

**Grade VI**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VI** (Grade Code 0574) |
| **Remuneration**  | The salary scale for the post is: €56,757 €58,110 €59,761 €62,862 €64,716 €67,025 €69,341 LSIsNew 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. |
| **Campaign Reference** | **EOIGVI0525** |
| **Closing Date** | **3pm Friday 30th May 2025** |
| **Proposed** **Interview Date (s)** | **To be completed by Recruiter.** |
| **Taking** **up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **NAS-CCRS The Laurel Unit, Cherry Orchard Hospital, Dublin 10.** There is currently one **permanent whole-time** vacancy available in **NAS-CCRS.**A panel may be formed as a result of this campaign for Grade VI from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Ms Anne McCabe Director of Nursing email **anne.mccabe01@hse.ie** |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory pre-hospital emergency and intermediate care provider for the State. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade. The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department. Serving a population of over 5 million people, the NAS responds to over 300,000 ambulance calls each year, employs over 2000 staff across 100 locations and has a fleet of in excess of 540 vehicles. In conjunction with its partners the NAS transports approximately 4,800 patients via an Intermediate Care Service, co-ordinates and dispatches more than 800 Aero Medical / Air Ambulance calls, completes 600 paediatric and neonatal transfers and supports Community First Responder Schemes across the state.The National Ambulance Service – Critical Care & Retrieval Services (NAS-CCRS) is now a service within the NAS.In March to June 2018, the NTMP transitioned into the NAS and is now a clinical directorate of NAS known as NAS-CCRS. The NAS-CCRS operates three specialist retrieval services across the three patient cohort groups:National Neonatal Transport Programme (NNTP) 0 to 6 weeks corrected gestational age or 5kgs in weightIrish Paediatric Acute Transport Service (IPATS) 4 weeks corrected gestational age to 16 years.Mobile Intensive Care Ambulance Service (MICAS) 16 years and above.The three respective services are at different stages of development, thus each service has unique challenges and requirements. Some of the services are new, are evolving, requires a dynamic team with the capability, and drive to support the necessary changes to ensure the service is fit for purpose, available to patients, and delivers on the centralised models of care. |
| **Reporting Relationship** | * Reporting directly to Clinical Director, NAS-CCRS
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| **Key Working Relationships** | Clinical Director NAS-CCRS, Director of Nursing NAS, Adult, Paediatric and Neonatal Clinical Leads, Adult, Paediatric & Neonatal Retrieval Coordinators, NAS, HSE Acute Hospitals Division, Clinical Programmes. |
| **Purpose of the Post**  | To support the Clinical Director, NAS-CCRS in the planning, development and administration of the Critical Care Retrieval Services- Adult, Paediatric and Neonatal. |
| **Principal Duties and Responsibilities** | **Operational Management** * Support the work with relevant Services, HSE, and National Clinical Programmes to develop and deliver a flexible and innovative approach to the retrieval service.
* Support the management of projects.
* Coordinate and participate in retrieval team meetings, prepare meeting papers and meeting minutes.
* Maintain the Clinical Director’s, NAS-CCRS calendar, including travel arrangements and expense reports.
* Support programme associated procurement and tendering activities.
* Prepare operational and financial reports relating to all service activities.
* Carry out role functions at off-site locations as required.
* Work collaboratively on risk management within the transport service, support a process for regular reviews in order to minimise risk and ensure health and safety compliance and adherence to policies and procedures within transport service and national standards.

**Administration*** To provide and manage quality-focussed administrative support and systems within agreed timelines and objective areas in support of the service.
* To provide day to day administrative, functional and budgetary management of the service activities and staff.
* Coordinate national meetings and attend as required.
* Provide administrative support & business support for meetings and attend as required.
* Prepare and provide appropriate information and reports on the retrieval service activity as required.
* Support the Clinical Director, NAS-CCRS and Director of Nursing in the development of clinical audit within the retrieval service.
* Maximise the use of technology to advance the quality and efficiency of service provision.
* Liaise with service business partners on behalf of Clinical Director NAS-CCRS.
* Implement service plan and business plan objectives within area of responsibility.
* Ensure the efficient management and administration of area of responsibility.
* Ensure deadlines are met and that service levels are maintained.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure that stakeholders are kept informed and that their views are communicated to management.
* Support the multiple work streams of the National Clinical Director of NAS-CCRS.
* Provide high-level administration support / business support for the area including management of staff as required.
* Support the production of monthly statistical reports and any ad-hoc information requests that may arise.
* Enable a quality assurance process on the information submitted for inclusion in the statistical reports and any ad-hoc information requests which may arise.
* Ensure accurate attention to detail and consistent adherence to procedures and Standard Operating Procedures (SOPs) within NAS-CCRS.
* Appropriately delegate responsibility and authority within remit.
* Implement service plan and business plan objectives within own area.
* Develop skills and undertake responsibilities as appropriate, which will fulfil the purpose of the role and support the success of the organisation.
* Undertake any other appropriate duties as required to support the office of the National Clinical Director of NAS-CCRS to enable them to fulfil their role.
* Provide support to projects/programmes & bodies of work as required.
* Ensure line management are kept informed of issues.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area.
* Develop & maintain relationships with key stakeholders.
* Promote co-operation and effective team working with other teams and disciplines.

**Customer Service*** Provide liaison between the service and a range of other patient care providers and components including regional hospitals, ambulance services, aero-medical services, the HSE, the DOH and many other outside agencies nationally and internationally.
* Maintain and respect patient confidentiality at all times.
* Promote and maintain a customer focused environment by ensuring service-users, team members & key stakeholders are treated with dignity and respect.
* Present a high level of customer service and business delivery when interacting with all stakeholders internally and externally.
* As the role requires day to day management, the appointee must be able to organise workload efficiently whilst always maintaining the highest level of service and support to staff and management.
* Improve and develop internal and external service delivery by good communications.
* Establish and maintain good communication protocols for dealing with managers and staff, to ensure the information delivered is relevant, accurate, appropriate and timely.
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.

**Human Resources / Supervision of Staff*** Supervise other team members as required.
* Support development of Job Descriptions.
* Administration point of contact for the service with recruitment agencies on Nursing and Medical posts.
* Support operations when required.
* Promote smooth operations and working relationships with all groups.
* Support compliance with Health and Safety legislation.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc.
* Ensure the wellbeing of self and staff within own remit.
* Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Promote cooperation and working in harmony with other teams and disciplines.
* Conduct regular staff meetings to keep staff informed and to hear views.
* Solve problems and ensure decisions are in line with local and national agreements.
* Identify and agree training and development needs of team and design plan to meet needs.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area.
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
* Encourage and support staff through change processes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Identify opportunities for improvement of existing work practices and implement changes.
* Embrace change and adapt local work practices accordingly by finding practical ways to make SOPs, policies and procedures work, ensuring team knows how to action changes.
* Promote and positively drive change-transforming objectives into systems and frameworks that can be monitored, analysed, evaluated and reported.
* Active participation in team meetings and service development.

**Standards, Policies, Procedures & Legislation*** Contribute to the development and implementation policies/protocols to ensure quality and continuity of service is maintained within a dynamic and ever- changing environment in liaison with the Clinical Director, NAS- CCRS and Director of Nursing.
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
* Maintain own knowledge of relevant policies, procedures, guidelines, and practices to perform the role effectively and to ensure standards are met by own team.
* Maintain own knowledge of relevant regulations and legislation,

e.g. FOI Acts, HSE Financial Regulations, Health & Safety Regulations etc.* Ensure policies are interpreted & applied consistently across all sites and follow up support with same.
* Adhere to the Data Protection Act and the Freedom of Information Act.
* Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety. Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other 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.
* Adhere to all mandatory and statutory training as required for the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification 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 them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE at the grade VI HSE and who are interested in transferring on a grade for grade basis.***  |
| **Other requirements specific to the post** | * Flexibility as to the hours of work as there may be requirements to attend early & late meetings that are outside of regular hours from time to time
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** A good understanding of how they contribute to the services mission, values and goals.
* Knowledge of transport medicine and the relevant clinical programmes.
* Knowledge of the health service including the Acute Sector and HSE reform programme, Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise. Excellent computer skills including use of Ms Office - Word, Excel, PowerPoint, Access and Outlook.
* Experience in organising events e.g. conference etc

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Ability to prioritise tasks and see through to completion.
* Ability to set and communicate specific deadlines and standards for the achievement of operational plans.
* The ability to take responsibility and be accountable for the delivery of agreed objectives.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

**Commitment to a Quality Service*** Evidence of incorporating the needs of the service user into service delivery
* Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation.
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers.
* Commitment to developing own knowledge and expertise. Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Proactively identifies areas for improvement and develops practical solutions for their implementation.
* Embraces and promotes the change agenda, supporting others through change and effectively seeing it through.
* Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.

**Evaluating Information, Problem Solving & Decision Making** * The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these.
* Initiative in the resolution of complex issues
* A capacity to develop new proposals and put forward solutions to address problems.
* Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these as appropriate.

**Team working** * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity.
* The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
* Demonstrates leadership; creating a team spirit, leading by example, coaching and supporting individuals to facilitate high performance and staff development.
* Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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| **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 being called forward 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. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **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 that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should 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.The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| 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. |

**Grade VI**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies are **permanent** and **whole time/part-time***.* 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. |
| **Remuneration**  | The salary scale for the post (as of 01.03.2025) is: 56,757 58,110 59,761 62,862 64,716 67,025 69,341 LSIsNew 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 to be confirmed at Job Offer stage. **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7 day week.**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 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.***\* 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. |
| **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.For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/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/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**.  |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

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)