

Digital Learning Specialist (Grade VII)

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Digital Learning Specialist (Grade VII)*(Grade Code: 0582)* |
| **Campaign Reference** | NRS14774 |
| **Closing Date** | Monday 23rd of June 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** | There is currently one permanent whole-time vacancy available in Quality and Patient Safety (QPS) Intelligence and Education Team, National Quality and Patient Safety, Office of the Chief Clinical Officer. Stewarts Hospital, Palmerstown, Dublin 20.The Line Manager is open to engagement as regards the expected level of on-site attendance at Stewart’s Hospital, Mill Lane, Palmerstown, Dublin 20, 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 **Digital Learning Specialist (Grade VII) Quality and Patient Safety** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Veronica Hanlon, Educationalist. Email: veronica.hanlon@hse.ie  |
| **Details of Service** | National Quality and Patient Safety is situated within the office of Chief Clinical Officer (CCO). The team work in partnership with services, patient partners, and other internal and external partners to improve patient safety and the quality of health and social care. The team proactively oversees quality and patient safety standards aimed at minimising patient harm and reducing unwarranted variations to ensure a consistent, high quality healthcare service experienced by all. Information is gathered and insights drawn from various sources to monitor and measure success. The team’s goal is to embed a culture of patient safety and quality improvement at every level of the health and social care service. This is achieved through developing a collaborative culture aimed at repeating and improving on positive outcomes and minimizing adverse outcomes. The work of NQPS is underpinned by the HSE Patient Safety Strategy and its 6 commitments to patient safety. |
| **Reporting Relationship** | The post holder will report to the QPS Educationalist. |
| **Key Working Relationships** | The post holder will engage with:* Teams working within National Quality and Patient Safety and across the Office of the Chief Clinical Officer.
* HSE e-health and Technology and Transformation
* HSE Digital Communications
* The HSeLanD team and their commissioned digital partners.
* Subject matter experts in relation to content development for programme design.
* Digital Software providers.
* Other digital learning specialists internal and external to the HSE.
* Accessibility agencies.
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| **Purpose of the Post**  | The purpose of this post is to provide in-house learning design and content development expertise. It is also to provide advice in the analysis, design, development, delivery and evaluation of NQPS learning programmes, using digital technology and virtual learning environments. |
| **Principal Duties and Responsibilities** | The post holder will: **Provide learning design advice and support to NQPS programme designers.*** Develop learning design tools and checklists to support a standardised approach to learning design within NQPS.
* Participate in programme design project teams and advise on design solutions for programme development.

 **Provide digital content development expertise to support the design and development of NQPS education and learning programmes.*** Design and develop engaging, content-rich learning solutions for e-learning, virtual learning, mobile learning and in-person learning programmes.
* Produce immersive, interactive, and engaging materials, to include video, web content, PowerPoint presentations, infographics, diagrams, drawings, 3D content and other media for training and assessment.
* Co-ordinate the development of a repository of digital assets for inclusion in learning programmes such as audio podcasts, videos, music, and images etc. whether developed internally or commissioned from external sources.
* Apply NQPS branding guidelines and to work within the parameters of these.
* Be aware of and comply with copyrighting and licensing laws and restrictions.
* Develop and manage the quality assurance process for digital content.
* Quality assure, test and refine digital content and e-learning programmes in preparation for upload of digital content onto HSeLanD or other learning platforms.
* Manage stakeholder relationships with digital learning providers and other digital learning specialists within the health service.
* Engage in continued research of emerging trends, tools, software, and best practice in relation to digital learning and content production.

**Provide virtual learning expertise to support the delivery of NQPS education and learning programmes.*** Provide advice and support in the use of virtual learning environments and platforms.
* Provide advice and support in the use of learning collaboration tools to ensure an engaging and stimulating experience for learners.
* Manage the subscription and licence arrangements for software used for the design, delivery and evaluation of education programmes.

**Manage the National Quality and Patient Safety Learning Management System (LMS)*** Manage and maintain the LMS, ensuring it is up-to-date and functioning properly.
* Work with the HSeLand team and their digital partners to configure the LMS to meet the needs of the NQPS team.
* Monitor system performance and troubleshoot issues as they arise.
* Upload, organise, and manage digital learning content within the LMS.
* Ensure that all learning materials are accessible and properly categorized.
* Update and archive content as needed to keep the LMS current.
* Provide technical support to users, including troubleshooting and resolving LMS-related issues.
* Conduct training sessions for NQPS staff and learners on how to use the LMS effectively.
* Develop user guides and documentation to assist with LMS navigation and usage.
* Track and analyse user engagement and performance data within the LMS.
* Generate reports and provide insights to improve digital learning strategies.
* Use data to identify trends and make recommendations for content and system improvements.
* Collaborate with subject matter experts to ensure content accuracy and relevance.
* Stay updated with the latest LMS features and best practices to enhance the learning experience.

**Work towards ensuring NQPS education and learning programmes comply with web accessibility and inclusion standards and requirements.*** Provide advice on applying the key principles of the Web Content Accessibility Guidelines (WCAG 2.1) in the analysis, design and review of digital learning projects.
* Develop, implement and evaluate an action plan to ensure compliance of existing and future digital learning programmes with standards required under the EU Web Accessibility Act.
* Assess accessibility and inclusion of digital learning content against WCAG 2.1.

**Service/Operation Planning & Performance*** Effectively manage multiple projects and initiatives from analysis, design, creation, development and delivery through to evaluation.
* Contribute to data collection and analytics as appropriate to digital learning.
* Represent the NQPS on relevant working groups as required.
* Contribute to the NQPS service and operational planning process.
* Support the operation of the QPS Intelligence and Education team.
* Collaborate with internal and external stakeholders to design, develop and promote the annual QPS Prospectus of Education and Learning Programmes.
* Promote and participate in the implementation and management of change as relates to the Patient Safety Strategy.
* Support NQPS to proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures.
* Working collaboratively with NQPS, maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area of work.
* Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.

**Finance*** Contribute to the planning, monitoring and control of expenditure in line with NQPS Operational Budget and HSE Financial Regulations.
* Support the management of funded projects and initiatives to deliver high quality services, value for money and in compliance with good governance.

**Other*** Working collaboratively with internal teams and contribute to the development of policies and procedures for own area.
* Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Have a working knowledge of the QPS Competency Navigator (2025) the Framework for Improving Quality in our Health Services (2016), HSE Change Guide “People’s Needs Defining Change, (2018).
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | ***This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867***1. Eligible applicants will be those who on the closing date for the competition:

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 2004And1. 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.\* 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/> |
| **Post Specific Requirements** | * Experience in working in a quality and patient safety role/environment.
* Significant experience in designing and developing digital learning programmes to include experience in using an instructional design approach.
* Significant experience of creating and editing digital content using software such as Articulate 360, Vyond, Veed, YouTube, Adobe Creative Cloud Canva and SMART Survey.
* Experience in using virtual learning and collaboration software such as MS Teams, Zoom, Cisco Webex, Slido, and Mural.
* Experience of working collaboratively with multiple internal and external stakeholders as relevant to the role
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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*** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.
* Have knowledge and understanding of quality and patient safety strategies, guidelines, legislation and regulations.
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* Knowledge and understanding of the process of learning design, delivery and evaluation.
* Knowledge of the health service including a good knowledge of Sláintecare.
* Knowledge and understanding of HSE Patient Safety Strategy commitments and actions, and experience in designing, facilitating or delivering education related to same.
* Have knowledge and understanding of adult learning theory and the process of teaching and learning from initial design through delivery and implementation.
* Good knowledge and experience of appropriate standards and legislation e.g. National Standards for Safer Better Health Care.
* Experience of working in multidisciplinary teams and ability to work on own initiative as well as part of a wider team.
* Knowledge and understanding of learning design tools and techniques.
* Experience of creating and editing digital content for Quality and Patient Safety. For example, e-learning programmes and animated videos.
* Experience of creating visually engaging content using graphic design software.
* Experience of using virtual learning environments and learning collaboration software.
* Experience of managing/administration of a LMS (learning management system).
* Knowledge and understanding of the European Accessibility Act and WCAG 2.1 and how they relate to education and learning.
* Experience in facilitating learning programmes and supporting learners to engage effectively.
* Experience of evaluating training using surveys and digital software.
* Excellent MS Office skills to include Word, Excel and PowerPoint.

**Communications & Interpersonal Skills*** Excellent training and facilitation 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.

**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.

**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.

**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.

**Commitment to a Quality Service*** 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.
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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. |



**Digital Learning Specialist (Grade VII)**

**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)€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-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)