

**Urgent and Emergency Care (UEC) Programme Lead**

**Assistant National Director**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code**  | Urgent and Emergency Care (UEC) Programme LeadAssistant National Director*(Grade Code: 0509)* |
| **Campaign Reference** | NRS14710 |
| **Closing Date** | Thursday 10th April 205 at 3:00 pm |
| **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** | Access and Integration (A&I)There is currently one permanent whole-time vacancy available in National Access and Integration, Dargan Building, Heuston South Quarter, Military Road, Kilmainham, Dublin 8.A panel may be formed as a result of this campaign for **Urgent and Emergency Care (UEC) Programme Lead, Access and Integration** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Grace Rothwell, National Director, Access and Integration **Email**: grace.rothwell@hse.ie  |
| **Details of Service** | The **Access and & Integration function** is a newly constituted function in HSE Centre reporting directly to the Chief Executive Officer. The A&I function will support and enable the Regional Health Areas to deliver on their operational responsibilities. A&I will lead the development of service improvement initiatives that target patient access, promote health and wellbeing and the prevention of illness. The function will identify new and emerging strategies to increase efficiency, improve processes, and enhance the patient experience. At national level, A&I will promote adherence to national standards and ensure integration of services and functions within the context of a population health approach.A&I will incorporate oversight of the delivery of the **HSE’s Urgent and Emergency Care Programme**Across the Health Service, urgent and emergency care teams care for nearly 1.5 million people each year, providing high-quality and life-saving expert care. The care system behind these visits encompasses our public hospital emergency departments, our wider public acute hospital services and a wide range of community and primary care services, because all these services interconnect around the day-to-day urgent needs and pathways of our patients. The **HSE’s Urgent and Emergency Care Programme** represents a new approach to how our health service plans, oversees and delivers integrated urgent and emergency care services. It represents a new collaborative approach coupled with a determination to improve. The focus is for each hospital and associated community services to deliver a plan that will improve patient experience. The UEC Plan includes identified actions at each site and at national level and describes initiatives aimed at the delivery of improvements to the patient experiences in :* Pre-Hospital Services
* ED Services
* Wider Hospital Services
* Discharge to Home and Community Services

All working together as one integrated system to deliver improved timely access to Urgent and Emergency Care for patients |
| **Reporting Relationship** | The post holder will report directly to the HSE National Director of Access and Integration |
| **Key Working Relationships** | In the execution of the role, the Assistant National Director will work closely with key stakeholders to oversee delivery of the HSE’s Urgent and Emergency Care Programme. They will develop and maintain positive working relationships with key stakeholders both internal and external to the HSE, including Section 38 and Section 39 agencies. The full execution of duties will involve the development of appropriate communication arrangements with a range of senior and other key stakeholders both internal and external to the HSE. |
| **Purpose of the Post** | The post holder will oversee delivery of the HSE’s Urgent and Emergency Care Programme. They will play a critical role in the delivery of a strategic and co-ordinated approach to emergency care across the system through the following: * Work collaboratively with multiple stakeholders to ensure the UEC Programme has relevant support to deliver on this complex programme of work.
* Oversee delivery of the objectives and goals as set out in the UEC Plan which are designed to improve our services on an incremental and sustained basis.
* Work with local sites to ensure development, and support delivery of multiannual plans and actions needed for service improvement.
* Ensure innovative best practices are actively sought and incorporated into the strategic direction of the programme.
* Maintain oversight of progress against local multiannual plans, implement appropriate reporting mechanisms to inform and reassure stakeholders of progress against target.
* Implement best-practice project and programme management methodologies to proactively manage the complex programme of work and associated workstreams, including financial management.
* Engage subject matter expertise as appropriate throughout the programme lifecycle.
* Effectively identify, mitigate, and manage programme risks, escalating as required. Report on Programme status to the National Director and other leadership forums as required.
* Support delivery of standardised, consistent approach to all areas of UEC, facilitate shared learnings/improvements within and across regions.
* Work closely with Planning and Performance to analyse Regional UEC data, undertaking deep dive into identified areas as required and supporting and monitoring regional/national improvement plans/approaches.
* Interface with DoH representing HSE on all aspects of UEC
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| **Principal Duties and Responsibilities**  | The post holder will:**Leadership and Delivery of Change** * Oversee delivery of the UEC Programme to ensure targets are achieved within indicative timelines and budget.
* Act as a lead influencer and champion for the UEC Programme, building consensus and enthusiasm, focussed on delivery of Programme goals.
* Work collaboratively with stakeholders across the HSE to support realisation of national and local site plans and associated targets, demonstrable through agreed measurements.
* Implement a programmatic approach to ensure consistency in design, delivery and communication across the health service.
* Put in place effective project infrastructure to support key stakeholders, including Hospital Groups, Hospitals and Community Health Organisations and Regional Health Areas.
* Design and deliver interventions and project plans to maximise involvement, strengthen ownership and deliver on the shared purpose.
* Keep up to date in relation to progress of the UEC Plan, examining best practice and developing partnerships as appropriate across sectors to improve capacity.
* Identify areas of interdependence with other HSE functions, thereby minimising siloed working.
* Identify and manage risk as the system transitions between the current and future ways of working and delivering services.
* Identify areas where intervention is required and commission and implement interventions as appropriate across the lifetime of the programme through the appropriate governance structure.

**Transformational Reform*** Lead the delivery of the UEC programme, continuously identifying areas for improvement and sustainable change
* Apply best-practice project and programme management methodologies across the lifecycle of the programme
* Be an advocate and champion for the UEC Programme across all National platforms
* Work with stakeholders, including health service users, staff and their representative organisations to implement agreed change and innovation initiatives relating to emergency care.
* Contribute to the strategic vision for emergency care based on local and international best-practice, stakeholder engagement and an in-depth understanding of urgent and emergency care delivery.
* Work collaboratively with colleagues across the HSE, including clinical and operational stakeholders, to improve access to emergency care, implement new ways of working and improve cross-sector integration
* Work collaboratively with acute and community services to increase integration and develop solutions to improve access to appropriate services

**Building & Maintaining Relationships and Communication*** Take lead responsibility for cultivating effective relationships and advancing integration with colleagues in the HSE and with external stakeholders for planning of emergency care services.
* Represent the Director of Access and Integration, as required
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* Prioritise the design and continuous delivery of proactive and consistent engagement and communication with stakeholders
* Engage with other agencies / voluntary organisations to develop cross-sectional support systems to enable and support the integration and spread of new ways of working.
* Work collaboratively with other teams and services to ensure change and project plans are integrated.
* Utilise all available digital and other platforms to deliver the widest possible stakeholder involvement.

**General** * Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Act as spokesperson for the Organisation as required.
* 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 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:** * A minimum of 5 years senior management hospital experience in patient flow, including experience of implementing new pathways of care.
* Significant leadership experience with a proven track record in operational excellence and delivery of successful reform initiatives.
* Experience and expertise in data analysis, data management, and performance measurement for planning and tracking reform initiatives.
* Experience of working collaboratively cross functionally with multiple internal and external stakeholders, to achieve results.
* 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. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience*** In-depth knowledge of the Health Service, including the HSE reform programmes e.g. Corporate Plan, Sláintecare.
* Experience working at corporate level across divisional areas e.g. National Division, Hospital Group or CHO
* Knowledge and experience of implementing new pathways of care.
* Experience in data analysis, data management, and performance measurement for planning and tracking reform initiatives.
* Demonstrated experience leading large, multi-stakeholder programmes and implementing best-practice programme management methodologies.
* Prior experience progressing systemic change/innovation and working in collaboration with health care providers.
* Knowledge of the issues, developments, and current thinking in relation to best practice in emergency care service design and delivery.
* Clear understanding of challenges facing the service and performance improvement strategies required to address these.
* Strong working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role.
* Significant experience in report writing and the ability to produce reports to publication standard.

**Leadership and Delivery of Change*** 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 ability to lead, direct and manage staff and multiple stakeholders through complex, concurrent organisational changes while maintaining an effective health service
* Balances change with continuity – continually strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence even under increasingly complex and demanding conditions.
* A track record of service innovation and delivery in a challenging environment
* The capacity to implement national policies and programmes

**Working With and Through Others - Influencing to Achieve*** Demonstrates the ability to work independently as well as work with a wider multidisciplinary / multi-agency team in a complex and changing environment
* Is persuasive and effectively sells the vision; commands attention and inspires confidence
* Sets high standards for the team and puts their work and the work of the organisation into meaningful context
* Has excellent influencing and negotiation skills

**Managing and Delivering Results (Operational Excellence)*** Places strong emphasis on achieving high standards of excellence
* Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals
* Perseveres and sees tasks through
* Financial management skills relevant to managing a multi-million euro budget and achieving maximum value for money while ensuring service quality
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion
* A service user centred approach to the provision of services

**Building and Maintaining Relationships/Communication Skills*** Possesses the ability to establish and develop trust based, high-stake partnerships and relationships with a range of external partners and stakeholders
* Is capable of promoting organisational cohesion and the pursuit of excellence through first-class relationship management practices throughout all levels of the service
* Has a strong results focus and ability to achieve results through collaborative working
* Possesses the ability to explain, advocate and express facts and ideas in a convincing manner, and actively liaise with individuals and groups internally and externally
* Is committed to working co-operatively with and influencing senior management colleagues to drive forward the reform agenda
* Is committed to building a professional network to remain up-to-date with and influence internal and external politics

**Critical Analysis and Decision Making*** The ability to rapidly assimilate and critically analyse pertinent information leading to strategic timely decisions in a complex and transitional environment
* Considers the impact of decisions before taking action; anticipates problems
* Recognises when to involve other parties at the appropriate time and level
* Is willing to take calculated risks in the interests of furthering the reform agenda
* Makes timely decisions and stands by those decisions as required

**Personal Commitment and Motivation*** Is personally committed and motivated for the complex role of Assistant National Director
* Demonstrates a strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role
* Demonstrates a commitment to further education and learning
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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. |



**Urgent and Emergency Care (UEC) Programme Lead**

**Assistant National Director**

**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): €124,956 – €130,511 - €136,065 - €141,616 - €147,172 – 152,723New 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 stageHSE 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.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[[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.  |
| **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. A 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-1)
2. [↑](#footnote-ref-2)