



**Grade V - Staff Officer (Oifigeach Foirne Grád V), Primary Care Unit,
HSE South West
Job Specification & Terms and Conditions**

Job Title and Grade	Grade V - Staff Officer (Oifigeach Foirne Grád V), Primary Care Unit, St Finbarrs Hospital, HSE South West (<i>Grade Code 0566</i>)
Remuneration	<p>The salary scale for the post is (01/08/2025): €51,718 €53,265 €54,843 €56,456 €58,078 €59,969 €61,866 LSIs</p> <p>Salary Scales are updated periodically and the most up to date versions can be found here: https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html</p>
Campaign Reference	SW-MAPC1225
Closing Date	Monday 22nd of December at 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	<p>There is currently one Specified Purpose, whole time vacancy available in the Primary Care Unit, St Finbarr's Hospital, Douglas Road Cork.</p> <p>A panel may be formed as a result of this campaign for Grade V - Staff Officer (Oifigeach Foirne Grád V), Primary Care Unit, St Finbarr's Hospital, Douglas Road Cork from which current and future specified purpose vacancies of full or part-time duration may be filled.</p>
Informal Enquiries	<p>We welcome enquiries about the role. Please Contact:</p> <p>Norah Heffernan, Primary Care Unit Manager, HSE South West Email: Norah.Heffernan@hse.ie</p>
Details of Service	<p>HSE South West is responsible for the provision of a wide range of Health and Social Services within the community in the Cork/Kerry region.</p> <p>The Primary Care Unit is responsible for:</p> <ul style="list-style-type: none"> the management of the GMS contract with 400+ GMS GPs in Cork and Kerry. the management of HR and Pay processes for 80+ GP Trainees in 3rd and 4th year of the GP Training Programme (in conjunction with the Irish College of General Practitioners) the administration of the HAA Scheme for HAA cardholders in Cork and Kerry. <p>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/CHORReport.html</p> <p>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.</p>
Reporting Relationship	The post holder will report to the Primary Care Unit Manager, HSE South West or other nominated manager.

Purpose of the Post	This position of Staff Officer Grade V occupies a pivotal role within the structure of HSE South West. It encompasses both administrative and managerial responsibilities through the many line functional areas of the service.
Key Working Relationships	The position of Grade V encompasses both managerial and administrative responsibilities. The post holder will work closely with the relevant function/service and all other internal and external stakeholders.
Principal Duties and Responsibilities	<p>The position of Grade V encompasses both managerial and administrative responsibilities which include the following:</p> <p>Administration</p> <ul style="list-style-type: none"> • Ensure the efficient day-to-day administration of area of responsibility. • Ensure deadlines are met and that service levels are maintained. • Ensure policies and procedures are well documented, understood and adhered to. • Ensure that archives and records are accurate, maintained confidentially and readily available to the appropriate authority. • Ensure line management is kept informed of issues. • Ensure that stakeholders are kept informed and that their views are communicated to middle management. • Maximise the use technology in ensuring work is completed to a high standard. <p>Customer Service</p> <ul style="list-style-type: none"> • Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect. • Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager. <p>Human Resources / Supervision of Staff</p> <ul style="list-style-type: none"> • Supervise and ensure the wellbeing of staff within own remit. • Ensure an even distribution of workload amongst the team, taking into account absence due to annual leave etc. • Create and promote a positive working environment among staff members which contributes to maintaining and enhancing effective working relationships. • Promote cooperation and working in harmony with other teams and disciplines. • Deal with under performance in a timely and constructive manner. • Identify training and development needs of staff in own area. • Pursue and promote continuous professional development in order to develop management expertise and professional knowledge. <p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Ensure accurate attention to detail in own work and work of team. • Actively participate in innovation and support change and improvement initiatives within the service; adapt local work practices ensuring team knows how to action changes. • Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise. • Encourage and support staff through change processes. <p>Standards, Policies, Procedures & Legislation</p> <ul style="list-style-type: none"> • 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. • Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR. • 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.

	<ul style="list-style-type: none"> Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <p>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.</p>
Eligibility Criteria Qualifications and/ or experience	<p><i>This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies*, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867</i></p> <p><i>* A list of 'other statutory health agencies' can be found here.</i></p> <p>Eligible applicants will be those who on the closing date for the competition:</p> <p>Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004.</p> <p style="text-align: center;">Or</p> <p>Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish**. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p style="text-align: center;">Or</p> <p>Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction.</p> <p style="text-align: center;">Or</p> <p>Hold a comparable and relevant third level qualification of at least Level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).</p> <p><i>**Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</i></p> <p style="text-align: center;">And</p> <p>(a) Candidates must possess the requisite knowledge and ability, including a high standard of suitability for the proper discharge of the office.</p> <p>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.</p> <p>Character Each candidate for and any person holding the office must be of good character.</p>
Post Specific Requirements	<p>Candidates should demonstrate:</p> <ul style="list-style-type: none"> Experience of working in a busy office environment which has involved interacting in a professional manner with senior management and other key internal and external stakeholders in the delivery of a quality service, as relevant to the role. Experience of fostering a collaborative team working environment and have excellent organisational and problem solving skills. Experience of managing competing priorities and deadlines, where the ability to analyse and interpret information to inform timely decisions was essential. Experience of professional writing including the generation of documents such as letters, reports, PQ responses, media briefings etc. while incorporating the use of computer applications such as Microsoft Word, Excel, PowerPoint, etc.

Other requirements specific to the post	Access to appropriate transport to fulfil the requirements of the role.
Skills, competencies and/or knowledge	<p><u>Professional Knowledge & Experience</u></p> <ul style="list-style-type: none"> • Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role • Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. • Demonstrate the ability to work in line with relevant policies and procedures • Demonstrate commitment to developing own professional knowledge and expertise <p><u>Planning and Managing Resources</u></p> <ul style="list-style-type: none"> • Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met. • The ability to manage deadlines and effectively handle multiple tasks. • The ability to manage within allocated resources and a capacity to respond to changes in a plan. • Maintains an awareness of value for money. <p><u>Commitment to a Quality Service</u></p> <ul style="list-style-type: none"> • Demonstrate an awareness and appreciation of the service user and a strong commitment to providing a quality service. • Embraces and promotes the change agenda; demonstrates flexibility and initiative including the ability to adapt to and implement change. • Supports team through service improvement / change processes. <p><u>Evaluating Information, Problem Solving & Decision Making</u></p> <ul style="list-style-type: none"> • Demonstrate numeracy skills, an ability to analyse and evaluate information and make effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management. • Demonstrate initiative in the resolution of issues arising / problem solving and proactively develop new proposals and recommend solutions. • Makes decisions and solves problems in a timely manner before they accumulate. <p><u>Team working</u></p> <ul style="list-style-type: none"> • Demonstrate the ability to work on own initiative as well as part of a team, promoting a positive team spirit. • Demonstrate leadership potential, the ability to manage the performance of others and support staff development. • Works as part of the team to establish a shared sense of purpose and unity. <p><u>Communications & Interpersonal Skills</u></p> <ul style="list-style-type: none"> • Demonstrate excellent communication and interpersonal skills including the ability to present (verbal & written) information in a clear and concise manner • Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders • Treats others with dignity and respect
Campaign Specific Selection Process Ranking/Shortlisting / Interview	<p>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.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p>

	<p>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.</p> <p>The HSE is an equal opportunities employer.</p>
Code of Practice	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).</p> <p>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.</p> <p>The CPSA Code of Practice can be accessed via https://www.cpsa.ie/.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job specification may be reviewed.</p> <p>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.</p>	

**Grade V - Staff Officer (Oifigeach Foirne Grád V), Primary Care Unit
Terms and Conditions of Employment**

Tenure	<p>The current vacancy available is Specified Purpose and Whole time.</p> <p>The post is pensionable. A panel may be formed as a result of this campaign for Grade V - Staff Officer (Oifigeach Foirne Grád V), Primary Care Unit, St Finbarr's Hospital, Douglas Road Cork from which current and future specified purpose vacancies of full or part-time duration may be filled.</p> <p>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.</p>
Remuneration	<p>The Salary scale for the post (01/08/2025) is:</p> <p>€51,718 €53,265 €54,843 €56,456 €58,078 €59,969 €61,866 LSIs</p> <p>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.</p>
Working Week	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p> <p>HSE Circular 003-2009 "Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016" applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).</p>
Annual Leave	<p>The annual leave associated with the post will be confirmed at contracting stage.</p>
Superannuation	<p>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</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><u>Public Servants not affected by this legislation:</u> 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.</p> <p>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.</p>
Probation	<p>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.</p>
Protection of Children Guidance and Legislation	<p>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.</p>

	<p>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.</p> <p>For further information, guidance and resources please visit: HSE Children First Webpage.</p>
Infection Control	<p>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.</p>
Health & Safety	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service¹, 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 procedures². • 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. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

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