**Social Worker**

**Primary Care Services**

**HSE South West**

**Job Specification & Terms and Conditions**

**AMENDED**

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| **Job Title, Grade Code** | Social Worker (Grade Code: 3017) |
| **Remuneration** | The salary scale for the post is (01/03/25): €49,624, €52,907, €54,664, €57,238, €59,835, €62.447 €65,056, €67,665, €70,277, **€71,640 LSI**Salary scales are updated periodically and most up to date versions can be found here: <https://healthservice.hse.ie/staffbenefits-services/pay/payscales.html>  |
| **Campaign Reference** | SOCWPC2025  |
| **Closing Date** | 8th April 2025 by 12 noon |
| **Proposed Interview Date (s)** | Proposed interview dates will be indicated at a later stage  |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | There are a number of posts available across Cork and Kerry.**Please note no panel will be formed as a result of this recruitment campaign.** No additional jobs will be offered to candidates successful at interview.Once the vacancies are filled, the candidate pool will be disbanded and no further vacancies will be filled.‘Recommendation to Proceed’ invitations will be sent to candidates in order of merit. If candidate number 1 refuses or does not respond, it moves to candidate number 2 and so forth until the post is filled. Location of posts will be specified at Recommendation to Proceed stage. |
| **Informal Enquiries**  | Name: Miriam O’ SullivanRole: Enhanced Community Care Network Manager (CHN 1)Email: Miriam.OSullivan3@hse.ie |
| **Details of Service** | HSE CKCH is responsible for the provision of a wide range of Health and Social Services within the community in the Cork/Kerry region. Community Healthcare Services are the broad range of services that include Primary Care, Social Inclusion, Older Persons, Disabilities, Mental Health and Health & Wellbeing Services. These services are delivered through the HSE and its funded agencies to people in local communities, as close as possible to people’s homes. Full details of the services provided by a CHO can be found at: <http://www.hse.ie/eng/services/publications/corporate/CHOReport.html> Sláintecare signals a new direction for the delivery of health and social care services in Ireland. The opportunity that will come with implementation cannot be overestimated, as it has the potential to create a far more sustainable, equitable, cost effective system and one that delivers better value for patients and service users. It creates a more sustainable opportunity to transform the health and wellbeing of the population, how and where they access services.  |
| **Reporting Relationship** | The post holder will report to relevant Community Healthcare Network Manager  |
| **Key Working Relationships** | The successful candidate will work collaboratively and dynamically with a range of internal and external stakeholders to include but not limited to: * Community Healthcare Network Manager
* Therapy Manager
* Physiotherapy Colleagues
* Occupational Therapy Colleagues
* Speech and Language Therapy Colleagues
* Podiatry Colleagues
* Dietician Colleagues
* Social Work Colleagues
* Administration team Colleagues
* Public Health Nursing Department Colleagues

And any other stakeholders in order to achieve organisational expectations, service need and service objectives. |
| **Purpose of the Post**  | The purpose of the post is to provide a social work service that seeks to improve the health and social wellbeing of service users. This will be achieved through the implementation of an accessible, equitable, person centred service.  |
| **Principal Duties and Responsibilities** | **Professional / Clinical*** Deliver a quality service to service users ensuring professional standards are maintained in accordance with the requirements as set out by CORU <https://coru.ie/files-education/swrb-standards-of-proficiency-for-social-workers.pdf>
* Work within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the employer.
* Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions.
* Implement models of best practice / evidence based practice.
* Provide a direct point of access for the local community / designated service area and undertake initial and standardised psycho social assessments and interventions to individuals, families and groups following the appropriate referral pathway.
* Identify service users’ individual and collective needs in partnership with them and co-create early interventions and / or social action strategies to meet those needs.
* Manage and prioritise a caseload appropriate to the post.
* Provide supportive emotional and practical support, develop strategies to support service users based on their presenting needs as well as providing information and advice appropriate to service users and their family’s needs.
* Adopt a holistic approach aimed at enhancing the quality of life, health and social well-being of service users within the designated service area.
* Make it possible for service users to advocate for their own needs, or where appropriate, advocate on behalf of service users.
* Promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups.
* Plan, deliver and engage in co-produced interventions as appropriate with individuals, families, groups, organisations and communities.
* Participate and take leadership in community needs assessment and on-going community involvement including initiating and participating in prevention and health promotion activities such as group work and clinics.
* Deliver social work service in collaboration with other disciplines / agencies as required, in appropriate settings reflecting the needs of the service user.
* Work within a key worker / case worker system, providing a co-ordinating role for case management where appropriate.
* Assess where social conditions are a major factor in health and social wellbeing, consult and plan with the service user / relevant team / service and arrange appropriate social services for those who need them.
* Monitor and evaluate outcomes of person centred care plans for individual service users in a collaborative and consent led manner.
* Promote anti-discriminatory practice and cultural competence.
* Actively participate as a member of the team / service in team building and change management initiatives.
* Attend case conferences, meetings and other relevant fora as required.
* Attend court, tribunals etc. as required.
* Keep Line Manager fully informed and up-to-date on all significant matters.
* Deputise for Line Manager as agreed / appropriate.

**Education & Training*** Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives as appropriate and in meeting CORU expectations
* Keep up to date with advances in Social Work research, and on-going review and evaluation of literature relevant to the assigned area.
* Take an active role in professional clinical supervision and engage in reflective practice in accordance with CORU requirements and the local / national Supervision Policy.
* Engage in career and professional development planning in collaboration with the Social Work Team Leader / Principal Social Worker.
* Keep abreast of developments in national policies and strategies and international best practice.
* Keep up to date with organisational developments within the Irish Health Service.
* Act as a resource by participating in the induction, education and training of Social Work colleagues, other health professionals and service user groups as required.
* Participate in the practice education of student Social Workers.
* Foster an understanding of the role and contribution of social work by providing professional consultation and education to other members of the service.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.

**Health & Safety*** Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
* Document appropriately and report any near misses, hazards and accidents and bring them to the attention of designated individual(s) in line with best practice.
* Work in a safe manner with due care and attention to the safety of self and others.
* Be aware of risk management issues. Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Comply with procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices.
* Promote a culture that values diversity and respect.
* 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.

**Administrative*** Maintain a high standard of documentation, including service user files in accordance with local guidelines, the Freedom of Information (FOI) and GDPR Acts.
* Maintain accurate up to date records and files, and submit activity data as required.
* Write accurate, clear, concise and purposeful reports.
* Contribute to the development and implementation of information sharing protocols and audit systems.
* Contribute to policy development, performance monitoring and budgetary control of service in conjunction with the Social Work Team Leader / Principal Social Worker.
* Collaborate with the Social Work Team Leader / Principal Social Worker or designate in developing the role of the Social Worker and the service e.g. through planning, audit, production of standards, continuing education, quality improvement initiatives and research.
* Assist in ensuring that the social work service makes the most efficient and effective use of developments in IT.

**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:1. Statutory Registration, Professional Qualifications, Experience, etc. Candidates for appointment must:(i) Be registered, or be eligible for registration, on the Social Workers Register maintained by the Social Workers Registration Board at CORU.AND(ii) Have the requisite knowledge and ability (including a highstandard of suitability and professional ability) for the proper discharge ofthe duties of the office.AND(jii) Provide proof of Statutory Registration on the Social Worker Register maintained by the Social Workers Registration Board at CORU **before a contract of employment can be****issued**2. Annual registration  (i) On appointment, practitioners must maintain annual registration on Social Workers Register maintained by the Social Workers Registration Board at CORU  AND(ii) Practitioners must confirm annual registration with CORU to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC). HealthA 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. CharacterEach candidate for and any person holding the office must be of good character. |
| **Other requirements specific to the post** | Have access to appropriate transport to fulfil the requirements of the role. |
| **Skills, competencies and/or knowledge** | *The candidate must demonstrate:***Professional Knowledge & Experience** * Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession.
* Demonstrate experience of applying evidence based practice.
* Demonstrate an ability to apply knowledge to best practice.
* Demonstrate ability to utilise supervision effectively.
* Demonstrate a willingness to engage with ICT and develop ICT skills relevant to the role.
* Demonstrate commitment to continuing professional development.

**Planning and Managing Resources**  * Demonstrates the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.
* Demonstrates an ability to handle a varied caseload in a flexible and responsive manner and to effectively handle multiple tasks.
* Foresees potential problems or competing priorities and takes appropriate action to ensure service standards do not suffer / deadlines are met.
* Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service.

**Team Skills*** Demonstrates an ability to work on own initiative as well as part of a multidisciplinary team.
* Demonstrates a willingness to get involved and assist others as appropriate.
* Reacts constructively to setbacks, is able to maintain professionalism and manage situations where conflict arises.
* Empathises with others and seeks to understand their frustrations.

**Commitment to providing a Quality Service*** Demonstrates a commitment to the delivery of a high quality, person centred service.
* Demonstrates initiative and innovation in identifying areas for service improvement.
* Demonstrates an ability to be flexible and embrace change in order to enhance service delivery and improve service user care.
* Displays an awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in care planning, decision-making and service development.

**Evaluating Information and Judging Situations** * Demonstrates the ability to critically analyse, evaluate information, and make effective decisions with regard to service user care.
* Demonstrates the ability to think ahead to the consequences of decisions and considers precedence to ensure consistency.
* Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.
* Recognises when it is appropriate to refer decisions to a higher level of authority or to include other colleagues in the decision.

**Communications and Interpersonal Skills*** Displays effective communication skills (verbal & written).
* Tailors the communication method and the message to match the needs of the audience.
* Demonstrates effective interpersonal skills. Is sensitive to issues arising from multiple stakeholders, is patient and understanding.
* Demonstrate the ability to empathise with and treat others with dignity and respect.
* Anticipates and recognises the emotional reactions of others when delivering sensitive messages.

Demonstrates good negotiation skills, is assertive as required. |
| **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 progressing 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. |

**Social Worker**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies include part time and full time posts, both specified purpose contracts and permanent posts are available. **Please note no panel will be formed as a result of this recruitment campaign.** No additional jobs will be offered to candidates successful at interview. Once the vacancies are filled, the candidate pool will be disbanded and no further vacancies will be filled.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. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  |
| **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.  |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)