 Quality, Safety and Risk Manager (Grade VIII)

**Job Specification & Terms and Conditions**

|  |  |
| --- | --- |
| **Job Title, Grade Code** | Quality, Safety and Risk Manager (Grade VIII)  *(Grade Code:0655)* |
| **Campaign Reference** | NRS14985 |
| **Closing Date** | Thursday 4th of September 2025 at 12:00 pm |
| **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 Screening Service  There is currently one permanent whole-time vacancy available in King’s Inns House, 200 Parnell Street, Dublin 1, D01 A3Y8  A panel may be formed as a result of this campaign for **Quality, Safety and Risk Manager (Grade VII) in the National Screening Service, King’s Inns House, Parnell Street, Dublin 1** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.  The successful candidate may be required to travel to other locations within the National Screening Service on occasion. |
| **Informal Enquiries** | Name: Colette Brett, Head of Quality, Safety and Risk (General Manager)  **Tel:** 01-8659364  **Email:** [colette.brett@screeningservice.ie](mailto:colette.brett@screeningservice.ie) |
| **Details of Service** | The National Screening Service (NSS), part of the Health Service Executive (HSE), delivers four free, national population-based screening programmes:   |  |  | | --- | --- | | **Programme** | **Aim** | | [BreastCheck](http://www.hse.ie/breastcheck) | Detecting breast cancers at the earliest possible stage, when they can be easier to treat. | | [CervicalCheck](http://www.hse.ie/cervicalcheck) | To prevent cervical cancer by finding and treating changes to the cells in the cervix before  they develop into cancer. Also to find cervical cancer at an early stage, before symptoms start, when it can be easier to treat. | | [BowelScreen](http://www.hse.ie/bowelscreen) | To prevent bowel cancer by finding and removing abnormalities in the bowel (polyps). Also to find bowel cancer at an early stage, before symptoms start, when it can be easier to treat. | | [Diabetic RetinaScreen](http://www.hse.ie/diabeticretinascreen) | Early detection and treatment of sight-threatening retinopathy. When retinopathy is caught early, treatment is effective at reducing or preventing damage to your sight. |   Our mission: We deliver population screening programmes that help prevent, reduce the risk of, and assist the recognition of, disease in Ireland.  Our vision: To work together to save lives and improve people’s health through population screening.  Screening programmes aim to reduce morbidity and mortality in the population by identifying those at risk of the condition/pre-condition, allowing free assessment, detection and treatment.   * Population screening can save lives. Evidence shows that [detection, survival and death rates are all improved for people who have participated in screening](https://www.ncri.ie/sites/ncri/files/pubs/NCRI_AnnualStatReport_2024_FINAL_14_0.pdf). * Screening programmes play a significant part in cancer detection; 5% of all cancers in Ireland are detected during screening. * Services are growing and dynamic, with exciting opportunities in the next 5 years for innovation and further benefits for the >1.5m population eligible.   Our programmes focus on looking for early signs of disease in healthy people, so that we can:   * detect health issues early * help prevent disease * ensure that anyone who does develop the disease being screened for has the best chance of early, more effective treatment * reduce people’s risk of developing a disease or its complications * support people in making informed decisions about their health   The NSS Strategic Plan 2023-2027 [Choose Screening: Together we can make a difference](https://assets.hse.ie/media/documents/NSS_Strategy_FINAL.pdf)sets out our areas of focus:   * Engagement and partnership * Operational excellence * Service development * People and culture * Governance and quality assurance * Data and information   On our website [www.screeningservice.ie](http://www.screeningservice.ie) we [report](https://www2.healthservice.hse.ie/organisation/nss/news/) regularly on our activity, progress and performance.  Read more about some of our work to deliver our strategy:   * [Equity in screening](https://www2.healthservice.hse.ie/organisation/nss/equity-in-screening/) * [Quality assurance](https://www2.healthservice.hse.ie/organisation/nss/quality-assurance-framework/) * We highlight research that we have published, presented, authored and co-authored in the [news section of our website](https://www2.healthservice.hse.ie/organisation/nss/news/) * Our [reports and publications](https://www2.healthservice.hse.ie/organisation/nss/publications/) provide more information about our work. |
| **Reporting Relationship** | The post holder will report to the Head of Quality, Safety & Risk or nominated individual. |
| **Key Working Relationships** | The postholder will liaise with the following:   * Programme management teams * Clinical Directors/Clinical Leads * Public Health team * NSS Quality Assurance Committee * NSS Departments (Human Resources, Corporate Support Services etc) * Office of the Chief Clinical Officer * External providers including voluntary and regulatory agencies * Quality and Patient Safety Leads in the HSE National Divisions/functions/Regions   Please note that this list is not exhaustive and key working relationships will change over time depending on the projects underway. |
| **Purpose of the Post** | Under the direction of the Head of Quality, Safety and Risk the purpose of the post is to:   * Manage and drive the development and implementation, where appropriate, of quality, risk and patient safety structures, processes and programmes of work. * Lead on and support NSS screening programmes and departments on quality, risk and incident management. * Manage rigorous and systematic monitoring of quality, safety and risk management indicators / metrics including compliance. * Line management of Quality, Safety and Risk staff. * Develop and maintain positive working relationships with key stakeholders both internal and external including regulatory bodies, patient representatives and the broader HSE. |
| **Principal Duties and Responsibilities** | **Quality, Safety & Risk**  The Post holder will:   * Ensure incidents are reported, managed and rated according to severity, reviewed as appropriate in accordance with HSE Incident Management Framework. * Review and report on incident management including internal and external reporting. * Develop a wider appreciation of the value of the systems approach in preventing, analysing and learning from adverse events. * Lead on the implementation of Open Disclosure training, implementation and assurance processes across the NSS including the Patient Safety Act 2023. * Lead on audit scheduling across the NSS in relation to quality, safety and risk management. * Work with Managers & QA co-ordinators to develop annual audit plans and provide oversight as required. * Lead on review and advise on NSS risk registers in line with HSE’s Enterprise Risk Management. * Advise & report on implementation of recommendations from investigations, reviews, audits and inspection. * Lead on the NSS management of quality information management systems such as QPulse, HSE Risk management system, National Incident Management System (NIMS). * Be responsible for delivering training for NSS staff in regard to Quality, Risk, Safety and Incident Management. * Support the development and monitoring of local improvement strategies to address underperformance in relation to quality and safety. * Instigate the development and management of training programmes required to assist compliance and continuous quality improvement. * Oversee the development and management of local quality, safety and risk policies and procedures required to assist in compliance with standards and legalisation. * Guide the Health & Safety Committee on health & safety requirements across NSS * Establish robust mechanisms for ensuring that, where learning is identified, the necessary changes are put in place and all corrective actions are closed out so to prevent recurrence. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * Represent and deputise for the Head of Quality, Safety and Risk as appropriate   **Planning, Performance Management, and Reporting**   * Be responsible for providing advice and support to all managers in relation to models and methods to ensure the organisation’s achievement of conformance and performance with the internal and external compliance requirements. * Assist with development on data and statistics for development of Key Performance Indicators (KPIs) for compliance, quality, safety & risk. * Review and make recommendations on all significant Quality, Risk and Safety concerns indicating whether they have been correctly identified and are being appropriately managed. * Attend and chair meetings, as required, to provide advice and support on all matters relating to quality, safety and risk management. * Work with managers to design quality improvement programmes / initiatives, data processing and analysis which will support implementation and monitoring of quality and patient safety. * Analyse and summarise performance improvement data and report on findings and outcomes. * Lead, manage and participate in projects associated with the department.   **Standards and Legal requirement**   * Lead on mechanisms for providing assurance in respect of the compliance requirements of services to internal HSE and external regulatory requirements. * Review changes in legislation and regulation as necessary and take appropriate action including development of process in line with the States Claim Agency. * Co-ordinate with NSS Senior Management Teams with internal and external reviews/audits for compliance in relation to regulations and standards. * Support departments and screening programmes in the development of mechanisms to assist services in improving performance with the compliance requirements of regulatory standards and internal standards and policies relating to quality, safety and risk. * Have a working knowledge of the Health Information and Quality Authority (HIQA) standards as they apply to the role and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Lead on developing mechanisms to implement and monitor the HIQA National Standards for Safer Better Healthcare   **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 of application:**   * Significant experience at a senior level working in the area of Quality, Safety and Risk Management within a health service environment, which has involved patient safety improvement and incident management as relevant to this role. * Significant experience managing and delivering quality and safety improvement projects and/or initiatives to include compliance monitoring and performance reporting as relevant to this role. * Experience leading and managing a team * Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders, 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 |
| **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:   * Experience leading on the development and implementation of standards, policies, procedures and guidelines * Extensive knowledge and experience of leading out on risk management including risk assessment, risk registers, risk reporting, and monitoring and assurance * Extensive knowledge and experience of the Incident Management process * Knowledge of delivering System Analysis Investigations * Knowledge and experience of learning from mistakes/errors and developing a culture of safety, monitoring and assurance. * A clear understanding of quality management, improvement and assurance methodologies * Extensive knowledge and experience of monitoring compliance * Knowledge of audit and other assurance mechanisms for quality and patient safety * Knowledge and experience of developing and implementing standards, policies, procedures and guidance * An understanding of Quality assurance processes * Excellent writing skills including the ability to produce reports to publication standard. * An understanding of the key principles of safety systems in healthcare * Excellent IT skills to include, Word, Excel and PowerPoint and email * Knowledge of electronic systems relevant to this 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 & Decision Making**  Demonstrates:   * 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.   **Leadership, Direction & Teamworking 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.   **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.   **Personal Commitment and Motivation**  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. |
| **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.  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 VIII, Quality, Safety and Risk Manager**

**Terms and Conditions of Employment**

|  |  |
| --- | --- |
| **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 €92736 €95,983 €99213  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. |
| **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-2)
2. [↑](#footnote-ref-3)