

**Head of Service, National Appeals Office**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Head of Service, National Appeals Office**(Grade Code: 0091) |
| **Campaign Reference** | NRS14765 |
| **Closing Date** | Monday, 19th May 2025 at 03:00PM |
| **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 whole-time vacancy available in the **National Appeals Office**, Ballyshannon, Co Donegal.The National Director, National Services and Schemes is open to engagement as regards the expected level of on-site attendance in Ballyshannon, Co Donegal in the context of the requirements of this role and the HSE’s Blended Working Policy.The post holder may be required to attend meetings in Cork, Dublin and regionally as requiredA panel may be formed as a result of this campaign for **Head of Service, National Appeals Office, National Services and Schemes**, from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Pat Healy, National Director, National Services and Schemes, Mobile: 087 2405893Email : nationalservices@hse.ie |
| **Details of Service** | The National Services and Schemes function is a newly constituted function in the HSE Centre accountable for the operation and management of national services and schemes. This function is responsible for the planning, delivery and performance management of national services and schemes. National services are viewed and represented as one operating unit where the services are supporting the populations of the Health Regions. The 6 REOs and the National Director, National Services and Schemes together represent the operational arm of the organisation. HSE National Services and Schemes consists of a number of teams that provide important services and guidance to members of the public. The National Services and Schemes portfolio of work is made up of;* National Ambulance Service
* PCRS
* ECC & Primary Care Contracts
* NHSS
* National Environmental Health Service
* National Emergency Management
* EU North/South including CAWT
* National Appeals Service
* Overseas Treatment Programme
* Community Demand Led Schemes

 The HSE and its funded agencies provide a large range of essential health and social care services for the population of Ireland. At some point between birth and end of life everyone will depend on the health service for their care. These critical services need to be provided in an effective and safe way and therefore as a health service, we are continuously endeavouring to improve the quality of these services.The HSE is committed to maintaining the highest possible standards of care for patients and clients, to providing employees with a healthy and safe working environment and to complying with its legal obligations. Many decisions take place on a daily basis within the HSE and often these decisions can have a wide-ranging effect on the lives of individuals.  Typically in any area where adjudication on rights and entitlements takes place, there will always be applicants who are dissatisfied with decisions that adversely affect them.**National Appeals Service**:The purpose of the Appeals Service is to provide an internal, independent and impartial review of decisions taken by personnel of the HSE relating to applications by members of the public for specified services and entitlements, where applicants are dissatisfied with the outcome of their application or review, to determine whether the original decision may be upheld or revoked, either fully or partially in accordance with legislation, regulations and guidelines.It supports the appellants’ rights to privacy, impartiality, respect, and sensitivity in the manner in which appeals are processed, having due regard to appellants’ age, ability to communicate, mobility, and capacity to understand complex legislation, regulations and guidelines.The function of the Appeals Service is to demonstrably and transparently, provide fair and equitable treatment of all members of the general public who wish to have decisions made by HSE personnel for specified eligibility schemes, services and entitlements reviewed. |
| **Reporting Relationship** |  The post holder will report to the National Director – National Services and Schemes |
| **Key Working Relationships** | As part of the National Services and Schemes Management Team, the Head of Service, National Appeals Office will work with the following:* National Services and Schemes Management Team
* Health Region Personnel including Regional Executive Officers and Integrated Health Region Managers
* The Department of Health and other Government Departments
* Office of the Chief Clinical Officer
* HSE Finance Division including National Procurement
* HSE Communications and Public Affairs
* HSE Technology and Transformation
* HSE Planning and Performance
* External HSE Suppliers
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| **Purpose of the Post**  | The Head of Service will manage the National Appeals Service and assist the National Director Services and Schemes, in developing and implementing key priorities and supporting the achievement of objectives in relation to the National Appeals Office.  |
| **Principal Duties and Responsibilities** | Principal Duties and Responsibilities of Head of Service, National Appeals Office include:**National Appeals Office and Programme*** Managing the National Appeals Service to ensure internal and impartial review of decisions relating to applications for specified services and entitlements are made in line with relevant legislation, regulations and guidelines.
* Developing and monitoring the Appeals Service Annual Operational Plan and where appropriate contributing to the National Service Plan.
* Developing the National Appeals Service and Programme Development Plan.
* Establishing agreed objectives for the performance of the National Appeals Service.
* Identifying, defining potential service and process improvement opportunities so as to inform future service process implementation planning.
* Identifying and managing the resourcing requirements of the dedicated National Appeals Office for an expanded programme of work for any new schemes or amendments to existing schemes.
* Communicating and ensuring best practice and learning in relation to Appeals management is shared across the organisation and with key governing bodies.
* Ensuring the effective discharge by the office of all regulatory responsibilities relevant to the role.
* Achieving financial outcomes in accordance with the National Service Plan requirements including a balanced budget outcome.
* Line management of assigned staff and provide leadership for all the activities attached to and associated with the National Appeals Service.
* Reviewing and overseeing the revision of the HSE’s Appeals Management Policy and Procedures.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility

**Strengthening Governance of the Appeals Process*** Establishing the relevant governance, management processes, assurance mechanism and arrangements to provide for the effective management, oversight and organisation of the Appeals application and decision making processes.

**Appeals Reporting*** Maintaining and operating internal and external reporting channels, ensuring adherence to deadlines.
* Establishing, monitoring, recording and reporting systems for appeals applications and agreeing the overall reporting schedule on service performance in conjunction with AND G&C.
* Preparing reports for the National Director, Services and Schemes, Senior Management Team (SMT), Audit and Risk Committee and in turn to the HSE’s Board, as required.
* Ensuring all information in relation to the National Appeals Service is current and accurate on the HSE webpage and regularly reviewed.
* Preparing reports as required as part of the HSE’s Performance and accountability process.
* Preparing the National Appeals Service input to the HSE’s Annual Report.
* Ensuring consistency and professionalism in the content and presentation of all National Appeals reports, papers and presentations generated by, or on behalf of the AND G&C.
* Advising service managers and appellants, regarding appeal decisions, as required.

**Record Keeping*** Ensuring the confidentiality and safe keeping of all Appeals records and data.
* Ensuring National Appeals Office records fully comply with General Data Protection Regulation (GDPR) Act 2018 and HSE Retention Policy 2013 requirements.

**Training and Development*** Developing various information and communications media to explain the role and statutory powers underpinning the appeals process.
* Overseeing the development of training materials and the training delivery model for Appeals Officers, staff and managers.
* Providing expertise and supporting staff members in understanding their responsibilities with respect to Appeals management, including the delivery of training sessions

**Communications and Collaboration*** Ensuring comprehensive and on-going communication processes are in place with all relevant stakeholders e.g. the Community Healthcare Organisation (CHO) Areas, the Hospital Groups, the National Services, the Departments of Health and Social Protection and with appellants, as required.
* Participating as a Member of the G&C Management Team and relevant Committees / Working Groups.
* Demonstrating pro-active commitment to all communications with internal and external stakeholders, both written and oral.

**Research and Analysis*** Undertaking research in relation to the Appeals Service as required.

**Enabling Technology*** Overseeing the design and on-going development of the Appeals management information system.

**Customer Service*** Ensuring a high standard of service is provided and that all service users are provided with a prompt, accurate, courteous, efficient and impartial service.

**Other*** To 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.
* Maintain knowledge of the relevant legislation i.e. relevant sections of Health Act 1970 (as amended); Section 32 of the Nursing Home Support Scheme (NHSS) Act 2009; the Nursing Homes Act 1990, the Health Amendment Act 1996 (as amended) and the Blind Persons Act 1920 (as amended) and relevant regulations and guidelines.
* Maintain knowledge of the current schemes for which appeals can be made to the National Appeals Service i.e. the [Nursing Home Support Scheme](https://www2.hse.ie/services/fair-deal-scheme/about-the-fair-deal-scheme.html) (Also known as Fair Deal Scheme); [Medical Cards](https://www2.hse.ie/medical-cards/) & [GP Visit Cards](https://www2.hse.ie/services/gp-visit-cards/gp-visit-cards.html) (GPV) including General Medical /GPV cards, Over 70s Medical/GPV cards and Cards relating to persons 16-25 years of age; [Residential Support Services Maintenance and Accommodation Contributions (RSSMAC](https://www.hse.ie/eng/services/news/newsfeatures/longstaycontributions/)) – (Also known as Long Stay Contribution); Nursing Home Subvention Scheme; [Health Amendment Card for persons suffering with Hepatitis C](https://www.hse.ie/eng/about/who/primarycare/guidetohepcservices.html); Supplementary Blind Welfare Allowance; Mobility Allowance; Home help and Home Care Packages, [Acute (In-Patient) Hospital Charges](https://www.hse.ie/eng/about/who/acute-hospitals-division/patient-care/hospital-charges/).
* Maintain knowledge of the General Data Protection Regulation (GDPR) Act 2018 and the Freedom of Information Act 2014.
* To 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.
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.

**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:*** Significant track record of achievement as a leader and senior manager in a large complex organisation
* A successful track record of planning and delivering organisational change in a complex environment.
* Significant experience of professional writing, which includes any or all of the following: creating reports for senior management, condensing major reports, preparing briefings on behalf of senior management, as relevant to the role.
* Significant experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders in pursuing the objectives of the organisation, as relevant to this role.
* A proven ability to develop, manage and deliver effective programmes of work, both through themselves and through others, as relevant to the 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 will involve travel.
* Flexibility in relation to working hours to fulfil the requirements of the role.
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| **Skills, Competencies and/or Knowledge** | **Professional Knowledge & Experience**Demonstrates**:*** Strong knowledge of the legislation in relation to services and schemes provided by the HSE.
* Knowledge of the role and function of the National Appeals Service and the services it provides.
* A comprehensive knowledge of Service Planning, Business Planning, Performance Monitoring and Assurance processes.
* Knowledge and understanding of governance, quality improvement concepts, with a focus on systems improvement and organisational change.
* Knowledge and understanding of management information systems within a complex service delivery environment.
* Knowledge of the HSE, the broader health service structure, HSE reform and the current key challenges and developments in the Health Service.
* Knowledge and experience of professional writing including experience of critically reviewing, proofing and editing professional documents e.g. annual reports, briefing papers etc.
* Knowledge and understanding of key HSE policies, frameworks, strategies, and regulations as relevant to this role e.g., National Service Plan, Corporate Plan, Incident Management Framework, Sláintecare and relevant Legislation / Regulations, as pertinent to the role.
* Excellent IT and MS Office skills including Word, Excel, PowerPoint, and Outlook.

**Leadership and Direction**Demonstrates**:*** Effective leadership in a challenging and busy environment including a track record of innovation / improvements.
* The ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes
* Knowledge and understanding of management in a changing environment, together with a clear view of the changes required to achieve immediate and long term corporate objectives
* Remains fully informed in a dynamic and challenging environment, in order to achieve immediate and long-term corporate objectives.
* An aptitude for strategic thinking, coupled with leadership skills and the ability to motivate others.
* The ability to balance change with continuity – continuously strives to improve service delivery and to create a work environment that encourages creative thinking.

**Working with and Through Others (Influencing to Achieve)**Demonstrates**:*** The ability to work independently as well as collaboratively with a wider (multidisciplinary / multi-agency) team in a complex and changing environment.
* The ability to set team targets and to use influencing and negotiating skills to achieve high standards of service
* The ability to be flexible, team oriented and a relationship builder.
* The ability to listen to contrary views and consider all insights and contributions in the management of service delivery.
* Effective communication skills including: the ability to present information in a clear and concise manner; the ability to facilitate and manage groups through the learning process; the ability to give constructive feedback.
* Strong results focus with the ability to achieve results through collaborative working.

**Managing and Delivering Results (Operational Excellence)**Demonstrates**:*** Strong evidence of excellent planning and implementation of programmes of work.
* A capacity to negotiate and then ensure delivery on objectives.
* Evidence of effective planning and organising skills including awareness of resource management and importance of value for money.
* A capacity to operate successfully in a challenging environment while adhering to various standards
* The ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* Strong focus on achieving high standards of excellence and measurement of performance.
* The ability to empathise with and treat patients, relatives and colleagues with dignity and respect
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility

**Critical Analysis & Decision Making**Demonstrates**:*** The ability to rapidly assimilate and analyse complex information, including legislation; considering the impact of decisions before taking action; and anticipating challenges.
* The ability to review, evaluate, make and challenge decisions where appropriate.
* The ability to think strategically, with strong analytical and judgement skills.
* Effective problem-solving capacity in complex work environments.
* The ability to consider the range of options available, involve other parties at the appropriate time

**Communication & Interpersonal Skills**Demonstrates**:*** Excellent interpersonal and communication skills, with the capacity to collaborate and negotiate with all levels of staff including senior executive staff members and work with a wide range of individuals and groups.
* Excellent writing and presentation skills including the ability to prepare and present accurate, concise and logically presented briefings for key stakeholders.
* A track record of building and maintaining key internal and external relationships in achieving organisational goals.

**Personal Effectiveness**Demonstrates**:*** The ability to deal with challenging/ difficult situations in a constructive fashion, maintaining composure when dealing with crises and keeping a sense of perspective and balance in challenging circumstances
* A strong sense of personal self-belief and integrity and a willingness to be an independent voice where necessary
* A core belief in and passion for the sustainable delivery of high-quality customer focused services.
* 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. |

**Head of Service, National Appeals 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 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)

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| €111,823, | €116,485, | €121,143, | €125,801, | €130,459 |

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 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.For further information, guidance and resources please visit: [HSE Children First Webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc., and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named, and roles and responsibilities detailed in the relevant Site-Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |
| **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/). |

 A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy

1. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)