

**Project Manager (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Project Manager (Grade VII)*(Grade Code: 0582)* |
| **Campaign Reference** | NRS14901 |
| **Closing Date** | Wednesday 13th August 2025 at 12:00 PM |
| **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 Office of the National Clinical Advisor and Group Lead for Mental Health, Dr. Steevens’ Hospital, Dublin 8. The Programme manager is open to engagement as regards the expected level of on-site attendance at Dr Steevens’ Hospital, in the context of the requirements of this role and the HSE’s Blended Working Policy.A panel may be formed as a result of this campaign for **Grade VII, Project Manager, Office of National Clinical Advisor & Group Lead (NCAGL) Mental Health, Access and Integration/Mental Health, within the Office of the Chief Clinical Officer (OCCO)** 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 Rhona Jennings, Programme Manager**Email:** rhona.Jennings@hse.ie  |
| **Details of Service** | The Office of the Chief Clinical Officer (OCCO) was established as part of an overall investment by the HSE to strengthen clinical governance and accountability for the planning and delivery of high quality services with the aim of driving transformational change across the healthcare system through clinical leadership, design of new models of care, promotion of culture of safety and quality improvement through patient and service user involvement. Part of this is delivered through the National Clinical Programmes (NCPs). The NCPs were established in 2010 to improve and standardise patient care through the design of models of best practice and care across the continuum of health services including primary care, community and secondary care.The NCPs are supported by Clinical Design and Innovation (CDI). The office is a function of the Office of the CCO (OCCO) and provides clinical innovation and design leadership and direction to strategic decisions across the HSE. To ensure appropriate level of clinical governance and oversight, there are several National Clinical Advisor and Group Leads (NCAGLs) supporting the delivery of the NCPs. The NCAGLs report into the National Director and Lead for Integrated Care with overall governance and oversight provided by the Chief Clinical Officer. The NCPs for Mental Health were set up as a joint initiative between the Chief Clinical Officer, Clinical Design and Innovation, and the College of Psychiatry of Ireland (CPsychI). The overarching aim of the national programmes is to standardise quality evidence-based practice across the Mental Health Services. The current national clinical programme for mental health includes:• Self Harm and Suicide Related Ideation• Eating Disorders Services • Early Intervention in Psychosis• ADHD in Adults• Dual-DiagnosisIn addition to overseeing the development of Mental Health NCPs, the Office of the NCAGL-Mental Health has a significant role in the development of a number of other models of care, integrated care programmes and service improvement projects. The NCAGL Mental Health provides expert clinical advice and / or acts as the Executive Sponsor to the Specialist Perinatal Mental Health Services Model of Care, Mental Health Intellectual Disability (MHID) Service Improvement Project, and the Mental Health Services for Older People Project. They also ensure there is alignment between each of the clinical programmes, integrated care programmes and other mental health services at a strategic level. To support the NCAGL and NCPs there are clinical leads for each programme to oversee the development and the delivery of the programme. The project manager will work within the office of National Clinical Advisor and Group Lead (NCAGL) for Mental Health, and provide project support to the NCP for ADHD in Adults and Specialist Perinatal Mental Health Services Programme. The Attention Deficit Hyperactivity Disorder (ADHD) in Adults NCP Model of Care (MOC) was launched in 2021, it takes a secondary/tertiary care approach with specialist Adult ADHD service overlaying local Adult Mental Health Teams. It is delivered as part of the HSE’s mental health services to provide a holistic and integrated approach to adults with ADHD. It is available for people over the age of 18 years with moderate to severe ADHD symptoms and functional impairment in their life areas such as family relationships, social relationships, academic or work difficulties. The service provided includes both assessment and treatment of the disorder and works collaboratively with voluntary agencies. The Specialist Perinatal Mental Health Programme (SPMH) Model of Care (MOC) was launched in 2017. The MOC sets out the requirements for comprehensive perinatal mental health services across the 6 hubs (maternity hospitals) and 13 spoke sites (including a perinatal mental health midwife and liaison psychiatry). This also includes the development of a new a specialist mental health Mother and Baby Unit (MBU) in the Ireland with the provision of a 10 bedded unit. Perinatal mental health disorders are those which complicate pregnancy (antenatal) and the first postnatal year. They include both new onset and a relapse or reoccurrence of pre-existing disorders. This can impact on the relationship between mother, child and family unit and have longer term implications such as emotional and behavioural difficulties in the child. The office of the NCAGL for Mental Health provides input and support to the NCPs for Mental Health as required and therefore, as the project manager will be operating as part of a team they will be required to provide input and support as needed to other NCPs for Mental Health.  |
| **Reporting Relationship** | The Project Manager will report to the Programme Manager (Grade VIII). For day to day operations, the Grade VII Project Manager will report to the Clinical Leads for the NCP ADHD and Specialist Perinatal Mental Programme in the management of the assigned work relevant to their programme. |
| **Key Working Relationships** | In managing the requirement of the Office of the NCAGL for Mental Health, the Project Manager will:* Work closely with other key stakeholders and it is important that they develop and maintain positive working relationships both internal and external to the HSE, including Section 38 and Section 39 agencies where applicable.
* Adhere to the full execution of duties that involve the development of appropriate communication arrangements with a range of senior and other key stakeholders both internal and external to the HSE.
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| **Purpose of the Post**  | The Project Manager will:Work within the office of National Clinical Advisor and Group Lead (NCAGL) for Mental Health, and provide project support to the NCP for ADHD in Adults and Specialist Perinatal Mental Health Services ProgrammeDevelop programme plans, identifying work-streams, key milestones, deliverables, and monitor performance. Work with the Clinical Leads to plan and deliver the required outputs to realise the assigned strategic priorities, while ensuring the service user voice is included in their work, including co-design and actively championing service improvement using quality improvement methodologies to inform the work of the programme.  |
| **Principal Duties and Responsibilities** | The position of Project Manager encompasses both managerial and administrative responsibilities:**Administration*** Provide full project and administrative support to the Clinical Lead and wider programme team, including coordination and scheduling of meetings (virtual and in-person), preparation and circulation of agendas and papers, minute-taking, and follow-up on agreed actions.
* Draft and manage programme correspondence, briefing documents, and official responses (e.g., Parliamentary Questions, Freedom of Information requests, Department of Health requests) in line with HSE processes and deadlines.
* Contribute to the development and implementation of service plans and ensure all work aligns with operational priorities and timelines.
* Support the Clinical Lead and National Clinical Advisor and Group Lead (NCAGL) in progressing all key programme deliverables.
* Maintain up-to-date programme files, ensuring documentation is accessible, accurate, and aligned with HSE governance requirements.
* Promote the effective use of IT systems and tools to support programme delivery, document control, data management, and communications.
* Assist in preparing reports on programme progress, including quarterly updates, activity reports, business cases, and service plans.

**Customer Service*** Promote a culture of dignity and respect, ensuring all interactions with service users and stakeholders are responsive, courteous, and person-centred.
* Proactively seek feedback from stakeholders, including service users, to inform service design and identify areas for improvement.

**Human Resources / Supervision of Staff*** Support the recruitment processes for new clinical teams or initiatives, including coordination with the National Recruitment Service (NRS) and Public Appointments Service (PAS), as requested by the Clinical Lead.
* Assist in organising training for staff and teams, liaising with stakeholders to ensure appropriate delivery and documentation.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Support a positive team environment by maintaining regular communications, monitoring workload pressures, and contributing to wellbeing initiatives.
* Contribute to team development and capacity-building through mentoring, on-boarding support, and shared learning.

**Service Delivery and Service Improvement*** Lead and manage delivery of project workstreams and activities in accordance with agreed work plans, national timelines, and the Clinical Design and Innovation (CDI) methodology.
* Support the co-design, development, implementation, and evaluation of models of care, clinical pathways, protocols, procedures, and associated clinical designs.
* Coordinate programme planning cycles, tracking benefits realisation, risk management, lessons learned, and resource use.
* Assist in the development and use of performance metrics, indicators, and evaluation tools, ensuring data collection processes are efficient, accessible, and of high quality.
* Draft business cases, funding applications, and service design proposals aligned with HSE strategic priorities and the programme’s overarching objectives.
* Maintain up-to-date and factually accurate programme content on HSE microsites and platforms, including clinical guidance and service tools.
* Work with internal stakeholders to ensure the successful dissemination and implementation of approved clinical designs and practice guidance.

**Standards, Regulations, Policies, Procedures and Legislation*** Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility.
* Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures.
* Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team.
* Maintain own knowledge of relevant regulations and legislation e.g. HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts, GDPR.
* 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.

**Other Duties and Responsibilities*** Contribute to the development of service plans, operational plans, and annual reports.
* Promote and participate in national quality improvement initiatives and foster collaboration across the patient’s care pathway.
* Support, promote, and actively engage with HSE’s sustainability commitments in energy, water, and waste reduction.
* Undertake other duties as required, in line with the evolving nature of the role and national priorities.
* Staff will work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | **This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies\*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867**\* A list of ‘other statutory health agencies’ can be found:<https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/>* 1. Eligible applicants will be those who on the closing date for the competition:

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|  | Have satisfactory experience in an office under the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 at a level not lower than that of Grade IV (or equivalent) andHave not less than two years satisfactory experience either in that office or in an office at a level not lower than that of Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 |

and* 1. Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Experience in supporting service improvement projects/programmes of work in a health related environment to successfully deliver the agreed outputs including the use of project management methodologies and frameworks.
* Experience in data management in a research and/or operational context, including data collection, management and analysis as relevant to the role.
* Experience in professional writing to include, the preparation of documents, reports, drafting of presentation materials, official responses as relevant to the role.
* Experience in managing and working collaboratively with multiple internal and external stakeholders, as relevant to this role.
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| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the roleA flexible approach to working hours is required in order to ensure deadlines are met. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience*** Experience in supporting service improvement in a healthcare environment to successfully deliver the agreed outputs of all stages of the improvement management cycle.
* Proven ability to collate and summarise evidence from a wide range of sources.
* The ability to translate complex information into accessible language.
* Demonstrate an understanding of and ability to implement evidence-based care.
* The ability to lead on engagement with internal and external stakeholders.
* Experience and knowledge of the issues, developments and current thinking in relation to best practice in programme management, quality improvement, project management and change management methodologies.
* Excellent IT skills, with regards to Microsoft Office (Word, Excel, PowerPoint) and knowledge of relevant IT based project management systems (MS Project, Project Vision, etc).
* An understanding of the Irish mental health service and wider health service reform.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise

**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 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. |

**Grade VII, Project 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 is: (as at 01/03/2025) €59,419, €60,870, €62,566, €64,268, €65,976, €67,501, €69,054, €70,566, €72,067, **€74,650, €77,243 LSIs**New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are 35 hours per week. Your normal weekly working hours are 35 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)