

**Social Worker, Team Leader (Education Co-Ordinator)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Social Worker, Team Leader (Education Co-Ordinator)  (Grade Code: 3902) |
| **Campaign Reference** | NRS14809 |
| **Closing Date** | **Tuesday 01st July 2025 at 12:00 noon**. |
| **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 Safeguarding Office, St Joseph’s Health Campus, Limerick  The General Manager, National Safeguarding Office, is open to engagement as regards the expected level of attendance at the above base (St Joseph’s Campus, Mulgrave Street, Limerick) in the context of the requirements of the role and the HSE’s Blended Working Policy.  A panel may be formed as a result of this campaign for **Social Worker Team Leader (Education Co-Ordinator), Adult Safeguarding, National Safeguarding Office** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Tim Hanly, General Manager, National Safeguarding Office  **Mobile:** 086 8237187  **Email:** [timg.hanly@hse.ie](mailto:timg.hanly@hse.ie)  Donal Hurley, Principal Social Worker, National Safeguarding Office  **Mobile:** 0877918381  **Email:** [donal.hurley@hse.ie](mailto:donal.hurley@hse.ie) |
| **Details of Service** | The [Safeguarding Vulnerable Persons at Risk of Abuse – National Policy and Procedures’ (2014)](https://www.hse.ie/eng/services/publications/corporate/personsatriskofabuse.pdf) outlines a number of principles to promote the welfare of adults deemed at risk of abuse. This policy was developed to provide a consistent framework and process to prevent and respond to safeguarding concerns across older person’s services and disability services. Adult safeguarding is an evolving area. Current practice is informed by the strong person-centred principles and requirements of the Assisted Decision-Making (Capacity) Act 2015..Aligning with the strategic direction set out under Sláintecare (2017) the advancement of adult safeguarding is a priority for the HSE and has been identified as one of the common causes of harm in the HSE Patient Safety Strategy (2019-2024). Future reform of adult safeguarding policy and procedures are envisaged with the implementation of the Moving Forward , Adult Safeguarding in the Health Services Executive, Report (2024) in addition to the Health Sector Adult Safeguarding Policy being finalised by the Department of Health and due for publication in early 2025. There is an increased focus on the prevention of harm by empowering service users and staff, by the anticipation and timely response to risks and the promotion of collaborative integrated work in safeguarding across disciplines, sectors and environments.  Safeguarding Teams were developed as part of the HSE safeguarding policy implementation with a variety of functions including to undertake screening, assessment, safeguarding planning as well as the oversight of safeguarding activity in older persons and disability services. The HSE National Safeguarding Office (NSO) under the leadership of the Office of Chief Social Worker has a role for policy oversight, the development of adult safeguarding education programmes ( both foundation and for designated officers) and practice resources as well as the collection of data. The NSO leads on a variety of improvement initiatives including an ICT system (Online System for Adult Safeguarding- OSAS), a risk assessment framework known as the Tool for Risk Interventions and Outcomes (TRIO) and the advancement of strengths based practice known as Making Safeguarding Personal (MSP).  TRIO is a risk assessment and intervention framework which facilitates the standardisation and measurement of safeguarding activity. The development of the TRIO was prompted by the desire to create a tool that would help guide adult protection social work practice and provide enhanced data regarding risks, interventions, and outcomes, and their relationships to one another. This tool has been adapted within an Irish context. The framework has been included as part of the development of a national safeguarding IT system for recording adult safeguarding activity.  Making Safeguarding Personal (MSP) is an initiative that aims to develop an outcomes focus on safeguarding work. A series of tools to support MSP, measure effectiveness, and improve safeguarding practice have been developed in the UK and are currently being applied for an Irish context. |
| **Reporting Relationship** | The post holder will report to the Principal Social Worker in the National Safeguarding Office |
| **Key Working Relationships** | National Safeguarding Office Team colleagues  National Safeguarding Office Leads Group  Safeguarding and Protection Teams  Office of the Chief Social Worker  Adult Safeguarding Designated Officer Training Facilitators  Designated Officers  HseLand colleagues  Relevant staff in education roles across health, nursing and social care including education providers within health and social care  Service Providers relevant to Adult Safeguarding  Community Health and Acute Services and services within Integrated Health Care Areas  Health and Community Health Networks  Work stream groups for activities co-ordinated by the National Safeguarding Office such as TRIO and MSP initiatives |
| **Purpose of the Post** | To support the delivery of effective adult safeguarding education and other relevant adult safeguarding roles undertaken by the National Safeguarding Office in line with the scope of the HSE adult safeguarding policy |
| **Principal Duties and Responsibilities** | The Social Worker Team Leader (Education Co-ordinator) will undertake the following principal duties and responsibilities under the direction of the Principal Social Worker:  **Professional**   * Co-ordinate the Designated Officer education programme and the overall organisation/ scheduling of the Designated Officer training programme * Advance the utilisation of Adult Safeguarding Managers toolkit of resources * Co-ordinate with HSeLand personnel on the delivery, updating and monitoring usage of the foundation elearning Adult Safeguarding programme * Contribute to the collection and reporting on data an key performance indicators (KPIs) related to education and training delivery in adult safeguarding * Engage closely with Safeguarding and Protection Teams on the delivery of regional education and learning training sessions including use of local train-the-trainer approach or other agreed approaches * Working on the completion of a training needs analysis (TNA) for Designated Officers to inform future education and training and framework. * Contribute to the development of the adult safeguarding training needs analysis and responses to the wider health and social care sector * Input into the delivery of the Making Safeguarding Personal initiative * Input into activity for the implementation of the TRIO model * Assist and support in the delivery of the Online System for Adult Safeguarding including education initiatives for end users of OSAS * Act as subject matter expert on adult safeguarding training and education relevant to practice * Work collaboratively with other members of the national safeguarding office team * Ensure under supervision of a principal social worker that any enabling materials and guidance is technically accurate and usable * Deliver a quality service ensuring professional standards are maintained in accordance with the requirements as set out by CORU <https://coru.ie/files-education/swrb-standards-of-proficiency-for-social-workers.pdf> * Ensure the delivery of social work services is in accordance with CORU’s Code of Professional Conduct and Ethics for the Social Work profession, relevant legislation and HSE policies, procedures, guidelines and protocols. * Apply social work values and ethical principles in work activity and practice * Ensure the implementation of models of best practice / evidence-based practice * Undertake ongoing professional supervision with supervisor * Take direct responsibility and show a high level of expertise in the support of stakeholders and colleagues on the utilisation of the OSAS safeguarding system * Devise reports and information on support and education needs * Promote the competence and self-reliance of OSAS system users, TRIO framework users and professionals using the MSP guidance * Support the delivery of safeguarding services in an integrated and multidisciplinary manner with a range of statutory and voluntary groups and organisations. * Ensure the promotion of the social model of care and recognition of the social determinants of health and well-being. * Ensure anti-discriminatory practice and cultural competence, at individual and service levels. * Participate in working groups/ committees/ fora as agreed by the General Manager or Principal Social Worker. * Keep the Principal Social Worker fully informed and up to date on all significant matters. * Assist on future user acceptance testing of upgrades of the OSAS system * Provide input into the drafting of updates and communication to system users on enhancements to OSAS system and software version releases to advance knowledge on any changes and documentation updates * Under direction of the General Manager and the Principal Social Worker contribute and assist in work programmes/ activities of the National Safeguarding Office * Participate and contribute to appropriate stakeholders activity and inter agency working groups as appropriate   **Education & Training**   * Show competence and capacity to deliver education and training especially in the area of Designated Officers * Maintain standards of practice and levels of professional knowledge by monitoring and reviewing the standards within their area of responsibility, participating in and organising continuous professional development initiatives and professional development planning. * Support the Education and Learning Coordination of training sessions nationally using train the trainer approach for change management projects such as TRIO and MSP * Keep updated on current and impending legislation and the perceived impact on practice * In collaboration with the Principal Social Worker ensure that training courses/ materials and content are regularly reviewed and appropriately updated * Keep abreast of developments in national policies and strategies and international best practice. * Keep up to date with organisational developments within the Irish Health and Social Services. * Actively engage in staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs of social workers. * Manage, participate and play a role in the practice education of students. * Act as a resource by participating in and promoting the education and training of other health professionals and service user groups including clinical audit and research. * Foster an understanding of the role and contribution of social work by providing professional consultation and education to other members of the service. * Take an active role in professional clinical supervision and engage in reflective practice in accordance with CORU requirements and the local / national supervision policy. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.   **Management**   * Provide leadership and motivation in optimising service delivery, developing teams and promoting change management. * Ensure compliance with and implement HR policies and procedures and guidelines. * Manage a budget if required and as defined by the Principal Social Worker. * Contribute to a range of reports including annual reports, performance indicators etc. as required. * Contribute to the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways. * Contribute to service plan process by recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future. * Maintain a high standard of documentation, including service user files in accordance with local guidelines, the Freedom of Information (FOI) and GDPR Acts. * Ensure the maintenance of service user and data confidentiality. * Deputise for the Principal Social Worker as required.   **Leadership**   * Develop and foster a team culture that values and empowers people, their skills, ideas and contributions. * Support the delivery of change to facilitate the implementation of any future adult safeguarding policy development and strategy. * Implement a structured two-way communications process that will foster a team spirit of openness, mutual respect and encourage active engagement by all the team to constantly review and improve the system. * Support the principal social worker and the General Manager in providing leadership in the area of change management to ensure that policies, programmes and activities are progressed * Input into the Monitoring of KPIs and support the Principal Social Worker and General Manager to provide feedback, support and guidance on required corrective actions.   **Change Management**   * Promote and participate in the implementation programme of change especially the Reform programme aligned to the Moving Forward Report Recommendations and Department of Health Sector wide adult safeguarding policy. * Proactively identify areas for improvement in service delivery, in line with legislation and benchmarking against best practice structures. * Encourage, influence and support staff through change process. * Positively represent the safeguarding ICT system across the organisation, with both internal and external stakeholders. * Manage internal communication, ensuring all internal stakeholders are informed, consulted as appropriate on items of relevance. * Support the Principal Social Worker and as appropriate provide support for the co-ordination of MSP and TRIO programmes * Contribute to the review and evaluation of education and training programmes   **Human Resources and Knowledge Management**   * Support and enable any staff within the area of responsibility with education and training to enable them carry out the functions of their post. * Engage in performance review processes as required. * Provide and promote knowledge transfer and upskilling to safeguarding practitioners on ICT system * Develop and motivate staff to work within a challenging environment and achieve team deliverables. * Facilitate cross-services meetings and/or workshops to enable knowledge, experience sharing, and ensure awareness. * Create a positive working environment, which contributes to maintaining and enhancing effective working relationships. * Manage and promote a quality internal and external service delivery. * Support and deputise as required for Line Management.   **Health & Safety**   * Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. * Document appropriately and report any near misses, hazards and accidents and bring them to the attention of designated individual(s) in line with best practice. * Work in a safe manner with due care and attention to the safety of self and others. * Be aware of risk management issues. * Adequately identifies, assesses, manages and monitors risk within their area of responsibility. * Comply with procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices. * Promote a culture that values diversity and respect. * 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** | **Candidates must have at the latest date of application:**   1. **Statutory Registration, Professional Qualifications, Experience, etc.**  |  |  | | --- | --- | | (a) | **Candidates for appointment must:** | | **(i)** | Be registered, or be eligible for registration, on the Social Workers Register maintained by the Social Workers Registration Board at CORU. | |  | **AND** | | **(ii)** | Have 3 years full time (or an aggregate of 3 years full time) relevant post qualification experience. | |  | **AND** | | **(iii)** | Have the requisite knowledge and ability (including a high standard of suitability, management and professional ability) for the proper discharge of the duties of the office. | | **(iv)** | Provide proof of Statutory Registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU **before a contract of employment can be issued.** |  1. **Annual registration**  |  |  | | --- | --- | | **(i)** | On appointment practitioners must maintain annual registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU. | |  | **AND** | | **(ii)** | Practitioners must confirm annual registration with CORU to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC). |  1. **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.   1. **Character**   Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Demonstrate depth and breadth of experience in the co-ordination and delivery of education and training programmes |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience**   * Demonstrate good knowledge of adult safeguarding policy and practice relevant to the role * Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession. * Demonstrates knowledge of the various theoretical models, approaches and interventions that apply in current practice across adult safeguarding. * Demonstrates a commitment to promoting and applying evidence based practice and research. * Demonstrate a clear understanding of risk assessment especially relevant to adult safeguarding. * Demonstrate an understanding of human rights-informed model of care delivery. * Demonstrate the ability to utilise supervision effectively and a commitment to continuous professional development.   Demonstrate digital experience regarding use of electronic case management and/ or data recording systems   * Demonstrate experience in using a range of software applications (MS Word, MS Teams, Excel, etc) * Demonstrate a willingness to develop further digital skills relevant to the role. * Demonstrate knowledge and experience of offering supervision, guidance and/or educational support to students or Professionally Qualified Social Workers.   **Planning and Managing Resources**   * Demonstrates the ability to effectively plan activities and co-ordinate resources to ensure value for money and maximum benefit for the organisation. * Demonstrates the ability to manage self and others in a busy working environment including the ability to prioritise and effectively handle multiple tasks. * Takes responsibility for the achievement of delivery targets by regularly monitoring, recording and reporting performance statistics / information. * Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service while promoting a model of person-centred care.   **Managing & Developing (Self & Others)**   * Demonstrates the ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others. * Actively promotes multi / interdisciplinary team working. * Demonstrates effective leadership, providing clear direction for staff in relation to the goals of their function and how they fit in with the broader organisational strategy. * Motivates and empowers staff by appropriately delegating responsibility and authority.   **Commitment to providing a Quality Service**   * Accepts accountability for standards of performance in area of responsibility. * Monitors and reviews the work of the team to ensure its quality and accuracy. * Demonstrates initiative and innovation in identifying areas for service improvement. * Motivates self and others in facilitating change and improving service delivery. * Promotes the service user as expert through experience by involving service users in care planning, decision-making and service development.   **Evaluating Information and Judging Situations**   * Formulates, articulates and demonstrates sound clinical reasoning / synthesises and analyses information available * Regularly quantifies and evaluates activities against service plans and takes timely action to correct potential difficulties. * Confidently explains the rationale behind decisions when faced with opposition or competing demands. * Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.   **Communications and Interpersonal Skills**   * Displays effective communication skills (verbal & written). * Maintains a professional relationship in all communications, treating others with dignity and respect * Demonstrates the ability to work collaboratively with others to understand and establish expectations and desired outcomes. * Demonstrates sensitivity, diplomacy and tact when dealing with others, is patient and tolerant when dealing with conflict situations. * Demonstrates strong negotiation skills, remains firm but flexible when putting forward a point of view. |
| **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. | |

**Social Worker, Team Leader (Education Co-Ordinator)**

**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  €70,277, €72,280, €74,287, €76,290, €78,294, €80,296, €81,063  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)