

**Library Resource Manager (Patient Empowerment through Information)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Library Resource Manager (Patient Empowerment through Information)  (Grade VII)  *(Grade Code: 0582)* |
| **Campaign Reference** | NRS14905 |
| **Closing Date** | Monday 11th August 2025 |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent whole-time vacancy available in HSE Library Services South  The postholder will be based in one of the following HSE Library locations:  • Cork University Hospital, Wilton, Cork  • St. Luke’s General Hospital, Freshford Rd., Kilkenny  • University Hospital Waterford, Dunmore Road, Waterford  • University Hospital Kerry, Cloon More, Tralee  A panel may be formed as a result of this campaign for **Grade VII, Library Resources Manager (Patient Empowerment through Information)** for **HSE Library Services South** 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.  Brendan Leen, Library and Education Centre, St Luke’s General Hospital  **Email:** [Brendan.Leen@hse.ie](mailto:Brendan.Leen@hse.ie),  **Mobile:** 087 6448783 |
| **Details of Service** | The remit of Health Service Executive (HSE) Library is to provide access for all employees of the HSE and for students on clinical placement at HSE locations to a comprehensive range of up-to-date knowledge resources for the purposes of:   * Research into specific clinical and non-clinical questions, conditions or treatments relevant to the care of individual patients and other service users * Keeping up to date with developments in a specific area of the health sciences, or the professional literature of a given specialty * Continuing professional education   Our services are intended to ensure that point-of-care decisions in the health service are informed by best available current scientific evidence, and that healthcare professionals engaged in education or research have an available knowledge resource, and assistance when they need it.  Increased access to best scientific evidence improves the quality of patient care and reduces the level of risk to the HSE. The availability of a library service has a positive impact on health outcomes for patients and service users, leads to time savings for healthcare professionals, and results in cost savings and other efficiencies.  HSE Library is evolving at an exciting pace to meet the demands of healthcare professionals and to keep pace with rapid developments in the health sciences both nationally and internationally. Our current 5-year strategic plan, HSE Library Strategy 2024-2029, is driven by the vision of an integrated library service providing instant access to quality health information, mediated by a network of library experts, for the benefit of all. The strategy further envisions exploring routes to greater provision of health information to the Irish population, and advocating for investment to expand provision of resources and services to support patient engagement and shared healthcare decision-making.  It is expected that the postholder will contribute to the work of planning and organising service changes in line with current and future library and relevant organisational strategies, as well as best practice in library and information science nationally and internationally.  The HSE Library team is made up of a diverse, friendly and dedicated group of information professionals committed to providing a responsive, proactive service to meet the information needs healthcare professionals. We work collaboratively in national functional teams and working groups to provide services throughout the Health Service Executive including acute hospital, community and corporate services, and in collaboration with external partners in the health sector. We also liaise closely with other health science libraries and the wider library profession in Ireland and internationally.  Situated within the National Directorate of the Chief Clinical Officer, HSE Library works closely with several National Clinical Programmes and regularly provides information services to facilitate evidence-based high-level decision-making within the organisation. |
| **Reporting Relationship** | The postholder will report to the HSE Area Library Manager (South), who reports to the HSE Library General Manager, who in turn reports to the Assistant National Director, Academics and Research.  The postholder will have line management responsibility for all Executive Librarians (Grade VI) (currently, 6 posts) in HSE Library (South), under the direction of the Area Library Manager. |
| **Key Working Relationships** | As a service within the wider health system, HSE Library is committed to ensuring that the patient is at the centre of everything we do, providing accessible, reliable, and evidence-based information to support informed healthcare decisions and improve patient outcomes.  As national lead for a new function within HSE Library, 'Patient Empowerment through Information,' key working relationships will include collaboration and liaison with other HSE Library national teams and working groups, close communication with the Area Library Manager (South), and other Area Library Managers and the General Manager as appropriate.  Within our current Strategy 2024-2029, each of the three Area Library Managers and the General Manager has oversight of one of four strategic "pillars," and it is anticipated that the role of Library Resources Manager for 'Patient Empowerment through Information' will involve significant collaboration and co-joint working across all four pillars and with key national stakeholders including but not limited to: HSE Communications; HSE Digital Communications; HSE Technology and Transformation; healthcare professionals, professional groups and HSE National Clinical Programmes (NCPs); patients and patient advocacy groups; HSE Health Promotion; and other library services including the public library service (Libraries Ireland) through such initiatives as ‘Healthy Ireland at Your Library.’  The ultimate objective is to ensure that patients within the Irish public health service are empowered to access relevant, trustworthy, quality-assured information relevant to their health and care and applicable to shared decision-making with healthcare professionals.  The role will involve a seamless working relationship with the Area Library Manager, with opportunities to deputise. Other working relationships include key local stakeholders relevant to the library service in the HSE Dublin and South East and HSE South West Health Regions including but not limited to: Regional Executive Officers (REOs); General Managers (GMs) of the relevant acute hospitals and community services where our libraries are located; HSE Estates for library capital projects; HSE Information and Communications Technology (ICT); and various clinical professional groups, promoting the library service throughout the organisation and ensuring that the service is accessible, relevant and responsive to the needs of healthcare professionals. |
| **Purpose of the Post** | As set out in Digital for Care: A Digital Health Framework for Ireland 2024-2030 (Department of Health, 2024), patient empowerment is a key driver in achieving patient-centred health and social care. In parallel, the application of health library information resources and services to clinical and management decision-making ⎯ and to shared decision-making conversations between clinicians and patients ⎯ helps to facilitate better quality care, contributes to improved health outcomes, and achieves cost and service efficiencies throughout the health system.  It is a key strategic objective that the Library Resources Manager: 'Patient Empowerment through Information' will be responsible for increased awareness of and engagement with patient information resources provided by HSE Library, and will adopt a leadership role in designing and implementing new and innovative initiatives with the ultimate aim of ensuring that patients are empowered to access relevant, trustworthy and quality-assured information that supports their health and care. The postholder should adopt a strategic, advocacy, and facilitative leadership role focused on domains such as:  **• Patient-Centred Leadership**   * + Act as a champion for health literacy, advocating that patient information is clear, accessible and inclusive.   + Support advocacy initiatives for patients to access high-quality health information, helping patients make informed decisions about their care.   **• Collaborative and Influential Leadership**   * + Build strong relationships with healthcare professionals, health service managers, the public library service (Libraries Ireland) and patient advocacy groups to integrate patient information into clinical workflows and systems.   **• Knowledge Leadership and Evidence-Based Practice**   * + Influence the curation and dissemination of trusted health information, ensuring alignment with national and international best practice.   + Support continuous professional development by facilitating seminars for healthcare professionals on effective patient communication and information-sharing techniques.   **• Digital and Innovation Leadership**   * + Promote the use of technology and accessible formats to support diverse patient information needs, including those with disabilities or low health literacy.   **• Advocacy and Policy Leadership**   * + Engage with HSE policymakers, public health officials, and external health organisations to shape national patient information strategies.   + Represent the library service in health literacy and patient engagement initiatives, ensuring that library resources align with broader healthcare strategic objectives   The postholder will also deputise for and provide professional and administrative support to the Area Library Manager (South) and will be an important contributor to the current and future iterations of the library strategy. |
| **Principal Duties and Responsibilities** | **Operational Management**   * Participates as a member of the HSE Library management team to address service and strategic challenges; establish priorities in the context of available human and financial resources; plan and deliver excellence in library services to healthcare professionals working in the Health Service Executive. * Contributes to the strategic development of library services and formulation of relevant business plans. * Oversees the operational management of library facilities, resources and services in HSE Library South under the direction of the Area Library Manager (South) and in collaboration with Executive Librarians (Grade VI), Senior Library Assistants and Library Assistants. * Deputises for the Area Library Manager (South) as required. * Provides leadership, motivation and organisational guidance to HSE Library South employees in order to maximise performance. * Liaises with relevant service managers and/or functions in library capital projects. * Builds relevant contacts and partnerships among colleagues, stakeholders and external partners to advance library strategic and operational objectives. * Assists the Area Library Manager (South) in the discharge of administrative functions including human resources and finance. * Assumes line management of designated HSE Library South employees. * Contributes to the development of library policies and procedures. * Collates key performance indicators on a monthly basis in HSE South. * Identifies, assesses, manages and monitors risk within area of responsibility and monitors compliance with organisational health and safety policy at local library level in HSE Library South. * Monitors compliance with mandatory training requirements in HSE Library South. * Represents HSE Library on internal or external committees or projects as appropriate. * Any other appropriate duties as may be assigned by the Area Library Manager (South) or HSE Library General Manager   **Patient Empowerment through Information**  Duties may include but are not limited to:  **Direct Patient Information Services**   * + **Patient-Friendly Information Centre**   + Implements a pilot 'open' patient information library either within an existing library facility or a new facility, and measures engagement with and success of the project against agreed performance indicators.   + **Personalised Health Information Assistance**   + Organises pilot one-on-one consultations where librarians help patients find reliable health information related to their diagnosis, treatment or wellness goals.   + Provides access to trusted online health information resources through public kiosks or the HSE Health App.   + **Health Literacy and Education Programmes**   + Organises health literacy workshops on topics such as understanding medical records, medication adherence, and recognising credible online health information.   + Organises digital literacy training to instruct patients and/or caregivers how to access reliable online health information.   **Supporting Healthcare Professionals**   * + **Customised Patient Information Packs**   + Works with healthcare professionals to create condition-specific information packs for newly diagnosed patients.   + Provides evidence-based, easy-to-understand summaries of conditions, treatment options, and lifestyle choices.   + Provides plain-language versions of HSE Library evidence summaries in text and/or infographic formats.   + **Point-of-Care Decision Support**   + Works with relevant health service functions including ICT to integrate health library resources into electronic health records (EHRs) to provide clinicians with direct access to reliable patient education materials during consultations.   + Provides quick-reference guides for doctors and nurses to help explain medical conditions and procedures to patients.   **Collaboration and Engagement**   * + **Patient Information and Support Groups**   + Partners with HSE departments and/or external organisations to host patient education sessions on topics such as chronic disease management, nutrition, or mental health.   + **Hospital Library as a 'Health Hub'**   + Transforms the hospital library into a trusted health information hub, where patients and caregivers can access quality information, attend seminars or workshops, and receive librarian support.   + Provides loanable e-readers or tablets with preloaded patient education materials.   + **Virtual and Telehealth Support**   + Works with healthcare professionals to develop a website or patient portal where patients can access curated health information remotely.   **Customer Service**   * Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect. * Seek feedback from service users / customers to evaluate service and implement change.   **HR/Supervision of Staff**   * Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority. * Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards. * Keep in touch with workloads of staff members to gauge levels of wellbeing and morale in the team. * Manage the performance of staff, dealing with underperformance in a timely and constructive manner. * Conduct regular staff meetings to keep staff informed and to hear views. * Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships with other teams and disciplines. * Solve problems and ensure decisions are in line with local and national agreements * Identify and agree training and development needs of team and design plan to meet needs. * Pursue and promote continuous professional development in order to develop leadership and management expertise and professional knowledge.   **Service Delivery and Service Improvement**   * Promote and participate in the implementation and management of change. * Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures. * Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area of work. * Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes. * Encourage and support staff through change processes.   **Standards, Regulations, Policies, Procedures & 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. * 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 for receipt of application:**   * A Quality and Qualifications Ireland (QQI) Level 8 (or higher) major academic award in Library and Information Studies, or equivalent qualification recognised by the Library Association of Ireland.   **AND**   * Significant operational management experience in library services in a healthcare, public or academic library setting to include experience in retrieving information from complex bibliographic databases and/or other information sources. * Experience in developing and delivering library related teaching and learning resources. * Experience in leading and managing a team, as relevant to this role. * Experience in managing and working collaboratively with multiple internal and external stakeholders, as relevant to this role. * 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** | **N/A** |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role, as the role involves occasional attendance at meetings and events throughout the Health Service Executive (HSE), particularly HSE South.  The post may also involve occasional early morning and evening work. |
| **Additional eligibility requirements:** | **Citizenship Requirements**  Eligible candidates must be:   1. EEA, Swiss, or British citizens   **OR**   1. Non-European Economic Area citizens with permission to reside and work in the State   Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.  To qualify candidates must be eligible by the closing date of the campaign. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience**   * Experience of managing library services. * Knowledge of relevant library legislation, particularly as applying to copyright and data protection. * Experience in developing and delivering library-related teaching and learning resources. * Expertise in retrieving information from a range of complex bibliographic databases and/or other information sources, particularly as relevant to the health sector. * Experience of designing and delivering services customised to the needs of library clientele. * Innovative and effective approaches to library communications and/or user engagement. * Expert knowledge of current and emerging trends in library and information services, particularly as relevant to the health sector. * Knowledge and experience relevant to the role as per the duties, responsibilities and eligibility criteria outlined above. * Proficient use of information and communication technologies, and excellent computer skills, particularly across MS Office applications and applications relevant to print, electronic and social media. * An ability to work in line with relevant organisational policies and procedures. * Commitment to developing their own professional knowledge and expertise. * An ability to work on their own initiative and to apply independent professional judgement. * Experience of service planning, and an ability to translate strategic goals into operational plans. * A working knowledge of performance management. * Knowledge of the health service including a good basic knowledge of proposed health service reforms such as Sláintecare. Other relevant strategic documents include the HSE Action Plan for Health Research, the current HSE Library Strategy 2024-2029, Digital for Care: A Digital Health Framework for Ireland 2024-2030, and HSE corporate and service plans.   **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. * Excellent customer service skills. |
| **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, Library Resource Manager (Patient Empowerment through Information)**

**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  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)