 **Mental Health Engagement and Recovery Programme Manager (Grade VII)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Mental Health Engagement and Recovery Programme Manager** **(Grade VII)***(Grade Code: 0582)* |
| **Campaign Reference** | NRS14906 |
| **Closing Date** | 12:00 PM Wednesday 13th 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** | The following two permanent whole-time vacancies are available in the Office of Mental Health Engagement and Recovery:* **Mental Health Engagement and Recovery Programme Manager**
* **Mental Health Engagement and Recovery Programme Manager (Lived Experience)**

 The successful candidate for this role will provide the lived and recovery experience  perspective to Mental Health Engagement and Recovery and across the wider HSE  mental health service improvement agenda.The location of both posts is St Lomans Hospital, Palmerstown, Dublin 20, D20HK69. A panel may be formed as a result of this campaign for **Mental Health Engagement and Recovery Programme Manager (Grade VII) within the Office of Mental Health Engagement and Recovery** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  |
| **Informal Enquiries** | Una Twomey, Strategy Lead, National Office of Mental Health Engagement and Recovery una.twomey@hse.ie  |
| **Details of Service** | HSE Mental Health Services aim to promote positive mental health, intervene early when problems develop, prevent suicidal behaviour, and provide accessible, comprehensive and recovery-focused community-based mental health services for those who need them. A person-centred approach is taken, with a focus on enabling and supporting the recovery journey of each individual, based on lived experience expertise, clinical excellence and evidence-based practice.The range of mental health services delivered by, or on behalf of, the HSE covers specialist inpatient services, day hospitals, day services and residential services. It also includes mental health services provided within community settings and in primary care, as well as non-specialist supports and services, many of which are provided in collaboration with our funded partner organisationsIn 2025, the HSE Mental Health priority areas are; * Mental Health Engagement & Recovery
* Sharing the Vision,
* Child and adolescent mental health reform,
* Clinical programmes and service improvement programmes,
* Connecting for Life: Irelands National Strategy to Reduce Suicide,
* Forensic Mental Health Service,
* Mental Health Engagement and Recovery.

The office of Mental Health Engagement and Recovery (MHER) is part of Health Service Executive (HSE) Access & Integration, Mental Health. The work of the office for MHER itself is focused on guidance and support for recovery approaches and meaningful engagement. MHER is guided by the national mental health policy, *Sharing the Vision- a mental health policy for everyone* (2020-2030), and the *Sláintecare Action Plan* which emphasises the importance of engagement. MHER’s work plan is part of the annual National Mental Health Service Plan. MHER is also guided by the National Framework for Recovery in Mental Health. The MHER Office seeks to ensure that the voice of lived experience and staff inform mental health services al all levels. Its work is driven by its strategic plan 2023-2026.[MHER Strategic Plan - Engaged in Recovery (PDF, size 1.8 MB, 36 pages)](https://www.hse.ie/eng/services/list/4/mental-health-services/mental-health-engagement-and-recovery/mher-strategic-plan-engaged-in-recovery.pdf) |
| **Reporting Relationship** | The post holder will report to the Mental Health Engagement and Recovery Strategy Lead or designated . |
| **Key Working Relationships** | The post holder will develop effective working relationships with all relevant HSE central offices, HSE Health Regions, and local stakeholders as necessary to the role, including: * Central MHER team
* Access and Integration, Mental Health
* People using mental health services and their supporters
* Health Regions, Regional Mental Health Service management and staff, including Heads of Mental Health Services, Area Mental Health Teams, residential services and rehabilitation teams
* Community and voluntary sector, including HSE funded partner organisations
* Other internal/external stakeholders as appropriate
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| **Purpose of the Post**  | In line with the MHER Strategy “Engaged in Recovery and ‘*Sharing the Vision A Mental Health Policy for Everyone*’ the purpose of this post is * To support the achievement of the strategic priorities set out in the Mental Health Engagement and Recovery Strategy “Engaged in Recovery”, ‘Sharing the Vision, Framework for Recovery in Mental Health and the MHER Engagement Framework together with the national service and strategic plans to develop more recovery-oriented MH services.
* To lead on specific projects that will advance key service plan objectives in relation to Mental Health Engagement and Recovery.
* Strategically collaborate with key stakeholders, nationally and in Regions and NGO sector to support the development of recovery-oriented services informed by the views of service users, family members/carers and supporters
* In addition to the above the Mental Health Engagement and Recovery Programme Manager (Lived Experience) will provide the lived and recovery experience perspective to Mental Health Engagement and Recovery and across the wider HSE mental health service improvement agenda.
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| **Principal Duties and Responsibilities** | The position encompasses both managerial and administrative responsibilities which include the following:**Project Management*** In conjunction with the MHER team lead and support on the planning and development of the MHER office initiatives.
* Ensure that the voice of service-users, their family members/carers and supporters are informing the service improvement agenda through co-production and research evidence.
* Represent the office for Mental Health Engagement and Recovery by supporting and developing recovery-oriented views of service users, their family members/carers and supporters utilising co-production principles basis wherever possible.
* Support the design and implementation of communication and data gathering structures for the MHER office.

**Administration*** Contribute to the development of service plans for own programmes of responsibility and implement service plan objectives within own programmes.
* Ensure the efficient management and administration of area of responsibility.
* Execute assignments in accordance with agreed plans, budgets and deadlines.
* Ensure deadlines are met and that service levels are maintained.
* Prepare regular reports on the progress of work against the operational plan.
* Provide accurate information to management in a timely manner, ensuring that administrative and financial records are readily available.
* Inform management of ideas / solutions to maximise effective use of resources / improve service delivery.
* Advise, promote and participate in the implementation of innovations in service delivery.
* Participate in and lead project working groups, represent the HSE on committees as required.
* Build and maintain relationships with key stakeholders to gather support for new initiatives.
* Make decisions and solve problems in a timely manner and inform others of decisions that have implications for them, making sure team knows how to action them.
* Gather information from a variety of sources to ensure decisions are in line local and national agreements.
* Ensure regular two-way communication happens between line management and senior management.
* Provide administrative support for meetings and attend as required.
* Maximise the use of technology to advance the quality and efficiency of service provision.

**Customer Service*** Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect.
* Ensure that the voice of service-users, their family members/carers and supporters

are informing the service improvement agenda and that there is regular & transparent accountability in relation to responding to and bringing action to issues raised through the engagement structures.* Seek feedback from service users / customers to evaluate service and implement change.

**Human Resources / Team work*** To provide line management and or supervision to assigned staff, as assigned and agreed by head of MHER.
* Keep in touch with workloads of team members to ensure knowledge of the full breath of MHER work and to offer support where possible as required.
* Manage the performance of any staff under your line management staff, dealing with underperformance in a timely and constructive manner.
* Participate fully in team meetings to keep team informed of your area of responsibility and to provide support and feedback to the team as a whole.
* Create and promote a positive working environment among team members and other 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 other MHER related staff and design plan to meet needs on delivering MHER priorities.
* Pursue and promote continuous personal professional development in order to develop leadership and management expertise and professional knowledge.

**Communications*** Work with the MHER team and HSE communications to promote and implement a communications strategy for the National Office of MHER.
* Utilise media platforms to share evidence of activity and impact to build on service improvement.
* Share and promote best practice on service improvements in mental health services.
* Build the public profile of the Office of Mental Health Engagement and Recovery.
* Promote the work of stakeholders in the Engagement and Recovery roles and communities nationwide.
* Ensure that all MHER communications are delivered in appropriate forms to access all Service user family member carer populations.
* Influence decision making around policies, protocols and procedures within the office through presenting the feedback of service-users, family members/carers and supporters at national level and to support a service improvement agenda with annual progress review and oversight.
* Represent the national office for Mental Health Engagement and Recovery at various events and conferences as agreed with the Head of MHER and in all interactions in the discharge of the role.

**Service Delivery and Service Improvement*** Participate and or inform effectively in all processes relating to service improvement from an engagement and recovery perspective.
* To sustain, continually improve and develop structures that allow for the involvement of service users, family members/carers and supporters and other relevant stakeholders in the planning, design, implementation and evaluation of mental health services through working as part of the national MHER team and collaborating with other service improvement processes.
* To ensure through training and other engagement interventions that all service providers, including the statutory, voluntary & community partners fully understand the recovery needs of service users, family members/carers and supporters and the role of service providers in meeting those needs.
* To drive the establishment of a culture of engagement for service users, family members/carers and supporters and other stakeholders in service improvement in the planning, design, implementation and evaluation of mental health services.
* To develop mechanism in conjunction with the MHER and national operations teams for the representation of Service User Family Member Carer (SUFMC) views in this decision making and service improvement forums
* Supporting a service improvement approach that is creative, innovative and where possible evidence based or evidence led with up to date and practical input from a multi stakeholder approach and in particular is informed by service users, family members/carers and supporters recovery perspective.
* Support and develop recovery-oriented views of service users, their family members/carers and supporters utilising co-production principles basis wherever possible.
* 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
* 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 and other 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
* 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:** * Experience in supporting the development of projects and new initiatives that promote positive mental health.
* Experience of group facilitation or similar engagement process with service users, family members/carers and supporters
* Experience of working collaboratively and in co-production processes with internal and external stakeholders as relevant to this role demonstrating an understanding of the importance of partnership working in the service improvement process
* Experience in managing a team
* Possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.

**Mental Health Engagement and Recovery Programme Manager (Lived Experience)**In addition to the eligibility criteria listed above, candidates who apply for this post must have personal experience of Mental Health challenges or direct experience as a family member or supporter to someone experiencing mental health challenges. This experience will be explored during the professional knowledge section of the interview process.**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** | Have access to appropriate transport to fulfil the requirements of the role |
| **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 & Experience*** Demonstrates an understanding of the importance of partnership working in the service improvement process.
* Demonstrates an understanding and insight into the recovery approach in health care and experience in leading on recovery and person centred initiatives.
* Demonstrates knowledge and understanding of the relevant policies and frameworks relevant to this role and referenced in this job specification.
* Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria of the role
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrate the ability to work in line with relevant policies and procedures.
* Demonstrate commitment to developing own professional knowledge and expertise.
* Experience of facilitating change management projects with proven successful outcomes.
* Knowledge of the services provided in the health service and wider environment as they apply to this post.

**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) along with 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.
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| **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 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, Mental Health Engagement and Recovery Programme Manager**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are **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 at 01/03/2025) is:€59,419 - €60,870 - €62,566 - €64,268 - €65,976 - €67,501 - €69,054 - €70,566 - €72,067 - €**74,650 - €77,243 LSIs**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.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 SSSS.  |

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