

**Project Manager (Grade VII)**

**Integrated Care Programme for Older People**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Project Manager (Grade VII)*(Grade Code: 0582)* |
| **Campaign Reference** | NRS14770 |
| **Closing Date** | Friday 16th May 2025 at 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** | **Integrated Care Programme for Older People Enhanced Community Care Programme & Primary Care Contracts**There is currently one specified purpose whole-time vacancy available for a duration of 12 months in the Enhanced Community Care Programme & Primary Care Contracts, Floor 2, Model Business Park, Model Farm Road, Cork. T12 HT02The Line Manager is open to engagement as regards the expected level of on-site attendance at the above location, in the context of the requirements of this role and the HSE’s Blended Working Policy The post holder will be required as part of the role to travel to meetings nationally.A panel may be formed as a result of this campaign for **Project Manager (Grade VII), Integrated Care Programme for Older People, Enhanced Community Care Programme & Primary Care Contracts, National Services and Schemes** from which current and future, specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | **Name:** Alice McGinley, Head of Service, Community Healthcare Networks and ICPOP Lead**Email:** alice.mcginley@hse.ie**Mobile:** 0872462532 |
| **Details of Service** | **Integrated Care Programme for Older People (ICPOP) & Enhanced Community Care Programme (ECC)**In line with Sláintecare, the Enhanced Community Care Programme (ECC) objective is to deliver increased levels of health care with service delivery reoriented towards general practice, primary care and community - based services. The focus is on implementing an end-to-end care pathway that will care for people at home and over time prevent referrals and admissions to acute hospitals where it is safe and appropriate to do so, and enable a “home first” approach.The ECC Programme was allocated €240m for the establishment of 96 Community Healthcare Networks (CHNs), 30 Community Specialist Teams for Older people, 30 Community Specialist Teams for Chronic Disease, national coverage for community intervention teams and the development of a volunteer-type model in collaboration with Alone.The work that has been undertaken by the Integrated Care Programmes for Older People and Chronic Disease over recent years, has shown that improved outcomes can be achieved particularly for older people who are frail, and those with chronic disease, through a model of care that allows the specialist multidisciplinary team engage and interact with services at CHN level, in their diagnosis and on-going care.With the support of the Department of Health (DoH) and Sláintecare, these models are now being implemented at scale, by the HSE, with the establishment and full rollout of 30 Community Specialist Teams for Older People and 30 Community Specialist Teams for Chronic Disease to support CHNs and GPs to respond to the specialist needs of these cohorts of the population, bridging and linking the care pathways between acute and community services with a view to improving access to and egress from acute hospital services.These Community Specialist Teams will service a population on average of 150,000 equating on average to 3 CHNs. Ideally, the teams will be co-located together in ‘hubs’ located in or adjacent to Primary Care Centres reflecting a shift in focus away from the acute hospital towards general practice, a primary care & community-based service model. The services are fully aligned with the acute system with clinical governance being provided though the relevant model 4 or 3 hospitals, but with the services being delivered in the community setting. The focus is on an end-to-end pathway that will prevent admissions to acute hospitals where it is safe and appropriate to do so.The ECC Model is underpinned by a set of key principles including: * Identifying and building health needs assessments at a population of 50,000 based on a population health planning approach i.e. population stratification thereby ensuring the right people get the right service based on the complexity of their health care needs. •Utilisation of a whole system approach to integrating care based on person centred models, while promoting self-care in the community.
* Learning from and delivering services based on best practice models in the community and the extensive work of the integrated care clinical programmes particularly in Older Persons and Chronic Disease services
* Availability of a timely response to early presentations of identified conditions and the ability to manage appropriate levels of complexity related to same.

The Health Regions Implementation involves the internal reorganisation of the HSE into six operational regions with responsibility for the planning and coordinated delivery of health and social care services within their respective defined geographies. While the full implementation will be a multi-year journey, the Health Region approach was stood up in March 2024 and will continue to progress throughout 2024 and 2025. The changes in healthcare governance arrangements are being designed to make our services easier to navigate for people, and to facilitate more integrated care, stronger accountability, and greater transparency across the sector. This in turn aims to foster change and innovation at a local level to deliver high-quality services to populations based on their needs, making our service a better place to work for our staff. The move to a regionalised approach, represents a major shift in the approach to the planning, funding and delivery of health and social care services. In line with international best practice, the new arrangements will support a population-based approach to the planning and resourcing of the geographic delivery of services to improve health outcomes for people in Ireland. As part of these reforms, the operational focus is moving from the HSE Centre to the Health Regions and Integrated Healthcare Areas (IHAs), to allow the regional structures to have the intended level of appropriate authority and operational control of services in their region. The HSE Centre will develop and oversee standards and guidelines for implementation at regional level. The focus of HSE Centre will be supporting the Health Regions on planning, enabling, performance and assurance (PEPA). |
| **Reporting Relationship** | The post holder will report to the Head of Service, Community Healthcare Networks and ICPOP Lead or other nominated manager |
| **Key Working Relationships** | The post holder will develop effective working relationships with the following:* Key personnel within the HSE Integrated Care Programme for Older People (ICPOP) and National Services
* Key clinical and operational personnel within the Health Regions
* Key personnel within Voluntary Service Providers
* Key personnel within the academic sector
* Key personnel within the public and private residential care sector
* Office of Nursing Midwifery Service Directorate
* HSE Internal Audit Division
* Acute Hospital and / or Community Operations Management Teams
* HR, Finance, Communication and Business Information Leads
* Relevant HSE Information and Communication Technology leads and support staff
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| **Purpose of the Post**  | The purpose of the post is to effectively support the work of the Integrated Care Programme for Older People (ICPOP). The post holder will;* Provide project management and administrative expertise and support to the Head of Service in achieving the aims of the respective functions.
* Support the Head of Service in planning and coordinating the national functions for the delivery of the significant reform agenda within the ICPOP ECC programme using a best practice approach to the delivery of change within the healthcare system.

The post holder will lead and participate in work streams as assigned. |
| **Principal Duties and Responsibilities** | The position of Project Manager encompasses both managerial and administrative responsibilities, which include the following:**Integrated Care Programme for Older People (ICPOP)** * Support the Programme Manager on the implementation and delivery of the significant reform agenda within the ICPOP ECC programme using a best practice approach to the delivery of change with the healthcare system.
* Provide project management support to ICPOP ECC services as outlined in the National Service Plan.
* Provide project management support to the change programme outlined in the National Service Plan including tracking of project milestones and deliverables.
* Achieve specific outcomes within specific timeframes in line with the national process.
* Develop and maintain positive working relationships with key stakeholders both internal and external.
* Set and continually manage project expectations with team members and other stakeholders.
* Proactively manage changes in the project scope, identify crises and devise contingency plans.
* Identify requirements for, and co-ordinate progress reports, proposals, communication strategies, parliamentary queries, press releases, newsletters, presentations and required documentation, and ensure these are prepared and delivered within timeframes.
* Working with and through others – influencing to achieve agreed outcomes.

**Administration*** Provide Project Management Support to the Head of Service for the Integrated Care Programme for Older People (ICPOP).
* Ensure the efficient day-to-day administration of area of responsibility.
* Support the preparation and issuing of office documentation (correspondence, reports etc.) to the highest standard.
* Ensure policies and procedures are well documented and understood and adhered to by staff in own section.
* Ensure accurate attention to detail in own work and work of team.
* Ensure appropriate technology is used to ensure work is completed to a high standard.
* Ensure that archives and records are accurate and maintained confidentially in systematic order and readily available to the appropriate authority.
* Ensure that the service is kept informed of issues and a two way communication line is in place.
* Co-operate and work in harmony with the administration team, ensuring that monthly administration team meetings take place and agreed follow up actions identified are dealt with in a timely manner.
* Partake on team meetings as required by the Line Manager and record these meetings as required. Participate as necessary on local Strategic Planning Committee meetings for the service planning delivery of services.
* Maintain and update tracking systems to ensure correspondences are appropriately logged, distributed in a timely manner to relevant departments.
* Ensure Parliamentary Questions (PQs) Political Representations and other information requests are co-ordinated and appropriately responded to in collaboration with the line manager or other designated officer.
* Monitor existing processes, development of associated control systems and encourage continuous process improvements. Ensure IT systems and electronic hardware is up to date; electronic files/folders are securely in operation by all administration personnel incorporating Data Protection and GDPR guidelines. Carry out quarterly audits and proactively identify any shortfalls and proactively identify measures under where these shortfalls can be addressed.
* Ensure that all hardcopy correspondences and documentation are filled in appropriate filing system by encouraging appropriate data storage to minimise the risk of breach of Data Protection and GDPR and safe office work environment.
* Ensure the necessary systems are in place for on-line video consultations/meetings via the HSE approved and supported platforms.
* Liaise and work with team to ensure accurate information is supplied at various stages as requested.
* Maintain confidentiality and a high level of professionalism at all times.
* Any other duties relevant to the post as assigned by the line manager.

**Human Resources / Supervision of Staff*** Liaise with relevant stakeholders in the collation and return of relevant HR documentation and data in a timely manner.
* Engage in Garda Vetting process as and when appropriate in respect of relevant areas of responsibility.
* Supervise and enable other team members to carry out their responsibilities.
* Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards.
* Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
* Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
* Identify and agree training and development needs of team and design plan to meet needs.
* Conduct regular staff meetings to keep staff informed and to hear views.

Keep in touch with workloads of staff members to gauge levels of stress and morale in the team.**Customer Service*** Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect.
* Seek feedback from service users/customers and implement change to incorporate same, in agreement with line manager.
* Promote understanding of/commitment to the principles of confidentiality.

**Service Delivery and Improvement*** Embrace change and adapt local work practices accordingly, ensuring team knows how to action changes.
* Encourage and support staff through change processes.
* Ensure new technology and work methods and/or processes are encouraged throughout and adapted into the service promoting efficiency in administrative roles.
* Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise.
* Ensure line management is kept informed of issues or concerns that arise within your remit.
* Monitor the effectiveness of service delivery in conjunction with the Line Manager and/or Service Manager.
* 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 current work standards are met by own team.
* Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, Freedom of Information (FOI) Acts etc.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Pursue continuous professional development in order to develop management expertise and professional knowledge.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards 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**\* A list of ‘other statutory health agencies’ can be found:<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. Eligible applicants will be those who on the closing date for the competition:

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|  | Have satisfactory experience in an office under 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 at a level not lower than that of Grade IV (or equivalent) andHave not less than two years satisfactory experience either in that office or in an office at a level not lower than that of 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 |

and* 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge 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. |
| **Post Specific Requirements** | * Experience in project management and leading and reporting on project deliverables as relevant to the role, including producing high quality project reports.
* Experience in managing a team
* Experience in implementing change
* Experience working in a busy office environment which has involved interacting in a professional manner with senior management and other key internal and external stakeholders.
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| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role as post may involve some travel.A flexible approach to working hours is required in order to ensure deadlines are met. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Knowledge and awareness of the work of the Integrated Care Programme for Older People (ICPOP) and Older Persons Services.
* Experience in professional writing including; the generation of documents such as; letters, reports and presentations etc.
* Excellent ICT skills including MS Office suite (e.g. Word, Excel, PowerPoint) and experience of using the Internet effectively e.g. Tele/Videoconferencing, Virtual meetings and experience of using shared drive systems etc.
* Knowledge of the health service and how it works.
* Excellent writing skills and attention to detail.
* Knowledge and experience of data collation, analysis and report writing.
* Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes.

**Planning and Managing Resources** * Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively.
* Demonstrate responsibility and accountability for the timely delivery of agreed objectives.
* Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.

**Commitment to a Quality Service*** Demonstrate ability to develop and/or implement standards, policies, procedures and guidelines.
* Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.
* Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility.
* Embraces and promotes the change agenda, supporting others through change.
* 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 and complex 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 confidently explain the rationale behind decisions when faced with opposition.
* Experience of managing multiple competing priorities and deadlines, where it was essential to analyse and interpret information to inform timely decisions.

**Team Working*** The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
* Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects.
* Demonstrate leadership; creating 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*** Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills.
* Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment.
* 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 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. |



**Project Manager (Grade VII)**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancy available is specified purpose (12 month contract duration) and whole-time.The post is pensionable. A panel may be created from which future 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):€59,419 - €60,870 - €62,566 - €64,268 - €65,976 - €67,501 - €69,054 - €70,566 -€72,067 - **€74,650 - €77,243 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 weekly working hours of attendance for your grade are 35 hours per week. Your normal weekly working hours are 35 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[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)