

**National Patient and Service User Lead**

**Patient and Service User Partnership Office**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | National Patient and Service User Lead (Grade VIII)6*(Grade Code: 0655)* |
| **Campaign Reference** | NRS14697 |
| **Closing Date** | Monday 14th April 2025 at 3:00pm. |
| **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 one permanent and whole-time vacancy available in the Office of the Assistant National Director for Patient and Service User Experience, Galway Business Park, Dangan, Upper Newcastle Road, GalwayThe line manager is open to engagement as regards the expected level of on-site attendance at above base, in the context of the requirements of this role, which includes attendance at meetings in Dublin as required, and the HSE’s Blended Working Policy. A panel may be formed as a result of this campaign for **National Patient and Service User Lead,** **Office of the Assistant National Director, Patient and Service User Experience** from which current and future, permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Mr Iolo Eilian, Assistant National Director, Patient and Service User Experience **Email:** Iolo.Eilian@hse.ie  |
| **Details of Service** | ThePatient and Service User Experience function is part of Public Involvement, Culture and Risk Management which seeks to improve visibility and leadership for patient and public involvement; and build further real and meaningful engagement, involvement collaboration and partnerships between patients, service users, families, health professionals and organisations across the health and social care services to support high quality health and care. The purpose of the Patient & Service User Experience function is to provide a centralised hub for all Patient & Service User Experience strategies, implementation methodologies and advocacy support activities. This function will also be a centralised hub for all patient and service user feedback. The Patient & Service User Experience function will drive the standardisation of the patient and service user experience framework, methodology and approach across community and acute services ensuring a standardised approach on all patient and service user activities and will work with the services to provide expert guidance and drive standardised implementation of patient and service user experience improvement programmes. Patient & Service User Experience function is responsible for driving an increased focus on measuring, monitoring and proactively improving the holistic experience across the complete patient and service user journey. It will establish and manage fora to co-create improvements to the patient and service user experienceThe Patient & Service User Experience function will maintain close links with other functions tasked with receiving patient and service user feedback, including the Regional Patient and Service User Experience (PSUE) Officers, Patient Advocacy and Liaison Service (PALS). It will also foster close links with local and regional patient and service users organisations, community and voluntary groups.The Patient & Service User Experience function will have a strong link with the recently established Regional Patient & Service User Partnership Office (PSUP) as part of the Office of the REO seeks to improve visibility and leadership for patient and public involvement and partnership. It will also build further real and meaningful engagement, involvement, collaboration and partnerships between patients, service users, families, health professionals and organisations across the health and social care services to support high quality, safe, inclusive, holistic care. The Office is responsible for maintaining a standardised approach to partnership within its area, and for coordinating with other health regions and with the National Patient and Service User Experience Office, situated within the Office of the Chief Executive. |
| **Reporting Relationship** | The Grade VIII National Patient and Service User Lead will report to the Assistant National Director, Patient and Service User Experience.  |
| **Key Working Relationships** | Key working relationships* Other members of the Regional/National Partnership Office
* Patient and service users (Individuals and Organisations)
* Regional/National Patient and Service User Council Members
* REOs
* Regional EMT members
* Assistant National Director (AND) PSUE
* Patient Advocacy and Liaison Service (PALS)
* PSUE officers
* National Care Experience Programme (NCEP) Teams
* Data analysts
* Integrated Health Area (IHA) Management,
* Department of Health (DoH)
* Relevant Community Organisations/Networks/Forums
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| **Purpose of the Post**  | The National Patient and Service User Lead will work in conjunction with each Regional Patient & Service User Lead on embedding a partnership approach to the design and delivery of Health and Social Care across the Health Regions. The National Patient & Service User Experience Lead will be responsible for driving an increased focus on measuring, monitoring and proactively improving the holistic experience across the complete patient and service user journey. It will establish and manage fora to co-create improvements to the patient and service user experience.This role, in partnership with the 6 Regional PSUE Leads, will play a key role in co-designing the function and direction of the Regional Offices with patients and service users. |
| **Principal Duties and Responsibilities** | The principal duties and responsibilities of the National Patient and Service User Lead will involve: * Supporting the organisational goal of embedding partnership across the HSE and each health region(s).
* Leading on the establishment of a National Patient and Service User Partnering Office, as detailed in the Patient Partnership Proposal for Health Regions Design in the Health Region.
* Managing the National Patient and Service User Population Pillar within the office of the AND
* Partnering with patients, service users and family members, as well as with organisations representing these communities, to grow a diverse and inclusive network of public partners interested in partnership.
* Working closely with the National Care Experience Programme and linking in with regions to ensure the partnership model is implemented within surveys.
* Work in Partnership with the 6 Regional Leads to Design, Develop and establish the Regional Councils.
* Lead on the Design, development and establishment of the National Council
* Identify and mentor public partners engaged in key roles on HSE regional boards, steering groups, advisory groups, working groups, committees etc.
* Co-develop with patients and service users a multi-annual, fully-resourced Implementation Plan in line with the objectives identified in the National Patient and Service User Partnership Policy (currently in development).

**Note:** link to the Proposal on Patient and Service User Partnership in Health Regions Design document<https://healthservice.hse.ie/documents/4615/Patient_and_service_user_partnership_proposal_for_the_design_of_health_regions_DGWjCcv.pdf> Specific duties for the Lead (and wider team) are as follows: **People and Partnership:**Supporting the establishment of the six Regional Patient and Service User Partnering Office in conjunction with each Regional Lead. This includes:* Establishing a National Patient and Service User Partnership Council in collaboration with others and launching a public campaign to recruit Patient and Service User members.
* Executing a partnership perspective in collaboration with others to the National Performance and Planning, Service Planning, Budget Allocation, Performance Management, and Policy Development.
* Improving the Patient and Service User experience in the areas of communication, culture, access and integration, data & information and training, education and research.
* **Policy:** Implementing the Patient Partnership Proposal in collaboration with others for Health Regions Design in the Health Region, and embedding partnership across the national organisation in line with the National Patient and Service User Partnership Policy. Implementing the Remuneration and Expenses Policy for Public Partners (under development).
* **Representation:** Ensuring that the Office, in consultation with the Council Co-Chairs, represents the perspectives of patients and service users in regional policy development, decision-making, programme and project design processes.
* **Networking;** The National Patient and Service User Lead should ensure thatthe Office fosters communication with other stakeholders interested in partnership with patients and service users, including state agencies with responsibility for health and social care, health and social care professional associations, Universities, Section 38 & 39 providers, Community Organisations and groups. They should further identify stakeholders who are able to share good practice and lessons learnt, either nationally or internationally.
* **Involvement:** The National Patient and Service User Lead should ensure that the Office fosters opportunities for patients and service users to interact, communicate, and collaborate with policy makers, decision makers, and programme and project leads both internally and externally to the organisation. They should also ensure that the Office provides matchmaking between patients and service users and parts of the health service and health sector who are interested in undertaking a partnership opportunity. They should ensure that the Office maintains a database of partners and opportunities, as well as an open call to all members of the public to express interest in joining this database.
* **Conference:** The National Patient and Service User Lead will provide support to the National Office for the National Patient and Public Partnership Conference.

**Education and Communication*** **Training and Education;** Work with the Regional leads to ensure training and education for patients and services users, as well as for staff and for third party service providers, on the topic of partnership is being delivered Regionally. (delivering in partnership with experienced patient educators/facilitators/trainers)
* **Communications** - Website / Podcasts: The National Patient and Service User Lead will assist with the communications aspect of websites and podcasts in conjunction with the relevant Communications Team.
* The National Patient and Service User Lead will drive Implementation of the ‘*Better Together, The Health Services Patient Engagement Roadmap*’[[1]](#footnote-2) report as part of the Roadmap Group.
* **Awareness Raising:** Working with each Regional Patient and Service User Lead to ensure each regional office and National Services increase awareness of partnership principles and approaches to partnership both within the organisation and among the public in general. They should ensure that the Office prepares information for patients and service users regarding their right to participate in decisions around the design of their own care but also around the design of health and social care more generally. They should collaborate closely with others in the HSE who are responsible for communication, change management, and culture and values work. They should ensure that the Office proactively reaches out to patients and service users who are underrepresented in existing partnership mechanisms and initiatives.
* **Research and Evaluation:** The National Patient and Service User Lead will ensure that the National Office provides support for Research and Evaluation for each regional office. They will also support the Health Regions to carry out research & evaluation locally.
* **Reporting:** The National Patient and Service User Lead will collate quarterly reports from the Regional Partnership Offices and submit to the National Director for consideration at Senior Leadership Team and Board Committees.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**National Care Experience Programme Surveys*** The National Patient and Service User Lead will work closely with National Care Experience Programme (NCEP)
* The post holder will work with the Regional Leads to ensure co-design and implementation of the quality improvement plans, including promoting the survey, local communications, reviewing and responding to survey findings and developing quality improvement plans.

**General** * To convene, manage and provide administration for the appropriate governance groups and supporting operational groups.
* Work with HSE data analysts, Regional PSUE teams and all local Quality and Patient Safety (QPS) teams to develop HSE Response reports to include quality improvement plans.
* Prepare project plans and work towards delivery on all agreed actions within the timeframes set out.
* Provide timely reports and updates to line management
* Facilitating and promoting partnering with patients, service users and family members in planning, design, delivery and evaluation.
* Collaborate, build and maintain relationships with key stakeholders.
* Prepare and organise stakeholder meetings and other working groups as dictated by the programme.
* Collate all relevant information to support timely decision making.
* Ensure effective management of Key Performance Indicators in line with the strategic plan.
* Ensure implementation of the Partnership Monitoring Tool system to include data collection and analysis of pertinent data relating to their regions performance.
* Act as spokesperson for the Organisation as required

**Operational Management:** * Ensure consistency and professionalism in the content and presentation of all reports, papers, and PowerPoint presentations.
* Complete tasks/actions identified by the AND – within the given timescales.
* Take responsibility for meeting deadlines for internal and external communications.
* Undertake projects as delegated by the AND.
* Create a positive working environment, which contributes to maintaining and enhancing effective communication and working relationships.
* Ensure optimum use of resources in line with current best practice.
* Evaluate and make recommendations on proposals, which have funding implications.
* Work collaboratively and professionally with stakeholders within HSE Corporate and across the wider Health Regional and HSE as appropriate to the tasks.

**Human Resources*** Employment Control Framework adherence and workforce planning across area of responsibility.
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Line manage all staff within the unit and any staff arrangement as delegated.
* Creating the team concept on the basis of inclusion.
* Manage the performance of assigned staff, dealing with underperformance in a timely and constructive manner.

**Project management: (as assigned)*** Demonstrate that the Office is being managed to the agreed scope, budget and schedule.
* Be accountable for the consistent application of Office management quality standards as stipulated.
* Be accountable for the viability of the overall Office and schedule, including inputs from business stakeholders and external vendors.
* Proactively maintain comprehensive, up-to-date plans, status reports and documentation as appropriate.
* Proactively manage Office risks and be able to demonstrate viable mitigation plans are in place.
* Ensure that the Office and the project stakeholders are aware of their respective roles and responsibilities and lead by example.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders
* Develop strong business relationships with key service leads in the area for which the person has responsibility.
* Demonstrate that the Office and any relevant projects are always in full compliance with all financial, procurement and data protection regulations.
* Maintain a posture of audit-readiness at all times.
* Research and maintain current knowledge of national and international trends in the areas for which the person has responsibility.

**Standards, regulations, policies, procedures & legislation*** Contribute to the implementation of policies on HSE Partnership in the six Health Regions.
* Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures.
* Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures.
* 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. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* 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.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Identifying opportunities to improve quality of service in the Directorate.
* To play a key role in managing any relevant change in the Office of the REO.

**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** | **Candidates must have at the latest date of application:*** Experience in implementing partnership approaches and a track record of working collaboratively with patients and service users, as well as with their representative groups and organisations, to advance co-created partnership goals
* A track record of the management and delivery of effective programmes/projects of work, both through themselves and through others to include experience in managing risks, issues and dependencies.
* Experience in managing change in a complex environment, as relevant to the role
* A track record of team management and development, as relevant to the role
* Experience in relationship management and working collaboratively cross functionally with multiple internal and external stakeholders as relevant to this role.
* Have 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. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role as post may involve travel. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrates:*** Lived experience of being a patient or service user with complex needs or significant experience advocating on behalf of patients or service users.
* A strong theoretical understanding of the principles of partnership and the approaches used to involve key stakeholders, ideally within the health and/or social care sectors
* A record of experience of working collaboratively with patients and service users, as well as with their representative groups and organisations, to advance co-created partnership goals
* A knowledge of how to embed partnership and involvement in organisations, including knowledge of policy development processes, service co-design methods, and governance structures
* Knowledge of the HSE, the broader health service structure, HSE reform and the current key challenges and developments in the Health Service.
* Knowledge and understanding of or the ability to rapidly learn key HSE policies, strategies, legislation, and regulations as relevant to this role e.g., FOI Acts and Data Protection legislation, HSE National Financial Regulations, Sláintecare etc.
* Knowledge and experience in managing staff including staff development.
* Knowledge and experience of or the ability to rapidly learn managing FOI and/or Data Protection and/or complaints management, as relevant to this role.
* Project and programme management experience.
* Experience in data analysis and data interpretation including use of critical appraisal skills.
* Knowledge and understanding of parliamentary accountability as relevant to this role.
* Knowledge and ability pertaining to legislation and regulations as relevant to this role.
* Knowledge and understanding of health service reform.
* Excellent ICT skills including use of MS Office suite and email.

**Leadership and Direction****Demonstrates:*** Effective leadership in a challenging environment including a track record of implementing improvements.
* Remains fully informed in a dynamic and challenging environment, while at the same time having a clear view of what changes are required in order to achieve immediate and long-term corporate objectives.
* The capacity to lead, organise and motivate staff to function effectively in times of change.
* The ability to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity, and persistence, even under increasing complex and demanding conditions.
* The ability to work with multi-disciplinary/multi-sectoral team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.

**Managing and Delivering Results - Operational Excellence****Demonstrates:*** Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results
* A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
* The ability to work on a self-directed basis
* Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money
* Strong evidence of excellent financial planning and expenditure management
* The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery
* The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment
* A capacity to operate successfully in a challenging environment while adhering to various standards.
* Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion
* Adequately identifies, manages and reports on risk within area of responsibility

**Working with and Through Others (Influencing to Achieve)****Demonstrates:*** Ability to work collaboratively with senior colleagues, to lead, direct and influence others, in partnership, and with a wide variety of stakeholders in a complex and changing environment.
* Evidence of strong teamwork skills including the ability to build and maintain relationships, in a complex multidisciplinary team/ multi-stakeholder environment.
* The ability to set high standards for any project team and lead by example.
* Evidence of high-level negotiation skills and influencing skills in a complex work environment – facilitating relationship and consensus and ensuring delivery on stretched objectives.
* The ability to lead on engagement with internal and external stakeholders, including facilitation of workshops/educational sessions.

**Critical Analysis, Problem Solving and Decision Making****Demonstrates:*** The ability to evaluate complex information from a variety of sources and make effective decisions
* Excellent analytical skills to enable analysis, interpretation of data and data extraction from multiple data sources
* Considers the impact of decisions before taking action
* Anticipates problems and recognises when to involve other parties (at the appropriate time and level)
* Makes timely decisions and stands by those decisions as required
* Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner.
* Effective problem solving in complex work environments

**Building and Maintaining Relationships – Communication****Demonstrates:*** Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups.
* The ability to present information clearly, concisely, and confidently in speaking and in writing.
* Strong negotiation/influencing skills
* A track record of building and maintaining key internal and external relationships in achieving organisational goals.
* Team building and management skills.
* Effective conflict management skills.
* The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation.
* Excellent written communication skills including the ability to produce professional reports.
* The ability to tailor the message to meet the needs of the audience.

**Personal Commitment and Motivation*** Is self-motivated and shows a desire to continuously perform at a high level.
* Is driven by a value system compatible with the Goals and Values of the HSE.
* Is capable of coping with competing demands without a diminution in performance.
* A core belief in and passion for the sustainable delivery of high-quality customer focused services.
* Maintains composure when dealing with crises and keeps a sense of perspective and balance in challenging circumstances.
* A willingness to learn from experience and to identify opportunities to further grow and develop.
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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 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](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 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](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| 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. |



**National Patient and Service User Lead**

**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 01/03/2025)€81,444 - €82,175 - €85,389 - €88,616 - €91,818 - €95,033 - €98,231New 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. 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](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. |
| **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[[2]](#footnote-3), 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[[3]](#footnote-4).
* 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 with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the [Standards Commission’s website](https://www.sipo.ie/). |

1. <https://www.hse.ie/eng/about/who/national-services/partnering-with-patients/resourcesqid/hse-better-together-patient-engagement-roadmap-book.pdf> [↑](#footnote-ref-2)
2. 1A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-3)
3. [↑](#footnote-ref-4)