 Policy and Quality Assurance Manager (Grade VIII)

Workplace Health & Wellbeing Unit, National HR Division

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Policy and Quality Assurance Manager (Grade VIII)  (Grade Code: 0655) |
| **Campaign Reference** | NRS14806 |
| **Closing Date** | 15:00PM on 15/07/2025 |
| **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 based in Dr. Steeven’s Hospital, Steevens Lane, Dublin 8.  A panel may be formed as a result of this campaign for Policy and Quality Assurance Manager (Grade VIII), Workplace Health & Wellbeing Unit, National HR from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | We welcome enquiries about the role.  Contact Director Workplace Health and Wellbeing Unit [dwhw@hse.ie](mailto:dwhw@hse.ie) for further information about the role. |
| **Details of Service** | The Workplace Health and Wellbeing Unit is a national office, based within the Human Resources Division, that provides governance, oversight and co-ordination of the following:   * Provision of services to prevent staff becoming ill or injured at work - this is led through the Occupational Health Services and the National Health and Safety Function. * Active promotion of Staff Health Services and Human Resources portfolios. * Provision of counselling and psychosocial supports for staff through the Employee Assistance Programme |
| **Reporting Relationship** | The post holder will report to the Director, Workplace Health & Wellbeing Unit or other senior designated officer. |
| **Key Working Relationships** | The proper execution of duties will involve the development of appropriate communication arrangements with key stakeholders, both internal and external. These include, but are not limited:   * Occupational Health Services including physicians, nurses and practice managers * National Lead for the Employee Assistance Programme * National Lead for Health and Safety * State Claims Agency * HSE National Directors * REOs * Clinical Directors * Directors of Nursing * Department of Health * Postgraduate training bodies and patient & professional representative groups |
| **Purpose of the Post** | The purpose of this post is to ensure a suite of Workplace Health and Wellbeing Unit, and Occupational Health Policies, Procedures, Protocols and Guidelines (PPPGs) is developed and maintained for application nationally throughout the HSE Occupational Health Services. These PPPGs will include health surveillance and will address/embody all relevant legal requirements/duties, guidelines and best practice.  The post will play a pivotal role in auditing compliance with the above and the collation and interpretation of relevant Key Performance Indicators (KPIs) to assist with benchmarking of the HSE Occupational Health Services.  The post will also assist with, and lead out on, Quality, Patient and Safety (QPS) initiatives relevant to the HSE Occupational Health Services and assist the Director with processes under the Incident Management Framework (IMF) as required.  The post will also involve managing a dedicated budget and assigned team members. |
| **Principal Duties and Responsibilities** | The main duties and responsibilities of the Grade VIII Policy and Quality Assurance Manager will be as follows:  **Office of the Director, Workplace Health & Wellbeing Unit**   * Support the implementation of processes and procedures for the effective discharge of the unit’s day to day operations. * Provide management support to the Director, Workplace Health & Wellbeing Unit, in the performance of assigned functions. * Represent the Workplace Health & Wellbeing Unit at meetings, on internal and external committees and working groups as required. * Support the Director, Workplace Health & Wellbeing Unit in setting and delivering strategic objectives. * Support the Director, Workplace Health & Wellbeing Unit in the implementation of policies, strategies and recommendations, as directed by the Chief People Officer. * Act as the line manager for allocated staff assigned to area of responsibility. * Create a positive working environment, which contributes to maintaining and enhancing effective communication and working relationships within the Workplace Health & Wellbeing Unit.   **Policies, Procedures, Protocols and Guidelines (PPPG)**   * Review current PPPGs relating to the Workplace Health & Wellbeing Unit and HSE Occupational Health Services including health surveillance. * Identify areas where PPPGs need to be implemented or updated. * Develop and maintain Workplace Health and Wellbeing Unit, and national Occupational Health Policies, Procedures, Protocols and Guidelines (PPPGs) including health surveillance in line with all relevant legal requirements/duties, guidelines and best practice. * Develop and maintain a central repository of relevant PPPGs and implement a plan for the ongoing development, review, audit of compliance and updating of these PPPGs. * Prepare and deliver training on PPPGs to Workplace Health & Wellbeing staff, HSE Occupational Health Services and others, if required. * Respond to changes in legislation and national policies related to or that impact the Workplace Health & Wellbeing Unit, and the HSE Occupational Health Services, and develop action plans to ensure compliance with and implementation of such policies and that any existing PPPGs are updated if required. * Assess audit requirements and priorities with regard to Workplace Health & Wellbeing Unit, and HSE Occupational Health Services, including health surveillance, PPPGs. * Lead on the development and implementation of an audit programme to ensure that the Workplace Health & Wellbeing Unit, and HSE Occupational Health Services are adhering to PPPGs. * Write up audit reports, including findings, required actions, relevant timelines and risk assessments. * Provide regular reports to the Director, Workplace Health & Wellbeing Unit on progress with regard to PPPG development, review, audit, and updates.   **Key Performance Indicators (KPIs)**   * Lead on the development and implementation of Key Performance Indicators (KPIs) to assist with benchmarking of the HSE Occupational Health Services. * Lead on the development and implementation of a dashboard which triangulates Workplace Health & Wellbeing Unit KPIs and metrics. * Implement a plan for the ongoing collection of KPIs and metrics, and analyse and interpret this data to assist in the identification of key trends.   **Quality, Patient and Safety (QPS) and Incident Management Framework (IMF)**   * Lead on the development and implementation of Quality, Patient and Safety (QPS) initiatives relevant to the Workplace Health and Wellbeing Unit and HSE Occupational Health Services as deemed appropriate by Director. * Lead on the development and embedding of relevant Quality Improvement Frameworks across the Workplace Health and Wellbeing Unit, and Occupational Health Services as deemed appropriate by Director. * Provide oversight and management of National Incident Management System (NIMS) reporting relevant to the Workplace Health and Wellbeing Unit and HSE Occupational Health Services. * Assist and support the Director with the management of Workplace Health and Wellbeing Unit risk registers. * Assist and support the Director with processes as outlined within the HSE’s Incident Management Framework. This may include but is not limited to; being a Senior Incident Management Team member, conducting interviews, collating and analysing information and overseeing other processes in line with the framework. * Assist and support the Director with the implementation and monitoring of relevant Occupational Health standards.   **Project Management**   * Lead projects on behalf of the Director, Workplace Health & Wellbeing Unit, as required.   **Risk Management, Quality, Health & Safety**   * Adequately identifies, assesses, manages and monitors risk within their area of responsibility. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards 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.   **Education & Training**   * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **Administrative** / **Management**   * Act as spokesperson for the Organisation as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders   **Other Responsibilities**   * The line management of staff assigned to assist the Grade VIII Policy and Quality Assurance Manager * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service * Ensure compliance with Controls Assurances Review Processes, in line with the requirements set out for a Grade VIII * Demonstrate pro-active commitment to all communications with internal and external stakeholders * To act as spokesperson for the Organisation as required. * Have a working knowledge of the HSE regulatory requirements and standards such as Controls Assurances, Occupational Health Standards, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards, HSE Incident Management Framework, HSE Patient Safety Strategy, and the Safety, Health and Welfare at Work Act 2005.   **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:**   * Relevant third level qualification in the area of Health & Safety or Occupational Health * Significant experience of project management * Significant experience of facilitating and managing change and service delivery improvement projects in a complex healthcare related environment, as relevant to the role * Significant experience of high level business writing, including report writing, business case development and preparation of other high level business documentation * Significant experience of providing communications support to projects and initiatives and the production of engaging communications content. For example, contributing to corporate reports, development of information leaflets, posters and other campaign documentation, the development of web content for publication and digital content management, * 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 require the holder to travel to attend meetings at various sites * Flexibility in relation to working hours to fulfil the requirements of the role |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**  Demonstrates:   * Knowledge of the health service including a good knowledge of HSE reform * Knowledge and understanding of the HSE structure, key strategies and policies * Knowledge and understanding of the Workplace Health & Wellbeing Unit * Experience of managing projects and / or programmes to successfully deliver agreed outputs, having full ownership of all stages of the project management cycle * An understanding of the challenges of leading a complex change project with significant technology, process, clinical change, interdependency and HR challenges * Knowledge of monitoring and evaluating project progress and outcomes * An understanding of the HSE Change Guide * An understanding of the HSE Incident Management Framework * An understanding of the HSE Patient Safety Strategy * An understanding of the HSE Policies, Procedures, Protocols and Guidelines (PPPG) development and management. * An understanding of the Safety, Health and Welfare at Work Act 2005 * Experience of developing policies, procedures and guidelines * Proficiency in using Online Meeting Platforms * Experience of working collaboratively with cross functional teams and with multiple internal and external stakeholders * Excellent IT skills, including Advanced MS Office skills. * Exceptional interpersonal skills: the ability to build and maintain relationships with Workplace Health & Wellbeing colleagues and internal and external stakeholders   **Managing & Delivering Results (Operational Excellence)**  Demonstrates:   * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines, while consistently maintaining high standards and positive working relationships * Evidence of effective programme / project planning and organisational skills, including an awareness of resource management and the importance of value for money * The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment * A capacity to operate successfully in a challenging operational environment while adhering to quality standards * The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strive to improve service delivery * The ability to adequately identify, assess, manage and monitor risks within their area of responsibility   **Critical Analysis, Problem Solving & Decision Making**  Demonstrates:   * The ability to analyse and interpret information and contribute to decisions quickly and as accurately as appropriate * The ability to critically review and advise senior management on proposals, reports and other high level business documents * Excellent analytical skills to enable analysis of data, interpretation of data and data extraction from multiple data sources * The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action and anticipating challenges that may arise. * The ability to consider the range of options available, involve other parties at the appropriate time and level to make balanced and timely decisions * A capacity to develop new proposals and put forward solutions to address problems in a timely manner * Effective problem solving, analytical and decision making skills in complex work environments   **Leadership, Direction & Managing Change**  Demonstrates:   * Effective leadership and management capacity to excel in a challenging and busy environment * A track record of leading service innovations and improvements * The ability to improve efficiency within the working environment and to evolve and adapt to a rapid changing environment * Evidence of being a positive driver for change and process improvement * Vision in relation to what changes are required to achieve immediate and long-term organisational objectives * The capacity to encourage others to embrace the change agenda * The capacity to balance change with continuity and to continuously strive to improve service delivery, create a work environment that encourages creative thinking and maintain focus, intensity and persistence, even under increasing complex and demanding conditions * The ability to proactively identify areas for improvement, exploring possible solutions with a strong service user focus * Ability to support, empower and influence others in changing work practises in a challenging environment and within existing resources * Flexibility and adaptability to meet the requirements of the role   **Building and Maintaining Relationships**  Demonstrates:   * Excellent interpersonal skills to facilitate work with a wide range of individuals and groups * A track record of building and maintaining key internal and external relationships to achieve organisational goals * Ability to work as part of a multi-disciplinary team and in a multi-stakeholder environment * Ability to lead, direct and influence others in a complex and changing environment and ensure buy-in to plans and their implementation * An ability to explain, advocate and express facts and ideas in a convincing manner and actively liaise with individuals and groups internally and externally * Evidence of negotiation and influencing skills in a complex work environment * Effective conflict management skills. * A real interest in and commitment to developing others   **Commitment to a Quality Service**  Demonstrates:   * The ability to interact in a professional manner with colleagues, business managers and other key stakeholders * Excellent interpersonal and communications skills to facilitate work with a wide range of internal and external stakeholders * The ability to facilitate and encourage two-way communication up and down the hierarchy * Effective conflict management skills. * High standards of written and verbal communication skills * The ability to present information clearly, concisely, and confidently * The ability to tailor communications to meet the needs of a wide range of internal and external stakeholders * The ability to deal with challenging and sometimes difficult situations in a constructive manner * A strong emphasis on achieving high standards of excellence * A core belief in and passion for the sustainable delivery of high quality user focused services * A commitment to continuing professional development |
| **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. | |

 **Policy and Quality Assurance Manager (Grade VIII)**

**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: (at 01/03/2025)    €81,444, €82,175, €85,389, €88,616, €91,818, €95,033, €98,231  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. |
| **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/). |

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)