

HR/ER Department, Business Operations,
Technology and Transformation

Dr. Steevens’ Hospital,

Dublin 8, D08 W2A8

Rannóg AD/CF

Oibríochtaí Gnó

Teicneolaíocht agus Trasfhoirmiú

FSS, Ospidéal Dr. Steevens

Baile Átha Cliath 8, D08 W2A8

**Grade VIII Senior** **Engagement Manager**

**MyHealth@IE Programme**

**Technology and Transformation (T&T)**

**Job Specification & Terms and Conditions**

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| **Job Title and Grade** | **Grade VIII** **Senior Engagement Manager****(MyHealth@IE Programme)****Grade Code 0655** |
| **Remuneration**  | The salary scale for the post is Grade VIII (01/03/2025):

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| €81,444 | €82,175 | €85,389 | €88,616 | €91,818 | €95,033 | €98,231 |  |
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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. |
| **Campaign Reference** | T&T/22/25  |
| **Closing Date** | 12 noon, Friday, 27th June 2025  |
| **Proposed Interview Date (s)** | TBC |
| **Taking up Appointment** | A start date will be indicated at contracting stage |
| **Organisational Area** | Technology and Transformation (T&T) |
| **Location of Post** | The line manager is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability to attend meetings in other nationwide locations as appropriate to carry out the functions of the post.Technology & Transformation currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations:* Dr. Steevens’ Hospital, Dublin

*Ospidéal Dr Steevens’, Baile Átha Cliath** Bective Street, Kells, Meath

*Sráid Bheigthí, Ceanannas, Co na Mí** Feehily’s Business Centre, Duck Street, Sligo

*Ionad Gnó Uí Fhithcheallaigh, Sráid na Lachan, Sligeach** Aras Slainte Chluainin, Manorhamilton, Leitrim

*Aras Slainte Chluainín, Manorhamilton, Leitrim** Áras Sláinte, Wilton Road, Cork

*Áras Sláinte, Bóthar Wilton, Corcaigh** Dublin Road, Lacken, Kilkenny

*Bóthar Bhaile Átha Cliath, Cill Chainnigh** Merlin Park Hospital, Galway

*Ospidéal Pháirc Mheirlinne, Gaillimh** 98 Henry Street, Limerick

*98 Sráid Anraí, Luimneach** Scott Building Midlands Regional Hospital, Arden Road, Tullamore, Offaly

*Ospidéal Réigiúnach Lár na Tíre, Tulach Mhor, Uíbh Fhailí** Southgate Shopping Centre, Colpe Cross, Drogheda, Meath

*Ionad Siopadoireachta Southgate, Crois Cholpa, Droichead Átha, Co. na Mí** University Hospital Kerry, Tralee, Kerry

*Ospidéal Ollscoile Ciarraí, Trá Lí, Ciarraí** Hale Street, Ardee, Louth

*Shráid Héil, Bhaile Átha Fhirdhia, Có Lú*Technology and Transformation are responsible for implementing the Digital for Care Framework by ensuring that technology supports healthcare efficiently and effectively throughout the whole system.  Technology and Transformation are working closely with each of the six Health Regions to achieve this aim and some of these posts may be located and report into one of the six health regions.A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled. |
| **Informal Enquiries** | Campaign Lead: Naomi WrightEmail: recruitment.TechnologyAndTransformation@hse.ie |
| **Details of Service** | Technology & Transformation (T&T) is the HSE office responsible for the delivery of technology to support healthcare across Ireland. Technology & Transformation embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services. Technology & Transformation is also responsible for implementing the Digital for Care Framework, ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of Digital for Care is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.[Digital for Care 2030](https://www.ehealthireland.ie/technology-and-transformation-functions/digital-for-care-2030/digital-for-care-2030-overview/) is the Framework under which all digital health solutions for the HSE are co-ordinated, streamlined and implemented.  It provides a strategic and innovative plan to advance key Sláintecare programmes and deliver integrated care that is fully aligned with the Health Regions structure. These programmes are critical in setting the future policy direction under Digital for Care, for considering opportunities offered by current and emerging technologies, and are fundamental in the delivery of digital health transformation in Ireland.The MyHealth@IE programme is part of the Standards & Shared Care Records function of HSE Technology & Transformation. Our vison is to enable the sharing of standardised interoperable digital health records for both healthcare professional and patients, nationally and across borders. The MyHealth@IE Programme is currently responsible for the delivery of three main Products:* The National Shared Care Record (NSCR) will aggregate existing digital health information from a variety of sources and present it in a secure and structured way to clinicians, patients, and carers.
* The HSE App will enable health service users to access their own healthcare information on their mobile phone, as well as advice and support tailored to their needs.
* The National Contact Point (NCP – MyHealth@EU) project will enable secure cross-border exchange of health data for all EU citizens when they are outside of their home country in another EU member state.
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| **Reporting Relationship** | Reporting to the appropriate designated manager |
| **Purpose of the Post** | To lead successful delivery and rollout of MyHealth@IE products nationally, ensuring that:* benefits to care givers and service users are maximised
* standards of quality are consistently applied
* a posture of audit-readiness is maintained at all times.
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| **Principal Duties and Responsibilities** | To provide expert advice, guidance, leadership and support to the MyHealth@IE products, promoting best practice and standards and reflecting and interpreting policy guidance.* Ensure that projects are being managed to the agreed scope, budget and schedule
* Engage with services to promote and support the adoption of the MyHealth@IE products and actively engage them in the continuous improvement of the solutions.
* Identify, engage & lead the team developing & delivering product features, product requirements & feature delivery, in conjunction with the product roadmap.
* Engage & support the product test cycles, as the product moves through the software development life cycle.
* Act as a SME for support, troubleshooting and production changes.
* Proactively maintain comprehensive, up-to-date project plans, status reports and project documentation in the tool mandated.
* Actively identify local and national risks to the successful implementation of MyHealth@IE products, working with clinical services to ensure risks are mitigated and the necessary supports are in place to help with the roll out of the solutions.
* Support redesign and the implementation of changes to national, regional and local business processes and workflows to ensure realisation of product benefits.
* Identify, engage and determine viability of MyHealth@IE data sources in close collaboration with stakeholders.
* Work closely with services to ensure MyHealth@IE source system data quality processes and remediation plans are in place.
* Plan and deliver change management deliverables including communications and training.
* Provide timely advice, information, and support to internal and external stakeholders on adherence to policies, national and EU legislation, governance requirements and best practice guidance, including GDPR, EHDS, DPAs and DPIAs.
* Build excellent and effective working relationships with Technology & Transformation colleagues, service, communications and engagement teams to collaborate in communicating information to senior leaders and key stakeholders.
* Collaborate with other ICT units and stakeholders to ensure that projects are delivered in a cohesive and planned manner.
* Manage internal suppliers and external vendors as part of project delivery.
* Ensure a smooth handover to Service Management in a timely fashion as part of Service Introduction within project delivery.
* Demonstrate that projects are always in full compliance with all financial, procurement and data protection regulations.
* Maintain a posture of audit-readiness at all times.
* Coach and mentor junior colleagues.
* Research and maintain current knowledge of national and international trends in the project areas for which the person has responsibility.

**General*** 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.
* To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
* Demonstrate pro-active commitment to allcommunications with internal and external stakeholders.
* As a mandated person under the Children First Act 2015 you will have a legal obligation to report child protection concerns at or above a defined threshold to TUSLA & to assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report.

**The above job description 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 f*r*om time to time and to contribute to the development of the post while in office.** |
| **Eligibility Criteria****Qualifications and/ or experience** | **Applicants must, at the latest date of application, clearly demonstrate, all of the criteria listed below as relevant to the role:****Candidates must have at the latest date of application: -** * Experience of implementing and managing complex organisational initiatives involving innovation, change, and improvement.
* Experience of working collaboratively with internal and external stakeholders to enable partnership and engagement with others at all levels of the organisation.
* Experience of budget planning, financial management, and resource management processes and the management of project risks, issues and dependencies
* Possess excellent interpersonal and communication skills, including the ability to present information in a clear and concise manner.

**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.**Age**Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 68 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs |
| **Post Specific Requirements** | * Experience of working in a front-line health provider role (nurse, allied health professional, healthcare administration etc) or a role supporting front-line service delivery (clinical administration manager, services manager etc) would be desirable for this role.
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| **Other requirements specific to the post** | * Access to appropriate transport to fulfil the requirements of the role as this post will involve travel
* Flexibility, as some out of hours working may be required
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| **Skills, competencies and/or knowledge** | **Professional Knowledge & Experience****Demonstrate:*** Significant knowledge and experience in the delivery and management of complex ICT projects
* Excellent knowledge and understanding of project management.
* Knowledge and understanding of typical service management methodologies and approach.
* Knowledge and understanding of HSE reform programme
* Knowledge and understanding of vendor management
* Experience of managing projects in multi organisational environment
* Experience of managing Service Improvement programmes of work including cyber security, risk management and service management. Ideally having experience of NIST Cybersecurity (or similar framework) to implement such service improvement.
* Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available
* Excellent ICT and technical report writing skills
* Knowledge and understanding of the health service and the issues in implementing ICT enabled change
* Awareness of the HSE’s Digital Health Strategic Implementation Roadmap, Digital of Care 2030 and Sláintecare

**Team and Leadership Skills****Demonstrate:*** Experience in managing and leading a team
* Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects
* The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
* The ability to lead the team by example, coaching and supporting individuals as required
* The ability to address performance issues as they arise
* Flexibility and willingness to adapt, positively contributing to the implementation of change

**Evaluating Information, Problem Solving & Decision Making****Demonstrate:*** Effective problem-solving capacity in complex work environments
* The ability to quickly grasp and understand complex issues and the impact on service delivery
* The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate
* The ability to make sound decisions with a well-reasoned rationale and to stand by these
* A capacity to develop new proposals and put forward solutions to address problems in a timely manner

**Planning and Organising Skills** **Demonstrate:*** The ability to implement and manage change and business processes
* The ability to manage deadlines and effectively handle multiple tasks within a busy environment
* Strong planning and organising skills including awareness of resource management and the importance of value for money
* The ability to use computer technology effectively for the management and delivery of results
* The ability to take responsibility and be accountable for the delivery of agreed objectives
* A logical and pragmatic approach to workload, delivering the best possible results with the resources available

**Communication and Interpersonal Skills****Demonstrate:*** Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders
* The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience
* The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role

**Commitment to providing a quality service****Demonstrate:*** Evidence of incorporating the needs of the service user into service delivery
* Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation
* Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers
* A commitment to continuing professional development
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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. |
| **Code of Practice** | The HSE will run this campaign compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.This job description 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 – Senior Engagement Manager (MyHealth@IE Programme)**

**Technology and Transformation**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancies available are permanent and whole time.The posts are 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 Appointment) Act 2004. |
| **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.The standard working week applying to the post is 35 hours. |
| **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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 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. |
| **Ethics in Public Office 1995 and 2001****(Positions remunerated at or above the minimum point of the Grade VIII salary scale €70,373 as at 01.10.2021)** | Positions remunerated at or above the minimum point of the Grade VIII salary scale (€70,373 as at 01.10.2021) 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/>. |
| **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.  |

1. A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages [↑](#footnote-ref-1)
2. See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-2)