and negotiate effectively in furthering the objectives of the role • An aptitude for strategic thinking, coupled with leadership skills and the ability to motivate and lead specialist professionals

	Operational Excellence – Managing and Delivering Results Demonstrate: • Have a clear focus on operational performance, results and an understanding of the performance systems needed to manage in a large complex organisation • Evidence of effective planning and organising skills including awareness of resource management and importance of value for money • Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money • Places strong emphasis on achieving high standards of excellence • The ability to improve efficiency within the working environment ability and the ability to evolve and adapt to a rapid changing environment • Evidence of being a positive agent of change and performance improvement • Evidence of implementing cost containment and expenditure management Evaluating Information, Problem Solving & Decision Making Demonstrate: • The ability to quickly grasp and understand complex issues and the impact on service delivery • Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources • Considers the impact of decisions before taking action • The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions • A capacity to develop new proposals and put forward solutions to address problems in a timely manner Building and Maintaining Relationships – Communication Demonstrate: • The capacity to lead, organise and motivate staff to function effectively • Excellent interpersonal and communications skills to facilitate working with a wide range of stakeholders • The ability to present information in a confident, logical and convincing manner • Strong written communications skills • The ability to interact in a professional manner with staff and other key stakeholders • Excellent people skills and the ability to achieve “buy-in” from major stakeholders Personal Commitment and Motivation • Is personally committed and motivated for the complex role of Operations & Clinical Services Manager • Be capable of coping with competing demands without a diminution in performance • Demonstrate a core belief in and passion for the sustainable delivery of high quality service-user focused services
Campaign Specific Selection Process Ranking/Shortlisting / Interview	A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting 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 progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.
Diversity, Equality and Inclusion	The HSE is an equal opportunities employer. Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE's commitment to Diversity, Equality and Inclusion
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 CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. Read the CPSA Code of Practice.
The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed. This Job Specification 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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Terms and Conditions of Employment**

Tenure	The current vacancy available is 1 permanent and whole time position. 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. 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.
Working Week	The standard weekly working hours of attendance for your grade are 35 hours per week. Your normal weekly working hours are 35 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.
Annual Leave	The annual leave associated with the post will be confirmed at Contracting 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. <u>* Public Servants not affected by this legislation:</u> 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.
Protection of Children Guidance and Legislation	The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. Visit HSE Children First for further information, guidance and resources.

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/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. Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.
Ethics in Public Office 1995 and 2001	Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year. B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance

¹A template SSSS and guidelines are available on [writing your site or service safety statement](#).

²Structures and processes for effective [incident management](#) and review of incidents.



	with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website .
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