**Grade IV,** **Assistant Staff Officer**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Grade IV, Assistant Staff Officer Grade Code: 0558 |
| **Remuneration** | The salary scale for this post as of 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**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** | NFMHSGIV02 |
| **Closing Date** | Wednesday 6th August 2025 @ 12.00 |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | National Forensic Mental Health Service (NFMHS) in Portrane, Co Dublin.There is currently one Grade IV Assistant Staff Officer posts available in the National Forensic Mental Health Service (NFMHS).A panel may be formed as a result of this campaign from which current and future, permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Geraldine Balfe, Human Resources ManagerEmail: geraldine.balfe@hse.ie Telephone: 087 7477801 |
| **Details of Service** | **National Forensic Mental Health Service (NFMHS)** The NFMHS is the only forensic mental health service for the population of Ireland. This service is multi-faceted and encompasses prison in-reach clinics, a forensic child and adolescent mental health team, medium and low secure inpatient beds, step-down facilities and an expanding community aftercare programme.The current Central Mental Hospital (CMH) is the only specialist inpatient 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 Services.The 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 to the nominated manager. |
| **Key Working Relationships** | The post holder will liaise with consultants, Nursing Staff, Occupational Therapists, Social Workers, Psychologists, NFMHS Management and administration staff. |
| **Purpose of the Post**  | To provide administrative support within a function and to supervise clerical staff under their remit. |
| **Principal Duties and Responsibilities** | The position of Grade IV encompasses both managerial and administrative responsibilities, which include the following:**Administration*** Ensure the efficient day-to-day administration of area of responsibility.
* Ensure that deadlines are met, and service levels maintained.
* 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 and attend meetings as required.
* Take minutes at meetings and prepare for timely circulation following meeting.

**Customer Service*** 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 patients are treated with dignity and respect.
* Act on feedback from patients / family members and report same to Line Manager.

**Human Resources / Supervision of Staff*** Manage the performance of staff.
* 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.

**Service Delivery and Improvement*** 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

**Standards, Policies, Procedures and Legislation*** 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.
* Have a working 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.
* 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** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***1. **Professional Qualifications, Experience, etc.**
2. Eligible applicants will be those who on the closing date for the competition:
3. Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004.

 **Or** 1. 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.

**Or** 1. Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction

**Or** 1. 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).

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.**And** (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.1. **Age**

Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) 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.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. |
| **Post Specific Requirements** | Where a post requires specific experience or skills this will be notified to panel members at a later stage. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrates:*** Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* The use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook, Lotus Notes.
* The ability to work in line with relevant policies and procedures.

**Planning and Managing Resources** **Demonstrates:*** The ability to plan and organise own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Setting realistic goals and timescales, taking account of potential problems, and competing priorities.
* Devoting time and energy to the most important task at any given time.
* Maintaining an awareness of value for money.

**Commitment to a Quality Service****Demonstrates:*** A commitment to providing a quality service.
* Awareness and appreciation of the service user and has strong customer service skills.
* Embracing the change agenda; demonstrating flexibility, initiative, and adaptability in a changing work environment.

**Evaluating Information, Problem Solving & Decision Making** **Demonstrates:*** Numeracy skills, the ability to evaluate information, problem solve and make effective decisions.
* Making decisions and solves problems in a timely manner before they accumulate.
* Gathering information from enough sources and other people to make well founded decisions / solve problems.

**Team Working****Demonstrates:*** The ability to work on own initiative as well as part of a team.
* Contribution to a positive team spirit.
* A willingness to become involved and help team members if they are under pressure.

**Communication & Interpersonal Skills** **Demonstrates:*** Effective communication skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Strong interpersonal skills including the ability to build and maintain relationships with. a variety of stakeholders; treats others with dignity and respect.
* The ability to influence people and events.
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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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.Codes of practice are published by the CPSA and are available on https://www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on 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 IV – Assistant Staff Officer**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy is **permanent** and **whole-time.** The posts are 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 working week applying to the post is to be confirmed at Job Offer stage. 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 1st 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-2), 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-3).
* 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.  |
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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 webpages to latest Incident Management Policy [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)