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**Grade VII, Medical Manpower Manager**

**NAS Critical Care and Retrieval Service (CCRS)**

**National Ambulance Service**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Grade VII, Medical Manpower Manager,**  (Grade Code 0582) |
| **Campaign Reference** | NRS14887 |
| **Closing Date** | Friday 19th September 2025 at 12.00pm |
| **Proposed Interview Date (s)** | Proposed interview date(s) will be indicated at a later stage. Please note you may be called forward for interview at short notice**.** |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent and whole-time vacancy available within:  National Ambulance Service Critical Care Retrieval Services (NASCCRS)  Laurel Unit  Cherry Orchard Hospital  Ballyfermot  Dublin 10  A panel may be formed as a result of this campaign for **Grade VII Medical Manpower Manager within the National Ambulance Service** **Critical Care and Retrieval Service (CCRS)** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Anne McCabe, Director of Nursing, NAS-CCRS  **Email:** [anne.mccabe01@hse.ie](mailto:anne.mccabe01@hse.ie)  **Mobile:** 087 222 8869 |
| **Details of Service** | The National Ambulance Service (NAS) is the statutory Pre-Hospital urgent, emergency and critical care and retrieval provider for the State.  The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department.  The NAS Critical Care and Retrieval Service (NASCCRS) operates three specialist retrieval services across the three patient cohort groups:   * National Neonatal Transport Programme (NNTP) 0 to 6 weeks corrected gestational age or 5kgs in weight. * Irish Paediatric Acute Transport Service (IPATS) 4 weeks corrected gestational age to 16 years. * Mobile Intensive Care Ambulance Service (MICAS) 16 years and above.   The three respective services are at different stages of development; thus each service has unique challenges and requirements in relation to service development and delivery. Services are evolving, and require staff with the capability and drive to support the necessary changes to ensure the service is providing the best evidence based practice to patients it serves.  In 2025, the National Ambulance Service will continue implementation of a strategic plan, NAS Strategy 2025 to 2034, which is focused on ensuring the delivery of patient centred care. |
| **Reporting Relationship** | The post holder will report directly to the General Manager, NASCCRS or other nominated manager. |
| **Key Working Relationships** | The key working relationships associated with this role are:   * NAS Senior Managers * NAS Managers and Staff * HSE Regions * Partner Hospital Senior Management (HSE Hospitals and Section 38), * HSE Press and Media * HSE Internal Audit * CCRS Clinical Director & Clinical Leads * NAS Director of Nursing * External Service Providers |
| **Purpose of the Post** | The post holder will provide NASCCRS with the best practice for management of medical staff working as part of the NASCCRS function. They will have responsibility for the Medical Manpower Function leading on all issues relating to both Consultant and Non-Consultant Hospital Doctor issues arising.  The post holder will be responsible for supporting NASCCRS on recruitment and retention initiatives for medical and nursing staff, employee relations, performance management, workforce planning, training and development.  The post holder will be responsible for developing and maintaining an effective working relationship with the wider NAS HR function.  The post holder will have responsibility for any other projects and initiatives that may be assigned from time to time by the General Manager. |
| **Principal Duties and Responsibilities** | The post holder will support the principle that care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree.  The position of Grade VII Medical Manpower Manager will contribute to the strategic development of medical manpower services which include the following:  **Consultants and NCHDs Workforce Planning & Development**   * Lead on the implementation of good HR practice across their area of responsibility * Focus on medical manpower planning, including processes for recruitment, selection and appointment of medical staff * Co-ordinate and manage the process for completion and submission of all applications regarding consultant appointments to the Consultant Appointments Applications Committee. * Co-ordinate and manage Consultant and NCHD resourcing in an efficient and timely manner in line with the NAS service plan. * Assist the Clinical Director, General Manager and NAS HR function in the development of Medical Manpower plans including the replacement and / or new Consultant posts * Implement, maintain & monitor recruitment, policies protocols and procedures that are economical, efficient and fit the requirements of the service. * Oversee the appropriate management of employment contracts for all Medical employees working within NASCCRS * Liaise with Clinical Director, Consultants and the NAS Finance function to assist in the appropriate management of the Pay Bill in line with the Paybill Management and Control Framework * Ensure that appropriate in-service education programmes and on-going learning needs are met * Engage with the Medical Schools / Training Colleges and Faculties / National Doctors Training and Planning Unit as appropriate to support NCHD staff in their continued professional training and development to optimise service delivery * Contribute to the strategic development of NASCCRS and in particular planning for the medical workforce to meet the future needs of the service * Work with the Medical Council to ensure compliance with certification and accreditation * Provide such reports on medical workforce activity and performance as should be required by designated manager * Represent NAS at external fora.   **Medical Manpower**   * Develop and maintain links with the appropriate functional units of the hospital and with external agencies as appropriate e.g. UCD, RCSI, RCPI, IHCA and IMC etc * Prepare in co-operation with Consultant Medical Staff and Non – Consultant Hospital Doctors on their team, EWTD compliant rosters, which reflect the needs of patient care and the provisions of the 2000 NCHD agreement. * Consult with relevant personnel and follow up on the implementation and management of agreed EWTD complaint rosters on a pro-active basis to ensure maximum efficiency with the objective of complying with European Directives on NCHD working hours on a phased basis and report to the General Manager, Clinical Director and NAS HR function. * Work with the Lead NCHD and the NCHD Forum to optimise the participation of NCHDs in the management process. * Engage with the Medical Schools / Training Colleges and Faculties / National Doctors Training and Planning Unit as appropriate to support Consultant/NCHD staff in their continued professional training and development to optimise service delivery * Work with the Medical Council to ensure compliance with certification and accreditation provisions. * Oversee the induction programmes for NCHD staff and delivery of these programmes in hospitals as appropriate. * Advise on matters relating to Consultant pay and benefits in line with the relevant Consultant Contract in a professional, efficient and effective manner. * Ensure that pay and benefits to all consultants and NCHDs are in line with the provision of the relevant contract and are in accordance with Public Service Pay Policy. * Resolve any contractual queries that the Consultant body may have in a timely manner. * Provide HR advice, guidance and support to Medical Staff, Clinical Directors/ Consultants and directorate staff on a range of strategic and operational HR management matters as they relate to medical staff.   **HR and Employee Relations**   * Ensure staff personnel records are maintained to include relevant data for legal, HR and financial purposes. * Advise Managers on systems for dealing with staff grievances, handling disciplinary matters or negotiating on conditions of employment appropriate to the work or as set out in personnel policies, practice and procedures and in conjunction with the HR Manager assist in the management of all such issues. * Manage conflict around changes required to deliver efficiencies and improvements, ensuring creative solutions for resolution. * Attend union meetings as required.   **Nursing Planning & Development**   * Focus on Nursing planning, including processes for recruitment, selection and appointment of nursing staff. * Co-ordinate and manage the process for completion and submission of relevant documentation to progress nursing recruitment. * Assist the Director of Nursing, Clinical Director, General Manager and NAS HR function in the development of Nursing plans including replacement and / or new posts. * Implement, maintain & monitor recruitment, policies protocols and procedures that are economical, efficient and fit the requirements of the service. * Oversee the appropriate management of employment contracts for all nursing staff working within NASCCRS * Liaise with the NAS Finance function to assist in the appropriate management of the Pay Bill in line with the Paybill Management and Control Framework * Ensure that appropriate in-service education programmes and on-going learning needs are met * Contribute to the strategic development of NASCCRS and in particular planning for the nursing workforce to meet the future needs of the service   **Leadership**   * Provide leadership to all staff within his/her area of responsibility * Supervise and ensure the well-being of staff within own remit * Manage the performance of staff, dealing with underperformance in a timely and constructive manner * Work closely with other HR staff, senior medical staff and directorate managers to advance the modernisation agenda and other HR strategic agendas. * Support change management, optimisation of work practices, development of policies and procedures in conjunction with the NAS HR function, General Manager and Clinical Director. * Work as required with the management team to achieve NAS strategic goals and objectives and ensure implementation of HR best practice across the service.   **Self-development**   * Keep up to date with current literature and recent research relevant to the post. * Attend seminars and be aware of any development in Medical Manpower and HR resource management and practice. * Attend training programmes as appropriate for the role. * Maintain own knowledge of relevant regulations, policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met. Standards, Policies, Procedures & Legislation * Ensuring Health and Safety guidelines are adhered to, for example, Safety Statement, Fire Lectures attendances and all other mandatory training * 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 staff working in the area of responsibility * Maintain own knowledge of relevant regulations and legislation, for example, EWTD, Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts and other similar regulatory and legislative documents * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate * 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.   **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)  **And**  have 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.  *\* A list of ‘other statutory health agencies’ can be found* [*here*](http://health.gov.ie/about-us/agencies-health-bodies/)*.* |
| **Post Specific Requirements** | * Significant experience of working in the Medical Manpower (to include Consultant/NCHD recruitment) as relevant to the role. * Depth and Breadth of experience of employment Legislation, HR Policies and Procedures * Experience in managing projects, to include project management processes and methods and tools. * Experience of managing and working collaboratively with multiple internal and external stakeholders including multidisciplinary teams as relevant to the role. |
| **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:**   * Knowledge of National HR Policies and Procedures and European Working Time Directive (EWTD) * Knowledge of relevant standards, policies and legislation for example Health and Safety, Freedom of Information Act 2001, HIQA Standards etc * Knowledge of medical manpower practices and protocols within the HSE * Knowledge of recruitment frameworks for medical staff (NCHD’s, SHO’s Consultants) * Knowledge of processes for the completion of applications to CAAC and the DIME system * Knowledge of public service recruitment policies and legislation * A working knowledge of the requirements for medical recruitment, training and registration * Knowledge of Employment Legislation as it relates to the People Management Legal Framework. * Excellent MS Office skills to include, Word, Excel, email and Powerpoint. * Knowledge of Service Planning, Business Planning Performance monitoring and Quality Assurance. * Knowledge and understanding of Data Protection and Freedom of Information legislation   **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**   * 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.   **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. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out based on 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 being called forward 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.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **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 that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should 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.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| 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. | |

**Grade VII, Medical Manpower Manager**

**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 as of 1 March 2025 is:  **€**59,419 - €60,870 - €62,566 - €64,268 - €65,976 - €67,501 - €69,054 - €70,566 - €72,067 **- €74,650 - €77,243 LSIs**  The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including any qualification allowances, or payments are payable.  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 working week applying to the post is 35 hours.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).  Overtime working is not a feature of this role, however where an unforeseen event occurs, time off in lieu arrangements will apply. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site-Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-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 Site-Specific Safety Statement (**SSSS)**. |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S webpages [↑](#footnote-ref-1)
2. See link on health and safety webpages to latest Incident Management Policy [↑](#footnote-ref-2)