 NRS15058 Senior Appeals Officer (Grade VIII)

 **Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | Senior Appeals Officer (Grade VIII) *(Grade Code: 0655)* |
| **Campaign Reference** | NRS15058 |
| **Closing Date** | Monday 3rd November 2025 @ 12:00pm |
| **Proposed Interview Date (s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There is currently one permanent whole-time vacancy available in the National Appeals Office, Ballyshannon, Co. Donegal.The role is an office-based role, with potential for blended working managed flexibly in line with business needs and following full training and induction.A panel may be formed as a result of this campaign for **Senior Appeals Officer (Grade VIII), National Appeals Office, Donegal** from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Damien McCallig, Head of Service, National Appeals Service**Email:** damien.mccallig@hse.ie**Mobile:** 087 1193568 |
| **Details of Service** | The HSE and its funded agencies provide a large range of essential health and social care services for the population of Ireland. Many decisions take place on a daily basis within the HSE and in any area where adjudication on rights and entitlements takes place, there will always be applicants who are dissatisfied with decisions and may appeal that decision.The National Appeals Service determines appeals from appellants (or their representatives) across a range of schemes. Members of the public may appeal on decisions made by the HSE on their entitlements under certain schemes, both statutory and administrative. These appeals include the statutory Nursing Home Support Scheme and the administrative schemes of Primary Care Re-imbursement Scheme (e.g. medical cards/ GP visit cards), Common Summary Assessment Report, Blind Welfare Allowance, Mobility Allowance and Residential Support Services Maintenance & Accommodation Contribution. The remit of National Appeals has substantially expanded in 2025, when appeals under Treatment Abroad Scheme, Northern Ireland Planned Healthcare Scheme and the Cross Border Directive fell under our remit. The National Appeals Service supports service users by signposting them to health and financial supports and, where an issue cannot be resolved, in making determinations on appeal. A key part of the service is “closing the loop” on the appellants enquiry so they know the relevant contacts and next steps in accessing health and social care. The National Appeals Service is structured to support the appellant pathway- each contact is triaged through case management first and, if required, through to an appeal. Where the case is required to progress to an appeal, Appeals Officers determine if the original decision is correct or if it is necessary to amend or revoke the original decision and approve or partially approve an appeal. Appeal decisions are made in line with the relevant legislation, regulations and guidelines for the relevant schemes.This “look back” process creates a safeguard for the HSE in the administration of schemes and the HSE’s requirements under the Health Act. The National Appeals Service also has an assurance and quality improvement role in providing feedback and advice to the scheme managers by identifying and highlighting policy issues in relation to the management of schemes. The National Appeals Service was established in 2011 and is as part of the National Services and Schemes Directorate. |
| **Reporting Relationship** | The Senior Appeals Officer (Grade VIII) will report directly to the Head of Service or other nominated manger |
| **Key Working Relationships**  | The post holder will work directly with the Head of Service and members of the National Appeals team. Key working relationships will be with:* The National Appeals team and the National Services and Schemes Directorate
* Members of the public (service users, appellants and their representatives)
* Eligibility scheme owners and their teams and wider HSE services including PCRS, Nursing Homes Support Scheme, Overseas Treatment Schemes, Access and Integration, Office of the Chief Clinical Officer
* Public representatives
* Office of the Ombudsman
* Relevant departments, agencies and bodies including Department of Health; Department of Social Protection; Department of Children, Equality, Disability, Integration and Youth and other relevant agencies and bodies.
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| **Purpose of the Post**  | As a member of the Appeals Management Team, the Senior Appeals Officer Grade VIII will assist the Head of Service to lead, manage and develop the existing operational and administrative function of National Appeals and to support the development and implementation of an expanded National Appeals service remit. The role encompasses: * Ensuring optimum National Appeals service provision across all appealable statutory and non-statutory schemes.
* Providing a decision making function (appeal adjudication) in relation to appeals for defined schemes and services, which may include Cross Border Directive, Northern Ireland Planned Healthcare Scheme, Treatment Abroad Scheme, Medical cards/GP Visit Cards, Nursing Homes Support Scheme (Fair Deal), Long-Stay Contributions (RSSMAC), Blind Welfare Allowance, Mobility Allowance, and others, in accordance with relevant governing legislation, regulations, guidelines and administrative rules for each scheme and service.
* Acting as key stakeholder in HSE scheme management and contributor to effective scheme governance and administration.
* Providing leadership in the delivery of a high quality customer focussed appeals service.
* Deputising for the Head of Service.
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| **Principal Duties and Responsibilities** | **Service Management*** Support the Head of Service in the planning, development and implementation of a responsive and effective national appeal service in line with operational plans and national strategic plans and priorities.
* Provide operational support for the management and oversight of the existing National Appeals service across all appealable statutory and non-statutory schemes to ensure effective and efficient delivery of the day-to-day operational management.
* Through effective functional management, ensure that an impartial review of decisions relating to applications for specified services and entitlements are made in line with relevant governing legislation, regulations, guidelines and administrative rules for each scheme and service.
* Assist in developing the operational structure for a responsive and effective appeals service for newly appealable schemes; this will include the Overseas Treatment Schemes.
* Contribute to legislative interpretation and understanding of existing and new schemes, this will include understanding of Northern Ireland/ EU wide service implications.
* Ensure compliance with relevant legislation, current and updated scheme guidelines, policies and procedures in relation to the management of appeals on eligibility services and schemes.
* Support the Head of Service in identifying and pro-actively addressing systemic obstacles to the administration of eligibility and schemes, as indicated by issues arising on appeal, in co-operation with scheme management.
* Engage with relevant scheme owners to define and assess impact of relevant scheme developments and legislative changes and design necessary procedures and/ or changes to National Appeals Service processes.
* Provide the necessary management, leadership and direction to ensure that the overall objectives of the appeals function are understood and supported by staff.
* Manage relevant operational and business projects and programmes.
* Ensure accurate and relevant information is accessible in a timely and clear manner to support delivery of the functions of the National Appeals Service.
* Assist in the development and delivery management reports and commentary that concisely and accurately reference performance, in line with function and national requirements.
* Manage complex appeals and adjudicate on same, as required.
* Ensure structures and processes are in place to support timely response to parliamentary questions, representations, and media queries pertaining to appeals.
* Contribute to the preparation of the Risk Register, Service Plan, Operational Plan and Annual Report for the Appeals Service and to implement Service Plan and Operational Plan.
* Deputise for the Head of Service.

**Service User Focus*** Adjudicate on appeals in line with relevant governing legislation, regulations, guidelines and administrative rules for each scheme and service.
* Work to ensure that the patient/service user is always at the centre of National Appeals work and focus and that services are integrated and delivered seamlessly to those groups.
* Promote and maintain a service user/ customer focused business by ensuring service users are treated with dignity and respect across service delivery points and by incorporating feedback from service users into change initiatives.
* Identify how National Appeals can contribute to and influence scheme administration for the benefit of service users.
* Actively promote service user issues and experiences to relevant HSE stakeholders to support improved experiences prior to appeals process.
* Proactively and positively impact service user health and social care experience by identifying and signposting access to appropriate health and social care supports.

**Communications / Stakeholder Engagement** * Assist the Head of Service to manage the operational interface with internal and external stakeholders on matters relating to appeals and the issues that arise on appeal, this will include National Services and Schemes, Nursing Home Support Schemes, Overseas Treatment Schemes, HSE services that administer schemes, relevant governmental departments (Department of Health, Department of Social Protection).
* Facilitate communication and shared learning across National Services and Schemes, and relevant scheme owners through formal and informal fora.
* Provide liaison and support to the relevant HSE functions and external stakeholders as required in relation to issues raised on appeal.
* Represent the National Appeals on national working groups to support the equitable administration of the schemes for service users, as relevant to issues raised on appeal.
* Engage with the Ombudsman in dealing with complaints.
* Liaise and engage with stakeholders on behalf of the Head of Service as appropriate.
* Act as spokesperson for the HSE as required and as assigned.

**Resource Management** * Contribute to defining resourcing requirements for the implementation of current and upcoming relevant schemes’ appeals service.
* Support the development and delivery of an appropriate case management system for the management of appeals across the schemes and the collection and provision of relevant information, statistics and reports on service provision and performance.
* Support and embed cross-team working and structures within National Appeals.
* Assist in the development of appropriate training and learning mechanisms to ensure that appeals staff are appropriately informed of all scheme developments, legislative and guidelines changes.
* Develop induction programmes in conjunction with members of the appeals team to support learning for new members of staff and across the appeals team.
* Assist with measuring training needs and skillset development of staff.
* Support workforce planning and organisational development, in line with developments across Governance & Compliance, National Schemes and Reimbursements and aligned with evolving HSE structures.
* Support the Head of Service in preparing and managing annual budgets for assigned area to include: identifying, proposing and implementing value improvement and efficiency initiatives.
* Work with the Office Manager to ensure adherence to the HSE National Financial Regulations and National Control Framework to include ensuring that records are maintained appropriately.

**Quality and Risk Management:*** Maintain and advance own knowledge of relevant schemes, regulations and legislation e.g. legislation in relation to the provision of health and social care services, Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR.
* Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own team.
* Pursue and promote continuous professional development in order to develop management expertise and professional knowledge.
* Identify, assess and manage areas of business risk areas requiring further attention from a risk management and quality improvement perspective.
* Ensure adequate governance and risk management procedures and registers are in place and proactively identify and manage risk during transition and change.
* Promote a safe working environment in accordance with health and safety legislation.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
* 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.

**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:*** Extensive experience working in an appellate role, or as a decision maker for eligibility schemes and services in a large complex organisation
* Experience of developing, implementing or working within legislative and policy requirements including the monitoring of compliance with same
* Experience of interacting with the public/service users and their representatives in a health and social service environment.
* Significant experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders in pursuing the objectives of the organisation.
* 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 |
| **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:** * Knowledge and experience relevant to the role as per the duties and responsibilities, eligibility criteria and post specific requirements of the role.
* Knowledge of the role and function of the National Appeals Service and the services it provides.
* Strong knowledge of the legislation and guidelines in relation to eligibility services and schemes provided by the HSE.
* Understanding and appreciation of HSE eligibility schemes and reimbursement services and challenges in their application and delivery.
* Commitment to and experience of service improvement and optimisation.
* Knowledge and experience of governance and service improvement initiatives.
* A focus on and experience of delivering quality and functional change, in line with organisational priorities.
* Knowledge and understanding of management information systems within a complex service delivery environment.
* Knowledge and experience of professional writing including experience of critically reviewing, proofing and editing professional documents, including annual reports, briefing papers or appeal determinations.
* Knowledge of HSE structures and the Reform agenda.
* Knowledge and understanding of key HSE policies, frameworks, strategies, and regulations as relevant to this role.
* Excellent IT and MS Office skills including Word, Excel, PowerPoint, and Outlook.

**Managing and delivering results with critical analysis and decision making*** Manages and delivers results through operational excellence.
* Is committed to providing a quality service to support service users.
* Demonstrates an aptitude for operational delivery that is aligned to strategic thinking and priorities.
* Strong personal emphasis on achieving high standards of excellence and willingness to take personal responsibility to initiate activities and drive objectives through to a conclusion.
* The ability to rapidly assimilate and analyse complex information, including legislation; considering the impact of decisions before taking action; and anticipating challenges.
* The ability to review, evaluate, make and challenge decisions where appropriate.
* The ability to think strategically, with strong analytical and judgement skills.
* Effective problem-solving capacity in complex work environments.
* The ability to consider the range of options available, involve other parties at the appropriate time

**Leadership and direction*** Demonstrates a capacity to operate successfully in a challenging and complex environment.
* Is a positive driver for change including the ability to lead and motivate others.
* Continually strives to improve service delivery, to create a work environment that encourages creative thinking in complex and demanding conditions.
* Brings a focus and drive to building and sustaining high levels of service, addressing any service issues as they arise.
* Drives service improvements.
* Sets high standards for the team and puts their work, and the work of the organisation into meaningful context.
* Ensures quality and efficient customer service is central to the work of National Appeals.

**Working with and through others – Influencing to achieve*** Strong results focus with the ability to achieve results through collaborative working.
* A track record of building and maintaining key internal and external relationships in furtherance of National Appeals and organisational goals.
* Demonstrates the ability to influence and negotiate effectively in furthering the objectives of the role.
* Uses influencing and negotiating skills to achieve high standards of service in areas outside direct area of remit.
* Capability to manage service user/ customer expectations in situations where there is a disconnect between service/ customer needs and the service’s capacity.
* Works effectively on service initiatives projects across schemes and HSE areas.
* Develops and maintains a network of contacts to facilitate problem solving or information sharing.

**Interpersonal & Communication Skills*** Strong verbal and written communication skills.
* Builds innovative, evidence based arguments to influence others and negotiate commitment.
* Is committed to working co-operatively with and influencing senior management colleagues to drive forward the National Appeals priorities and agenda.
* Encourages open and constructive discussions around work issues.
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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. 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 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.Read the [CPSA Code of Practice](https://www.cpsa.ie/pdf/?file=https://assets.cpsa.ie/media/275828/b88e3648-c663-4293-9471-d2d75bd1d685.pdf).  |
| 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. |



**Senior Appeals Officer (Grade VIII)**

**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; €99,213New 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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are 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-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/). |

 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

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