

**Grade VI** **Ancillary State Support, Nursing Home Support Scheme**

#  Job Specification & Terms and Conditions

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| **Job Title, Grade Code** | **Grade VI** **Ancillary State Support, Nursing Home Support Scheme**(Grade Code: 0574) |
| **Campaign Reference** | NRS14731 |
| **Closing Date** | Wednesday, 23rd April 2025 12:00pm |
| **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** | Nursing Homes Support Scheme (NHSS), National Services & Schemes, National Office.There is currently one permanent and whole-time vacancy available in The NHSS, National Office, Block 6 Central Business Park, Clonminch, Tullamore, Co. Offaly.A panel may be formed as a result of this campaign for **Grade VI, Ancillary State Support, Nursing Homes Support Scheme, National Office within the NHSS, National Services & Schemes,** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Lorraine Fox, Senior Executive Officer, Ancillary State Support/3 year cap – NHSS.   **Email**: Lorraine.Fox@hse.ie**Tel:** (057) 9318400 / 087 9139327 |
| **Details of Service** | The NHSS provides financial support for clients assessed as being in need of long-term residential care. The scheme extends to all long-term residential nursing home care provided by designated public / voluntary and any other approved nursing home as defined under the NHSS Act 2009. The National Office provides a coordinating service to 17 NHSS offices located throughout the country for this scheme. This service includes funding payments to the relevant nursing homes for and on behalf of clients, verifying legal title NHSS (Amendment) Act 2021& Ancillary State Support (ASS) loan applicant property, recoupment of loan funding, legal advice, ICT support on NHSS system, placement list management and other general administrative support function roles for the entire scheme.The National Office provides support to each of the NHSS offices and other key stakeholders. The National Office provides expertise in assessing and progressing applications for ASS to the Nursing Homes Support Offices (NHSOs) and in meeting the HSE’s legal obligations under the NHSS Act 2009 in respect of the approval and payment of ASS.   |
| **Reporting Relationship** | The post holder will report to the Grade VIII manager or other nominated manager. |
| **Purpose of the Post**  | To provide management support within the NHSS National Office 3 year cap & ASS Department and supervise staff within own remit. The post encompasses both managerial and administrative responsibilities.The post holder will provide management and operational support to the Grade VIII Unit Manager who has responsibility for the Management of the Nursing Homes Support Scheme (Amendment) Act 2021 - 3 year cap & ASS Title Check, Charging Order processes. |
| **Principal Duties and Responsibilities** | The position of Grade VI encompasses both managerial and administrative responsibilities which include the following:**Principal Duties & Responsibilities include:** * Manage and support the Title Check function and staff of the 3-year cap on Farms and Relevant Businesses Department – Investigate Title on assets and all ancillary work associated with same.
* Manage and support the Charging Order function and staff 3-year cap on Farms and Relevant Businesses Department – Placing of charging orders on assets where 3 year cap is approved.
* Manage and support the Recoupment & Discharge function of the 3-year cap on Farms and Relevant Businesses Department.
* Collaborate with all NHSOs in relation to all aspects 3-year cap processes and procedures.
* Support the Training & Standards office with training delivery
* Manage and support the ASS functions and cross cover duties between departments as required
* Manage and support the HR/Payroll & Accounts Payable function for designated units.
* Manage and support the general administration of ASS & 3-year cap on Farms and Relevant Businesses Dept.
* Provide support and cover for the Grade VII Executive Officer & Grade VIII Unit Manager of the ASS & 3-year cap on Farms and Relevant Businesses Department in ensuring that all duties and responsibilities are met within the specified unit deadlines.

Liaise with senior management and other key internal and external stakeholders including the HSE Solicitor, Tailte (Property Registration Authority) and eRegistration on case files.**Administration*** Implement service plan and business plan objectives within area of responsibility.
* Ensure the efficient management and administration of area of responsibility.
* To take a lead role in the implementation of new services and initiatives e.g implementation of the NHSS (Amendment) Act 2021.
* Ensure deadlines are met and that service levels are maintained.
* Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority.
* Ensure line management is kept informed of issues arising.
* Ensure that stakeholders are kept informed and that their views are communicated to management.
* Provide administrative support for meetings and attend as required.
* Maximise the use technology in ensuring that work is completed to a high standard.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect.
* Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager.

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

**Service Delivery and Service Improvement*** Ensure accurate attention to detail in own work and work of team.
* Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area.
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
* Encourage and support staff through change processes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.

**Standards, Policies, Procedures & Legislation*** Contribute to the development of policies and procedures and ensure 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. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, 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****Eligible applicants will be those who on the closing date for the competition:**(i)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***(ii)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***(iii)Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.***Or***(iv)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).**And**Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.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.**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. |
| **Post Specific Requirements** | * Experience working in a complex, busy office environment including managing competing and concurrent high volume workloads whilst ensuring compliance and accuracy
* Experience in managing large volumes of data and using this information to prompt and aid decision making
* Experience in managing and supervising staff
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role
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| **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.
* Knowledge of the health service including a knowledge of HSE reform, an understanding of Older Persons Services, NHSS, ASS and 3-year cap on Farms and Relevant Businesses applications.
* Demonstrate extensive knowledge and understanding of the NHSS Act, including the Assisted Decision-Making (Capacity) Act 2015 and the Decision-Making Representation Order process as relevant.
* Demonstrate the ability to work with training partners to support the delivery of training as relevant to the team
* Demonstrate an understanding of the HSE’s National Financial Regulations.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate an understanding of Data Protection Legislation.
* Experience of working in a team with strict reporting deadlines.
* Demonstrate commitment to developing own professional knowledge and expertise.
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.

**Planning and Managing Resources*** Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met.
* Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed.
* Demonstrates responsibility and accountability for the timely delivery of agreed objectives.

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

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

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

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written).
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role.
* Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).The CPSA is responsible for establishing the principles 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 jobspecification 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 neitherdefinitive nor restrictive and is subject to periodic review with the employee concerned. |



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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) € 56,757 € 58,110 € 59,761 € 62,862 € 64,716 € **67,025** € **69,341 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 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 is to 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-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.  |

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-2)
2. [↑](#footnote-ref-3)