 Programme Manager, Clinical Management System (Community Connect)

National Office of Palliative Care

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Programme Manager, Clinical Management System (Community Connect)  National Office of Palliative Care  *(Grade VIII)*  *(Grade Code: 0655)* |
| **Campaign Reference** | NRS14977 |
| **Closing Date** | Wednesday 3rd September 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** | National Office of Palliative Care  There is currently one permanent whole-time vacancy available in the National Office of Palliative Care, Dr. Steevens’ Hospital, Steeven’s Lane, Dublin 8.  The National Lead for Palliative Care is open to engagement as regards the expected level of on-site attendance at an agreed HSE base in the context of the requirements of this role and the HSE’s Blended Working Policy.  A panel may be formed as a result of this campaign **for Programme Manager, Clinical Management System (Community Connect) (Grade VIII)**, **National Office of Palliative Care, Dr. Steeven’s Hospital, Access and Integration** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Maurice Dillon, National Lead for Palliative Care  Email: [maurice.dillon1@hse.ie](mailto:maurice.dillon1@hse.ie) |
| **Details of Service** | The HSE National Office of Palliative Care reports into the HSE National Director for Access and Integration in the HSE centre. The National Office of Palliative Care leads out on the strategic planning for palliative care within the HSE for children and adults working closely with the Department of Health, HSE Clinical Program for Palliative Care and specialist palliative care services across the six Health Regions.  Palliative care uses a multi-disciplinary team approach to help patients with life limiting illnesses live as well as possible up until their death. In Ireland, Specialist Palliative Care services are provided by the HSE in conjunction with the voluntary sector across all six Health Regions. Specialist Palliative Care is delivered in acute hospitals, Specialist Palliative Care Inpatient Units (Level 3 Hospices) and in the patients home including residential care facilities.  The Office of HSE National Lead for Palliative Care is a national focal point for improving access, integration and quality of palliative care services for patients and families and ensures key palliative care objectives are included in the HSE National Service Plan. Progressing a Clinical Management System for specialist palliative care is a priority action in the Dept of Health, National Adult Palliative Care Policy  A Clinical Management system (CMS) for specialist palliative care will be implemented as part of the HSE Technology and Transformation Community Connect program. This program will deliver a service management solution for community services across the HSE and an advanced clinical solution for specialist palliative care and child and adolescent mental health services. The CMS solution will provide Specialist Palliative Care teams with real-time, electronic access to comprehensive, contemporaneous and relevant patient health information. |
| **Reporting Relationship** | Reporting to the HSE National Lead for Palliative Care |
| **Key Working Relationships** | The role requires effective internal and external relationships including with   * Office of National Lead for Palliative Care * HSE Technology and Transformation Team * Specialist Palliative Care Services (HSE and S38) * Health Region management teams. * Clinical Programme Lead for Palliative Care and other clinical colleagues * Clinical Management System Vendor * Community Connect workstream and programme leads * Other internal / external stakeholders as appropriate |
| **Purpose of the Post** | The post holder will have a lead role in supporting specialist palliative care services in the preparation for, rollout and implementation of the Community Connect program across the sector along with ensuring the benefits of the clinical management system are realised post implementation.  The Programme Manager will be a senior national role reporting into the National Lead for Palliative Care and working closely with both specialist palliative care and HSE Technology and Transformation colleagues to deliver the Community Connect program.  The post holder will be responsible for  Ensuring a coordinated approach to the development and implementation of a Clinical Management System in specialist palliative care services across all six Health Regions as part of the wider HSE Technology and Transformation Community Connect program.  Provide expert input into range of HSE Community Connect workstreams by providing subject matter expertise on palliative care.  Represent the National Lead for Palliative Care at senior meetings involving key decision makers on the Community Connect Program.  Assess and anticipate barriers to successful implementation of Community Connect within specialist palliative care services and identify mitigations for same in conjunction with key stakeholders |
| **Principle Duties and Responsibilities** | Under the direction of the National Lead for Palliative Care the post holder will:  **Project Management**   * Lead and collaborate with key stakeholders in specialist palliative care and HSE Technology and Transformation to ensure readiness of Specialist Palliative Care sector for implementation of Clinical Management System. * In collaboration with Community Connect programme colleagues, implement project management methodologies and processes to ensure successful delivery of wider Community Connect project within agreed scope and on schedule. * Proactively maintain comprehensive, up-to-date project plans, status reports and all required project documentation. * Participate in Community Connect governance structures and working groups as required including Specialist Palliative Care Community Connect National Advisory Group. * Ensure that key stakeholders are aware of their respective roles and responsibilities. * Lead and monitor key project success factors including stakeholder engagement, risk management, and benefits realisation. * Anticipate and identify issues and risks that may impact on the delivery of the program within specialist palliative care and escalate through appropriate governance structures as required.   **Team Development and Resourcing**   * Lead and manage project teams as assigned to ensure the specialist palliative care sector are prepared and ready for the change management required to adopt a clinical management system. * In conjunction with HSE Community Connect Team and the specialist palliative care sector support palliative care services to participate in training and skills development required to successfully implement a clinical management system. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * Liaise with HR and Procurement as necessary to ensure resources are acquired and utilised in line with all relevant policies and regulations. * In conjunction with Community Connect program colleagues, ensure resources necessary to the success of the project are identified and appropriately managed.   **Communications / Stakeholder Management**   * Ensure that effective communication mechanisms and processes are in place to manage, motivate and influence multiple project stakeholders, working through agreed governance structures * Develop strong relationships with key stakeholders including but not limited to, specialist palliative care sector, Vendor and HSE T&T team * Represent the National Lead for Palliative Care as required. * Demonstrate pro-active commitment to all communications with internal and external stakeholders.   **Risk Management, Quality, Health & Safety**   * Adequately identifies, assesses, manages and monitors risk within their area of responsibility * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to 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:**   * Significant experience at a senior level working with key stakeholders working in a specialist palliative care environment as relevant to this role. * Experience in project management and delivery including all of the following:   + Use of project management methodologies   + Generation of status reports for senior management   + Risk and issue management   + Change Management   + Stakeholder management * Experience in professional writing, which includes any or all of the following: presentations, writing reports, preparing briefings on behalf of senior management, responses to parliamentary questions etc. * Experience leading and managing a team * Experience in relationship management and working collaboratively with multiple internal and external stakeholders to achieve shared goals, as relevant to this 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. |
| **Post Specific Requirements** | n/a |
| **Other requirements specific to the post** | Access to appropriate transport to fulfil the requirements of the role, as post will involve travel. |
| **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**   * Significant knowledge and understanding of the organisation and delivery of Palliative Care services in Ireland * Knowledge and experience of the healthcare sector within Ireland including policy and strategies relevant to the role * Knowledge and experience of project management, planning and implementation in a healthcare setting * Extensive written communications experience, including the production of high quality reports and briefings * Strong understanding of the challenges of leading a complex change project with significant technology, process and clinical change dependencies * Knowledge and experience of working to deliver a project within set timelines, budget and available resources * Knowledge, understanding and experience of Project Management methodologies, project stages, documentation * Excellent MS Office skills to include, Word, Excel and PowerPoint.   **Leadership, Direction and Team Working Skills**  Demonstrates:   * Effective leadership in a challenging and busy environment including a track record of delivering improvements. * Ability to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes. * Ability to support, supervise, develop and empower staff in changing work practises in a challenging environment within existing resources. * Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion. * Motivation and an innovative approach to the job within a changing working environment. * Evidence of being a positive agent of change and performance improvement. * Flexibility and adaptability to meet the requirements of the role. * Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects. * Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives. * An ability to influence and negotiate effectively in furthering the objectives of the role.   **Managing and Delivering Results (Operational Excellence)**  Demonstrates:   * Excellent organisational and time management skills to meet objectives within agreed timeframes and achieve quality results. * A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships. * The ability to work on a self-directed basis * Evidence of effective project planning and organisational skills including an awareness of resource management and the importance of value for money. * Strong evidence of excellent financial planning and expenditure management. * The ability to seek and seize opportunities that are beneficial to achieving organisation goals and strives to improve service delivery. * The ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment. * A capacity to operate successfully in a challenging environment while adhering to various standards. * Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.   **Critical Analysis, Problem Solving and Decision Making**  Demonstrate:   * The ability to evaluate complex information from a variety of sources and make effective decisions. * Considers the impact of decisions before taking action. * Anticipates problems and recognises when to involve other parties (at the appropriate time and level). * Makes timely decisions and stands by those decisions as required. * The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions. * Significant experience in effective operational problem solving utilising an inclusive approach which fosters learning and self-reliance amongst teams. * A capacity to develop new proposals and put forward solutions to address problems in a timely manner.   **Working with and Through Others – Influencing to Achieve**  Demonstrates:   * The ability to influence and negotiate with multiple stakeholders to secure buy-in to plans and their implementation. * Builds and maintains working relationships, engaging positively with a wide range of individuals and groups in achieving programme goals. * Effective conflict management skills. * Encourages open and constructive discussions around work issues. * Empathises with stakeholders and seeks to understand their frustrations. * Capability to manage expectations in situations where there is a disconnect between stakeholder needs and the service’s capacity.   **Communication Skills & Interpersonal skills**  Demonstrates:   * Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders. * A capacity to influence and negotiate ensuring delivery on programme objectives. * The ability to interact in a professional manner with health staff and other key stakeholders. * Excellent written communication skills including the ability to produce professional reports. * The ability to present information clearly, concisely and confidently when speaking and in writing taking time to meet the needs of the audience. * Excellent written communication skills including the ability to produce professional reports. * Excellent people skills and the ability to achieve “buy in” from major stakeholders. * Strong negotiation/influencing skills.   **Drive and Commitment**  Demonstrates:   * Places strong personal emphasis on achieving high standards of excellence * A client user and customer focus in the delivery of services * An ability to pay close and accurate attention to detail in personal work and to create a culture where high standards are valued and respected. * An ability to cope with competing demands without a diminution in performance. * A core belief in and passion for the sustainable delivery of high-quality customer focused services. * Is self-motivated and shows a desire to continuously perform at a high level. * Proactively identifies areas for improvement, exploring possible solutions with a strong service and customer centric focus. * The ability to deal with challenging and sometimes difficult situations in a constructive fashion, maintaining composure when dealing with crises. |
| **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** | This campaign will be run 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. | |



Programme Manager, Clinical Management System (Community Connect)

**National Office of Palliative Care**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The salary scale for the post (as at 01/08/25) is:  €82,258, €82,997, €86,243, €89,502, €92,736, €95,983, €99,213  Salary Scales are updated periodically and the most up to date versions can be found here: https://healthservice.hse.ie/documents/5205/MARCH\_2025\_pay\_scales.pdf  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. |
| **Ethics in Public Office 1995 and 2001** | Positions remunerated at or above the minimum point of the Grade VIII salary scale 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)