**Grade VII Area Lead Mental Health Engagement**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade VII Area Lead Mental Health Engagement (Grade Code: 0582)  |
| **Remuneration** | The salary scale for the post is: 01/08/2025€60,013 €61,479 €63,192 €64,911 €66,636 €68,176 €69,745 €71,272 €72,788 €**75,397 €78,015 LSIs**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. |
| **Campaign Reference** | NFMHSALMH1 |
| **Closing Date** | Friday 19th September 2025 @ 12:00 |
| **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** | **National Forensic Mental Health Service (NFMHS)** There is currently one permanent whole-time vacancy available in the National Forensic Mental Health Service.A panel may be formed as a result of this campaign for Grade VII Area Lead Mental Health Engagement from which current and future permanent and specified purpose vacancies of full time or part time duration may be filled. |
| **Informal Enquiries** | We welcome enquiries about the role, for further information please contact:**Name:** Pauline Ackermann, Head of Service**Email:** Pauline.Ackermann2@hse.ie **Tel:** 0877166830 |
| **Details of Service** | **National Forensic Mental Health Service (NFMHS)** The NFMHS is based in the Central Mental Hospital (CMH). The CMH is the only specialist HSE Mental Health Service provider that provides Forensic Mental Health assessment and treatment in Ireland. It is the only approved and designated centre in the state that provides psychiatric care in conditions of maximum and medium security. The CMH operates as a therapeutic rather than penal institution and is part of the HSE. The CMH has transitioned to a new purpose built campus facility in Portrane, in North Co. Dublin and includes the development of additional Forensic Mental Health ServicesThe campus is designed to provide care and treatment within high and medium secure services and includes a number of shared facilities. The new facility consists of 9 in-patient units, a medical and therapy centre and an administrative complex. Adjacent but external to the main hospital is a newly constructed 10-bed forensic CAMHS unit and a 30-bed Intensive Care Rehabilitation Unit (ICRU).<https://www.hse.ie/eng/national-forensic-mental-health-service-portrane/about-the-national-forensic-mental-health-service/about-us/> |
| **Reporting Relationship** | The post holder will report and be line-managed by the National Forensic Mental Health Service’s Head of Service (HoS) or designated senior manager and work in collaboration with the National Engagement Lead. |
| **Key Working Relationships** | In addition to the reporting relationships, the post holder will develop effective working relationships with the following:* Other members of the NFMHS Area Management Team and senior leadership teams within the NFMHS.
* Senior Leadership teams within the Irish Prison Service.
* Service-users, their family members/carers and supporters.
* Service providers including Engagement Leads in Community Mental Health Services and local projects and initiatives.
* Relevant Voluntary, Community Organisations and NGOs.
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| **Purpose of the Post**  | In line with ‘Sharing the Vision A Mental Health Policy for Everyone’ the purpose of this post is to:* Present the views of service users, their family members/carers and supporters through co-production, engagement and partnership with all relevant stakeholders including mental health services on a regular basis.
* Engage with service users, including those in in-patient services in the NFMHS Portrane campus, Conditionally Discharged service-users living in the community and those availing of prison in-reach services provided by the NFMHS, and

their family members/carers and supporters.* Support the development of a pro-active recovery-oriented service through working in collaboration with all relevant stakeholders to support the implementation of the National Framework for Recovery in mental health, within the overall aims and objectives of the NFMHS.
* Influence decision making around policies, protocols and procedures within the NFMHS through presenting the feedback of service-users, family members/carers and supporters at Area Management level and to support a service improvement agenda with annual progress review and oversight.
* Participate in service planning and development of the NFMHS, in conjunction with the area management and senior management teams and other local governance structures as directed by the NFMHS Head of Service.
* Ensure that the voice of service-users, their family members/carers and supporters are informing the service improvement agenda and that there is regular & transparent accountability in relation to responding to and bringing action to issues raised through the engagement structures.
* Strategically collaborate with the national office for Mental Health Engagement and Recovery to support and develop recovery-oriented services informed by the views of service users, their family members/carers and supporters utilising co-production principles basis wherever possible.
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| **Principal Duties and Responsibilities** | The position of Grade VII encompasses both managerial and administrative responsibilities which include the following:**Administration*** To collect information about service users, family members/carers and supporters' involvement in forums, engagement, co-production, and service improvement activity with services.
* To establish and maintain a database on service users, their family members/carers, supporters, and their involvement in service improvement and co-production activity in the NFMHS.
* To create and maintain monthly engagement issues logs including follow up actions and outcomes on issues raised.
* Contribute to the development of service plans for own programmes of responsibility and implement service plan objectives within own programmes.
* Prepare regular reports on the progress of work against the operational plan.
* Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available.
* Provide administrative support for meetings and attend as required.

**Service Delivery and Service Improvement*** To promote and support the implementation of recovery-oriented services in all engagement with The Head of Service local leadership and management teams through being a full and proactive member of the management team.
* To promote and support the implementation of recovery-oriented services through engagement with service users, family members/carers and supporters.
* To present the views of service users, family members/carers and supporters to mental health services, to inform design, delivery, and evaluation of services.
* Contribute to the NFMHS annual report.
* To ensure at all times that the views of service users, family members/carers and supporters have been sought and presented in decision making and service improvement agendas for the management of the services.
* To identify and prioritise the mental health engagement needs of the most vulnerable groups who are using the NFMHS.
* To ensure the development of appropriate mechanisms of engagement that will provide appropriate feedback mechanisms for these vulnerable groups.
* To ensure that the voice of these vulnerable groups is informing the service improvement agenda in the appropriate services and that there is transparent accountability in responding to and follow up action in relation to issues raised through the engagement structures.
* To ensure the development of appropriate pathways to support service users, their family members/carers, and supporters, to be involved in service improvement and to lead out on the delivery of same, as directed by the HoS.
* To ensure there is meaningful representation of all service users, their family members/carers and supporters' perspectives on all relevant committees, groups, or projects.
* Seek feedback from service users / customers to evaluate service and implement change.
* To publicise training events for service-users, family members/carers and supporters in collaboration with and through co-production as appropriate with other relevant Engagement Leads and/or programmes nationally.
* To work in collaboration with recovery co-ordinator and peer educators working within the NFMHS.
* To ensure and lead out on a regular basis, training and capacity building opportunities for service-users, their family members/carers and supporters as determined by need for same.
* Supporting a service improvement approach that is creative, innovative, and where possible evidence based or evidence-led with up to date and practical input from a service-users, family members/carers and supporters.
* To ensure through training and other engagement interventions that all service providers, including the statutory, voluntary & community partners fully understand the recovery needs of service users, their family members/carers and supporters and the role of service providers in meeting those needs.
* To ensure appropriate balanced representation and participation of service-users, their family members/carers and supporters in forensic mental health services decision-making and service improvement processes on issues directly affecting them.
* To engage in service planning for the best use of resources to deliver maximum benefit to service users, their family members/carers, and supporters in line with HSE and mental health service policies, procedures, strategic and operational plans.

**Human Resources / Team work*** To present the feedback and areas of work from the area forum, and associated structures and mechanisms, to the Area Management Team and return regular and updated information to service users, their family members/carers and supporters through a process agreed with local head of service/area management team.
* To advise, influence and support the Area Management and senior leadership teams in relation to recovery and engagement in carrying out their duties.
* In conjunction with the NFMHS Head of Service or the designated relevant senior manager, to plan and monitor expenditure to ensure that the office remains within its budget.
* To sustain, support, continually improve and develop structures that allow for the involvement of service users, their family members/carers and supporters in the planning, design, implementation, and evaluation of the National Forensic Mental Health Service through working as part of the Area Management Team and collaborating with other service improvement agencies.
* To develop mechanisms, in conjunction with the area management team for the representation of the views of service users, their family members/carers and supporters in decision making and service improvement forums.

**Communications*** Work with the Mental Health Engagement and Recovery (MHER) team and HSE communications to promote and implement a communications strategy for the National Office of MHER.
* To provide feedback through the Head of Service in NFMHS or other agreed process to the National Office of Mental Health Engagement and Recovery on all engagement and recovery activity.
* To collaborate strategically (through agreement with the NFMHS’s Head of Service) with the National Office for Mental Health Engagement and Recovery to support the development of recovery-oriented services informed by the views of service-users, their family members/carers, and supporters.
* Share and promote best practice on service improvements in mental health services.
* To perform roles, responsibilities, and duties in accordance with the National Forensic Mental Health Services’ and the HSE’s Mental Health Policies, Procedures and Strategic and Operational Plans.

**Standards, Regulations, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility.
* Effectively discharge the day-to-day operations, including compliance with HSE Financial regulations and all HSE policies and procedures.
* 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., HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR.
* Have a working knowledge of the Mental Health Commission and 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.
* 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 him / her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | 1. **Professional Qualifications, Experience, etc.**

**Candidates must have at the latest date for receipt of application:** * Personal experience of mental health difficulties or family member/carer experience of caring for a person with mental health difficulties including the recovery process and an ability to demonstrate insight and objectivity relating to that experience.
* A demonstrable track record and demonstrable competence in the support and development of projects and new initiatives that promote positive mental health.
* Experience of group facilitation or similar engagement process with service-users, their family members/carers and supporters.
* Experience of working collaboratively and in coproduction processes with internal and external stakeholders as relevant to this role demonstrating an understanding of the importance of partnership working in the service improvement process.
* Knowledge of quality assurance and best practice within statutory and organisational settings.
* A thorough understanding supported by practical experience of delivering service improvement through coproduction in recovery-orientated services in mental health.

And* Candidates must possess the requisite knowledge and ability, for the proper discharge of the office.
1. **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. 1. **Character**

Each candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | * Access to appropriate transportation to fulfil the requirements of the role as post will involve travel.
* Flexibility in relation to working hours to fulfil the requirement of the role.
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| **Additional eligibility requirements:**  | **Citizenship Requirements** Eligible candidates must be: 1. EEA, Swiss, or British citizens

**OR**1. Non-European Economic Area citizens with permission to reside and work in the State

Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.To qualify candidates must be eligible by the closing date of the campaign.  |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience:*** Demonstrates insight and understanding of the personal recovery process and its implications for mental health services.
* An understanding of recovery principles and a recovery-oriented ethos.
* Knowledge of the bio-psychosocial model.
* Experience of facilitating change management projects with proven successful outcomes.
* Demonstrate commitment to developing own professional knowledge and expertise.
* Knowledge and experience of community development.
* Knowledge of Mental Health Services, policy and planning processes.
* An ability to provide creative and innovative approaches to current mental health practices and an awareness of current best practices in other jurisdictions.
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.

**Planning & Managing Resources:*** Excellent organizational and time management skills to meet objectives within agreed timeframes and achieve quality results.
* Evidence of effective planning and organizational skills including an awareness of resource management and the importance of value for money.
* The ability to proactively identify areas for improvement and to develop practical solutions for their implementation.
* The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapidly changing environment.
* The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes.
* The ability to operate successfully in a challenging operational environment while adhering to quality standards.

**Commitment to Quality Service:*** Demonstrate evidence of incorporating the needs of service users, family members/carers and supporters into service delivery.
* Demonstrate evidence of practicing and promoting a strong focus on delivering a high quality customer service for internal and external customers.
* Demonstrate evidence of commitment to personal and career development.

**Evaluating Information, Problem Solving & Decision Making:*** Demonstrate excellent analytical, problem solving and decision-making skills.
* The ability to quickly grasp and understand complex issues and the impact on service delivery.
* The ability to confidently explain the rationale behind decision when faced with opposition.
* Ability to make sound decisions with a well-reasoned rationale and to stand by these.
* Initiative in the resolution of complex issues.

**Team Working:*** The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working.
* The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
* The ability to lead the team by example, coaching and supporting individuals as required.
* Flexibility, adaptability and openness to working effectively in a changing environment.
* An ability to support, develop and empower people in a challenging environment and within existing resources.
* The ability to be empathetic to others with different experiences and present the views of others fairly, accurately and objectively as required.

**Communication & Interpersonal Skills:*** Excellent communication, interpersonal and networking skills including group facilitation and presentation skills.
* Ability to interact in a professional manner with other staff and all stakeholders.
* Ability to explain, advocate and express facts and ideas in a convincing manner.
* Actively liaises with individuals and groups internally and externally.
* Ability to build a professional network to remain up to date with and influence internal and external politics.
* Ability to work co-operatively with and influence senior management colleagues to drive forward the mental health group agenda.
* Strong written communication skills including the ability to prepare and present reports to include presentations.
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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. Read more about the HSE’s commitment to [Diversity, Equality and Inclusion](https://www.hse.ie/eng/staff/resources/diversity/diversity.html)  |
| **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 VII Area Lead Mental Health Engagement**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is permanent and **whole-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 is: (as at 01/08/2025)€60,013 €61,479 €63,192 €64,911 €66,636 €68,176 €69,745 €71,272 €72,788 **€75,397 €78,015 LSIs** 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 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. You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) 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. |
|  | 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 , 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 .• 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 |