

**Access Programme Lead (General Manager)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code**  | Access Programme Lead (General Manager)*(Grade Code: 0041)* |
| **Campaign Reference** | NRS14970 |
| **Closing Date** | **Tuesday 26th August 2025 at 3:00pm.** |
| **Proposed Interview Date(s)** | Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice. |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Location of Post** | Access & Integration, Access to CareThere is currently one permanent and whole-time position available in Access & Integration, Access to Care, Dargan Building, Heuston South Quarter, Military Road, Kilmainham, Dublin 8.A panel may be formed as a result of this campaign for **Access Programme Lead (General Manager) Access & Integration, Access to Care** from which current and future permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Please email Sheila McGuinness, Director of Access at Sheila.Mcguinness@hse.ie  |
| **Details of Service** | The Access and Integration function (A&I) is a newly constituted function in HSE Centre reporting directly to the Chief Executive Officer. The A&I function will support and enable the Health Regions to deliver on their operational responsibilities. A&I will lead the development of service improvement initiatives that target patient access, promote health and wellbeing and the prevention of illness. The function will identify new and emerging strategies to increase efficiency, improve processes, and enhance the patient experience. At national level, A&I will promote adherence to national standards and ensure integration of services and functions within the context of a population health approach.In the execution of the role, the general manager will work closely with key stakeholders to oversee delivery of the Waiting List Action Plan and wider Scheduled care. They will develop and maintain positive working relationships with key stakeholders both internal and external to the HSE, including Section 38 and Section 39 agencies.  |
| **Reporting Relationship** | The post holder will report directly to the Director of Access, Access & Integration. |
| **Key Working Relationship** | In the execution of the role, the Access Programme Lead will be a key part of the Access team, providing leadership, expert knowledge and co-ordinating and overseeing the implementation Waiting List Action Plan and wider scheduled care ensuring the planning of services in line with the HSE National Service Plan and Corporate Plan. The post holder will work closely with other key stakeholders to drive this ambitious programme of work. S/he will develop and maintain positive working relationships with key stakeholders both internal and external to the HSE, including Section 38 and Section 39 agencies. The full execution of duties will involve the development of appropriate communication arrangements with a range of senior and other key stakeholders both internal and external to the HSE. |
| **Purpose of the Post** | The post holder will will play a critical role in the delivery of a strategic and co-ordinated approach to scheduled care across the system through the following: * Work collaboratively with multiple stakeholders to ensure the Programme has relevant support to deliver on this complex programme of work.
* Provide expert input to the development of service reform strategies, ensuring alignment to evolving Government direction, international best practice and the organisational vision.
* Ensure innovative best practices are actively sought and incorporated into the strategic direction of the programme.
* Lead the design, planning and implementation of systemic change and innovation relating to scheduled care, in line with the strategic vision.
* Implement best-practice project and programme management methodologies to pro-actively manage the complex programmes of work and associated workstreams, including financial management.
* Support the delivery of a standardised, consistent approach to all areas of scheduled care and waiting list management.
* Facilitate shared learnings/improvements within and across regions.
* Work closely with Planning and Performance to analyse regional scheduled care data, undertaking a deep dive into identified areas as required and supporting and monitoring regional/national improvement plans/approaches.
* Proactively engage stakeholders to ensure strategies are comprehensive and informed by local and international best practice.
* Engage subject matter expertise as appropriate throughout the programme lifecycle.
* Effectively identify, mitigate, and manage programme risks, escalating to programme leadership as required. Report on programme status to the Waiting List Action Plan Taskforce and other leadership forums as required.
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| **Principal Duties and Responsibilities**  | The post holder will:**Leadership and Delivery of Change** * Provide leadership as a member of the Access Programme team and through engagement with Health Regions and Corporate HSE to ensure targets are achieved within indicative timelines and budget.
* Adopt a strategic and integrated approach to change and improvement in developing project plans in line with the organisational policy on change – *Health Services Change Guide* [www.hse.ie/changeguide](http://www.hse.ie/changeguide)
* Work collaboratively with stakeholders across the HSE to implement system reform and drive change and improvement initiatives in scheduled care, taking into account multiple perspectives from internal and external stakeholders.
* Implement a programmatic approach to ensure consistency in design, delivery and communication across the health service.
* Act as a lead influencer and champion for the Waiting List Action Plan building consensus and enthusiasm, focussed on delivery of Plan goals.
* Work collaboratively with stakeholders across the HSE to support realisation of national and local site plans and associated targets, demonstrable through agreed.
* Design and deliver change interventions and project plans to maximise involvement, strengthen ownership and deliver on the shared purpose of improving scheduled care.
* Keep up to date in relation to the evidence on change and innovation examining best practice and developing partnerships across sectors to improve change capacity.

**Resource/Performance Management*** As a member of the Access programme team identify, support and contribute to planning, designing and delivering across all identified access care initiatives and all associated with Waiting list Action Plan.
* Provide national input to the service planning process including the setting of national and programme priorities, key performance indicators and key result areas.
* Leverage performance improvement tools (e.g. NQAIS systems, IIS dashboards) to monitor performance.
* Review and manage performance of appropriate members of Access programme team.
* Identify areas of interdependence with other HSE functions, Health Regions and IHAs, thereby minimising siloed working.
* Identify and manage risk as the system transitions between the current and future ways of working and delivering services.
* Lead on addressing resource implications associated with the responsibilities above, including transfer and reconfiguration of resources where necessary.
* Support colleagues to ensure effective utilisation of resources and ensure that budgetary and performance targets are met in accordance with the Waiting List Action Plan and National Service Plan.

**Quality & Safety*** Ensure that services are planned and commissioned in compliance with HIQA standards and other statutory requirements and in line with best clinical practice.
* Lead on continuous service improvement planning and drive sustainable implementation of service improvement programmes.
* Ensure the proper management of risk including contingency and emergency planning.

**Transformational Reform*** Have a pivotal role in the delivery of the WLAP and scheduled care, continuously identifying areas for improvement and sustainable change.
* Apply best-practice project and programme management methodologies.
* Understand and utilise all sources of data available both within HSE and externally.
* Be an advocate and champion for the WLAP and scheduled care across all national platforms.
* Work with stakeholders, including health service users, staff and their representative organisations to implement agreed change and innovation initiatives relating to scheduled care
* Contribute to the strategic vision for scheduled care based on local and international best-practice, stakeholder engagement and an in-depth understanding of scheduled care delivery, with focus and understanding of HSE structures and governance.
* Work collaboratively with colleagues across the HSE, including clinical and operational stakeholders, to improve access to scheduled care, implement new ways of working which reduce reliance on acute care, improve cross-sector integration and maximise both productivity and efficiency
* Work collaboratively with CCO, Planning & Performance, RHAs, IHAs and acute and community services within, to increase integration and develop solutions to improve access to appropriate services

**Building & Maintaining Relationships and Communication*** Take lead responsibility for cultivating effective relationships and advancing integration with colleagues in the HSE and with external stakeholders for planning of scheduled care services.
* Represent the Director of Access as required
* Demonstrate pro-active commitment to all communications with internal and external stakeholders.
* Prioritise the design and continuous delivery of proactive and consistent engagement and communication with stakeholders
* Engage with other agencies / voluntary organisations to develop cross-sectional support systems to enable and support the integration and spread of new ways of working.
* Work collaboratively with other teams and services to ensure change and project plans are integrated.
* Utilise all available digital and other platforms to deliver the widest possible stakeholder involvement.

**General** * 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 him/her from time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/or experience** | **Candidates must have at the latest date of application:** * A minimum of 2 years senior operational management hospital experience to include experience implementing new pathways of care in scheduled and unscheduled care
* Significant leadership experience with a proven track record of leading and implementing successful innovative change initiatives within healthcare.
* Experience in project management and delivery including all of the following:
* Use of project management methodologies
* Data analysis and performance measurement
* Risk and issue management
* Stakeholder management
* Experience working collaboratively and cross functionally with multiple internal and external stakeholders, to achieve results, as relevant to the role.
* Have the requisite knowledge and ability (including a high standard of suitability and management ability), for the proper discharge of the duties 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. |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role. |
| **Skills, competencies and/or knowledge** | **Professional Knowledge and Experience*** In-depth knowledge of the Health Service, including the HSE reform programmes e.g. Corporate Plan, Sláintecare WLAP and all aspects of Scheduled Care
* Prior experience progressing systemic change/innovation and working in collaboration with health care providers.
* Knowledge and experience in data analysis, data management, and performance measurement for planning and tracking reform initiatives for scheduled and unscheduled care.
* Knowledge of the issues, developments, and current thinking in relation to best practice in scheduled care service design and delivery.
* Clear understanding of challenges facing the service and performance improvement strategies required to address these.
* Clear understanding of HSE governance and structures, and role of A&I and Access program
* Strong working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role.
* Significant experience in report writing and the ability to produce reports to publication standard.

**Leadership and Delivery of Change*** Effective leadership skills and demonstrated record of driving change and transforming a vision into a multi-annual programme plan (with long, medium and short-term milestones and deliverables)
* Strong results focus and effective stakeholder management skills, with demonstrated ability to work collaboratively with senior management colleagues and key stakeholders to drive forward an agenda.
* Leadership and team management skills including the ability to work with multi-disciplinary team members, internal and external stakeholders (including clinical and non-clinical stakeholders).
* Remains fully informed in a dynamic and challenging environment, while at the same time having a clear view of what changes are required in order to achieve immediate and long-term corporate objectives.
* Demonstrated ability to navigate a complex, multi-stakeholder environment while maintaining and conveying a clear view of what changes are required in order to achieve long, medium and short-term objectives.
* Balances change with continuity – continually striving to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity, and persistence even under increasingly complex and demanding conditions.
* The ability to work independently as well as work with a wider (multidisciplinary / multi-agency) team in a complex and changing environment.

**Managing and Delivering Results (Operational Excellence)*** Ability to work on a self-directed basis and prioritise workload to deliver outputs within short turn-around times when required
* Places strong emphasis on achieving results and sustaining change
* Flexibility, adaptability, and openness to working effectively in a changing environment.
* Commits a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals.
* Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion
* The capacity to negotiate and influence to achieve delivery on objectives

**Building and Maintaining Relationships/Communication Skills*** A track record of building and maintaining key internal and external relationships, helping to achieve organisational goals.
* Excellent written communication skills including the ability to produce professional reports.
* The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation
* An ability to influence and negotiate effectively to achieve objectives
* Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups.
* The ability to present information clearly, concisely and confidently when speaking and in writing.
* Has the capacity to work effectively at corporate management level

**Critical Analysis and Decision Making*** Ability to operate as an effective strategic and tactical thinker.
* An understanding of data, data sources, and how to review, analyse and present data accurately with appropriate context.
* Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution skills.
* Ability to analyse and evaluate in a rational, objective, consistent and systematic manner; a range of complex information to identify the core issues and arguments that are most salient to the situation at hand.
* Ability to challenge effectively and to maintain the highest levels of professional integrity in challenging circumstances.
* Considers the wider implications of decisions on a range of stakeholders.
* The ability to consider the range of options available, make timely decisions and take ownership of those decisions and their implications

**Personal Commitment and Motivation*** Be capable of coping with competing demands without a diminution in performance, is self-motivated and shows a desire to continuously perform at a high level.
* A core belief in and passion for the sustainable delivery of high-quality customer focused services
* Commitment and buy-in to the role and in leading lasting change across the health service.
* Commitment to continuing professional development.
* Commitment to improving outcomes for service users.
* Demonstrably understands, identifies with and is committed to the core values of the HSE and places a high emphasis on achieving high standards of excellence.
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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. |
| **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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”. Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://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.  |



**Access Programme Lead (General 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 (01/08/2025): €85,747, €87,912, €91,342, €94,798, €98,226, €101,663, €106,660New 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. |
| **Ethics in Public Office 1995 and 2001**Positions remunerated at or above the minimum point of the Grade VIII salary scale.Positions remunerated at or above the minimum point of the Grade VIII salary scale. | Positions remunerated at or above the minimum point of the Grade VIII salary scale (€69,676 as at 01.07.2021) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission’s website <https://www.sipo.ie/>. |

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)