

**Grade V Staff Officer**

**National Open Disclosure Office**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade Code**  | Grade V Staff Officer (Grade Code 0566)  |
| **Campaign Reference**  | NRS14733 |
| **Closing Date**  | Thursday 17th April 2025 at 12:00pm  |
| **Proposed Interview** **Date (s)**  | Interviews will take place as soon as possible once the closing date has passed. This means that you may be called forward for interview at very short notice. |
| **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.The QPS Incident Management team has offices in the following locations:* Ardeskin House, Donegal Town
* Dr Steeven’s Hospital, Dublin
* Tullamore, Co Offaly

The post holder can be based in one of the above offices. The General Manager is open to engagement as regards the expected level of on-site attendance at one of the above locations, in the context of the requirements of this role and the HSE’s Blended Working Policy. A panel may be formed as a result of this campaign for **Grade V Staff Officer within National Open Disclosure Office within the HSE QPS Incident Management Team, National Quality and Patient Safety, Office of the Chief Clinical Officer** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled |
| **Informal Enquiries**  | Róisín Egenton, General Manager – Incident Management (Open Disclosure)Mobile: 087 9065011Email: roisin.egenton@hse.ie  |
| **Details of Service**  | The [National Open Disclosure Office](http://www.hse.ie/opendisclosure) is part of the QPS Incident Management Team, which is within National Quality and Patient Safety, a function of the Office of the Chief Clinical Officer.The QPS Incident Management team’s remit covers a number of functions related to patient safety incident management in developing national policies/guidelines on Incident Management, supporting staff and patients/service users involved in incidents, providing a platform for sharing and learning from such events, overseeing the national reporting system and building capability in the system to carry out such functions. Open Disclosure is a key element to ensuring an open and transparent culture and is a vital element of the incident management process. QPS Incident Management sits within National Quality and Patient Safety, in the Office of the Chief Clinical Officer.We work in partnership with patient partners and other internal and external partners to improve patient safety and the quality of care. Our work is guided by the [Patient Safety Strategy 2019-2024 (PDF, 30 pages, 0.6MB)](https://www.hse.ie/eng/about/who/nqpsd/patient-safety-strategy-2019-2024.pdf).Open disclosure is an integral part of the incident management process. It is the policy of the HSE and HSE-funded services that patients are communicated with in an open, honest, transparent and empathic manner following a patient safety or notifiable incident; that they are provided with a sincere and meaningful apology, especially when they are harmed as a result of such incidents; and that this communication process is initiated in a timely manner. Open disclosure improves patient safety through improved understanding of what has happened from the patient / relevant person’s perspective and through the learning acquired from the review of an incident. Open disclosure is a feature of high quality health and social care, and an important contributor to patient safety and safety improvement.The HSE National Open Disclosure Office work with individuals and services to design and deliver national policies, programmes and resources aimed at building individuals’ skills, knowledge and confidence in undertaking open disclosure. The work of the programme is aligned to: * the HSE Open Disclosure Policy and Procedures 2025, and accompanying guidelines;
* the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023;
* The Department of Health National Open Disclosure Framework
* Part 4 of the Civil Liability (Amendment) Act 2017, and
* The Incident Management Framework 2020 (to be updated in 2025)
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| **Reporting** **Relationship**  | The post holder will report to the General Manager – Incident Management (Open Disclosure) or other nominated manager. |
| **Key Working Relationships** | A close working relationship with all members of the Quality and Patient Safety Incident Management team is essential. Key functions of QPSIM are open disclosure, incident management, PatientSafetyTogether and NIMS. In addition, it is envisaged that there will be close working relationships with members of other teams and functions in NQPS.The post holder will also build close working relationships with operational colleagues through regular engagements.  |
| **Purpose of the Post** | To provide administrative and project support for the National Open Disclosure Programme and programme team, ensuring deadlines are met and that service levels are maintained.  |
| **Principal Duties and Responsibilities** | Working as part of the National Quality and Patient Safety function within the Office of the Chief Clinical Officer, the Grade V Staff Officer role encompasses administrative responsibilities which include the following:**Main duties and responsibilities:** * Provide efficient day-to-day administrative support to the National Open Disclosure Office, as part of the QPS Incident Management Team.
* Ensure that deadlines are met and that service levels are maintained within area of responsibility.
* Filter and prioritise written, electronic and verbal communication to be dealt with personally or brought to the attention of the Programme Team.
* Organise meetings and training sessions (both virtual and in-person) on behalf of the Programme Team with relevant stakeholders.
* Ensure accurate attention to detail in own work and work of team.
* Support the preparation and issuing of office documentation (correspondence, reports, etc) to the highest possible standard.
* Work with the Programme Team to generate and produce minutes and action points, and circulate once approved, to membership of groups as may be required and in a timely manner.
* Ensure that archives and records are accurate, maintain confidentially and readily available to the appropriate authority.
* Attend and provide administrative support (as required) to departmental meetings including the National Open Disclosure Office Team, National Incident Management Team, and wider National Quality and Patient Safety function.
* Maintain a good working knowledge of matters within the remit of the National Open Disclosure Programme, to personally make decisions on issues and queries which arise or to refer same to the line management in accordance with HSE policy and with the direction of the line management.

**Communication*** Facilitate effective communication with other members of the National Open Disclosure Programme, National Incident Management Team, National QPS function, National Open Disclosure Steering Group, and other relevant stakeholders as required.
* Whilst managing the enquiries to the National Open Disclosure Programme, promote and maintain a professional communication style and support the team to deliver a customer focused environment.
* Seek feedback from colleagues and people who use our services users and implement change to incorporate same, in agreement with line manager.
* Contribute to the design, organisation, and delivery of conferences, symposiums and communities of practice focused on open disclosure and incident management.
* Undertake all duties in a confidential, professional and courteous manner when representing the National Open Disclosure Programme.

**Team Working** * Create and maintain a positive working environment among team members, which contributes to maintaining and enhancing effective working relationships.
* Promote co-operation and working in harmony with other teams and disciplines.
* Engage positively with continuous quality improvement within the programme office, particularly in the area of technology.
* Maintain and update files and develop and maintain an appropriate manual and electronic filing and tracking systems on an ongoing basis.
* Demonstrate ability to work in a dynamic environment.
* Provide cover to staff colleagues during periods of leave or absence.

**Data Collation and Management*** Assist with data collection, analysis and reporting as relevant to the National Open Disclosure Programme; for example, quarterly reporting on open disclosure training.
* Contribute to the implementation of governance and communication necessary to support HSE reporting requirements as part of the National Open Disclosure Framework 2023.
* Support the team in the management, analysis, and presentation of large datasets using appropriate programmes and systems, including interrogation of relevant data on the National Incident Management System (NIMS) system.

**Service delivery and quality improvement**.* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Standards, policies, procedures & legislation** * Maintain own knowledge of relevant HSE 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 etc.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* Adequately identify, assess, manage and monitor 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.

**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**\* View the list of [other statutory health agencies](https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/)1. **Professional Qualifications, Experience, etc**
2. Eligible applicants will be those who on the closing date for the competition:

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| (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 Irish**1**. 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**(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office. **Health** Candidates 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** Candidates for and any person holding the office must be of good character.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 |
|  **Post Specific** **Requirement**  | * Experience in managing competing priorities and deadlines and the ability to analyse and interpret information to inform timely decisions
* Experience in working in a busy office environment that involved working with senior management and other key internal and external stakeholders in the delivery of a quality service, as relevant to the role.
* Experience in administrative tasks such as diary management, organising meetings and minute taking, writing letters, emails and general correspondence in a professional manner.
* Experience in extracting data and presenting data in report format.

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| **Other requirements specific to the post**  | Access to appropriate transport to fulfil the requirements of the role  |
| **Skills, competencies** **and/or knowledge**  | **Professional Knowledge & Experience** ***Demonstrate:*** * Knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook, PowerPoint etc.
* The ability to work in line with relevant policies and procedures.
* Commitment to developing own professional knowledge and expertise.
* Knowledge of the HSE National Open Disclosure Programme, its remit and relevant policies and legislation.
* Experience of providing project support and/or management
* Knowledge of the health service and how it works including a basic knowledge of HSE reform
* A clear understanding of the role of the National Open Disclosure Programme and participate in the overall delivery of its function within the National Quality and Patient Safety function and the HSE.

 **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.
* The ability to manage deadlines and effectively handle multiple tasks.
* The ability to manage within allocated resources and a capacity to respond to changes in a plan.
* Maintains an awareness of value for money.

**Commitment to a Quality Service*** Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service.
* Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change.
* Supports team through service improvement / change processes.

**Evaluating Information, Problem Solving & Decision Making** * Demonstrate numeracy skills, an ability to analyse and evaluate information; and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.
* Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions.
* Makes decisions and solves problems in a timely manner before they accumulate.

**Team working*** Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit.
* Demonstrate leadership potential, the ability to manage the performance of others and support staff development.
* Works as part of the team to establish a shared sense of purpose and unity.

**Communications & Interpersonal Skills*** Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders.
* Treats others with dignity and respect.
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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.  |



 **Grade V, Staff Officer**

 **National Open Disclosure Office**

 **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 Appointment) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.  |
| **Remuneration**  | The salary scale for the post as at the 01/03/2025 is: € 51,206 €52,738 €54,300 €55,897 €57,503 **€59,375 €61,253** **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. Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html>  |
| **Working Week**  | The standard working week applying to the post is confirmed at job offer stage.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).  |
| **Annual Leave**  | The annual leave associated with the post will be confirmed at Contracting stage.   |
| **Superannuation**  | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 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. |
| **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.  |

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)