



**St. John's Hospital, Limerick  
Clerical Officer**

**Job Specification, Terms and Conditions:**

<b>Job Title, Grade and Grade Code</b>	Clerical Officer Administrative Grade III Grade Code: 0609
<b>Competition Reference</b>	SJL/10-2021/2
<b>Whole Time Equivalent</b>	1 WTE
<b>Closing Date</b>	<b>22/10/2021            12.00 noon</b>
<b>Proposed Interview date(s)</b>	To be confirmed
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage
<b>Duration of Post</b>	Permanent Post(s)
<b>Location of Post</b>	Patient Services Dept., St. John's Hospital, John's Square, Limerick , V94 H272
<b>Organisational Area</b>	St. John's Hospital Limerick, UL Hospitals Group, HSE West
<b>Post Specific Information</b>	Details on this campaign can be found at <a href="http://www.stjohnshospital.ie/management-and-administration/recruitment/">http://www.stjohnshospital.ie/management-and-administration/recruitment/</a>
<b>Details of Service</b>	St John's Hospital, Limerick is a Voluntary Hospital founded in 1780. It is a Model 2S, acute general hospital and a member of the University of Limerick Hospitals Group. The hospital provides a range of inpatient and outpatient services, including general medicine, general surgery, urology, gynaecology and endoscopy services. The hospital also has an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit.
<b>Service mission, vision and values</b>	<p>St. John's is an acute General Public Voluntary Hospital, funded by the Health Service Executive.</p> <p><u>Mission statement</u> Faithful to our tradition, we provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services.</p> <p><u>Aims and Objectives</u></p> <ol style="list-style-type: none"> <li>1. To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment.</li> <li>2. To provide healthcare based on the assessed needs and preferences of our service users which ensures mutual respect, holistic care and continuous learning, and training.</li> <li>3. To monitor, evaluate and continually improve our services.</li> </ol>

<b>Reporting Arrangements</b>	The post holder will report to:  Patient Services Manager/Patient Services Deputy Manager and assigned Supervisor.
<b>Purpose of the Post</b>	Clerical Officers may be assigned to different departments and/or required to work in any area of the hospital as the exigencies of the services require. This may include shift work, over a 7 day week cycle, 8am – 9pm
<b>Job Summary</b>  <b>Principle Duties and Responsibilities</b>	<p><b>Main Duties &amp; Responsibilities.</b></p> <ul style="list-style-type: none"> <li>• Undertake the duties appropriate to the grade, under the supervision of the designated Supervisor/Line Manager.</li> <li>• Assist in the development of the administrative/secretarial systems to ensure the efficient operation of all assigned services and to always communicate effectively and respectfully with our patients and staff members.</li> <li>• Provide a full secretarial service to the allocated Department. This will include typing, filing, chart preparation/tracking and all other administrative duties assigned.</li> <li>• Maintain an effective administrative/secretarial system to process all paperwork within the designated department/area.</li> <li>• Alert your Supervisor to any back logs or other difficulties which may arise from time to time.</li> <li>• Support the assigned Supervisor in ensuring the relevant department/area operates effectively and efficiently.</li> <li>• Participate in/assist with induction, training and the implementation of agreed clerical practices.</li> <li>• Communicate effectively with all departments within the Hospital and with external bodies, maintaining a high standard of customer care at all times.</li> <li>• Be familiar with the Hospitals major emergency plan and promote an awareness of Health and Safety in the work place.</li> <li>• Deal with the public in face-to-face, telephone, written and electronic correspondence.</li> <li>• Maintain an adequate supply of in-house stationary.</li> <li>• Maintain confidentiality at all times, in all manners, e.g. electronic, physical paperwork, all communication etc.</li> <li>• Provide support and assistance to other clerical officers, and/or designated supervisor as requested by Supervisor/Patient Services Manager.</li> <li>• Attend team meetings as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Represent the Patient Services Department as required/assigned in various forums.</li> <li>• Participate in any organisational restructuring as required.</li> <li>• Participate on project teams seeking to initiate and improve services for hospital staff as required.</li> <li>• Any other duties as may be assigned from time to time by the designated Supervisor/Line Manager or the Chief Executive/Deputy Chief Executive.</li> <li>• Co-operate with the maintenance and future development of ICT within the Hospital.</li> </ul> <p><b>Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>• Be aware of and comply with and adhere to all Hospital policies and procedures.</li> </ul> <p><b>Confidentiality.</b></p> <p>In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required. You are required to comply with the legislation in respect of the General Data Protection Regulation (GDPR).</p> <p><i>This description outlines the main duties and responsibilities of the post and is subject to review and amendment to reflect the changing needs of the hospital service. The extent and speed of change in the delivery of health care is such that adaptability is essential. The incumbent will be required to establish, maintain, enhance and develop their professional knowledge, skills and aptitudes in order to respond to a developing service situation.</i></p> <p><b>It is not intended that the above job description be a comprehensive list of all duties attached to the post. 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. Flexibility is required when dealing with new/emerging situations and emergencies.</b></p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/or experience</b></p>	<p><b>1. Education, Experience Requirements etc:</b></p> <p><b>Each candidate must, at the latest date for receipt of completed applications for the post:</b></p> <p>Have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of</p>

Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied

**or**

have passed an examination of at least equivalent standard

**or**

have had at least two years previous service in an office of Grade 111, Grade 11, Grade 11 typist or Grade 1 under a Local Authority, Health Board or Public Voluntary Hospital in the State

**or**

Have satisfactory relevant experience which encompasses demonstrable equivalent skills.

**And**

Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability, for the proper discharge of the office.

**And**

Have a proficiency in word processing skills.

## **2. Desirable**

- (a) Experience in a hospital setting
- (b) Knowledge of medical terminology
- (c) Knowledge / experience of Hospital or Patient Care Environment
- (d) Relevant Diplomas or Professional Qualifications

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.

## **3. 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.

	<p>Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p> <p><b>4. Garda Vetting</b> Applicants who do not comply with the Hospitals requirements in this regard will be excluded from the competition.</p> <p><b>5 Health</b> Candidates 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><b>6. Character</b> Candidates for and any person holding the office must be of good character.</p>
<b>Post Specific Requirements</b>	Candidates must possess a proficiency in word processing.
<b>Essential Skills, competencies and/or knowledge</b>	<p><b>Candidates will demonstrate through their application form and at the interview that they have:</b></p> <p>Ability to organise and communicate effectively.  Ability to evaluate information and judge situations  Excellent interpersonal skills  Excellent verbal (oral) communication skills.  Proactive and take initiative.  Ability to meet deadlines.  Ability to work as part of a team  Flexibility regarding working hours and occasional unsociable hours including weekends  Excellent problem solving and troubleshooting skills  Excellent time keeping skills  Dedication to providing quality and excellent service  Excellent communication and interpersonal skills, with a positive and professional attitude  Have satisfactory experience and administrative ability to discharge the functions of the office.</p>
<b>Other requirements specific to the post</b>	<p>Flexible to changing needs  Willingness to progress own professional development.</p>
<p><b>Competition Specific Selection Process</b></p> <p><b>Short listing / Interview</b></p>	<p>Applications should be submitted by completing the St. John's Hospital's standard job application form. Application forms and full particulars relating to the post are available on St. John's Hospital website, <a href="http://www.stjohnshospital.ie">www.stjohnshospital.ie</a> or contact the HR department St. John's Hospital.  Applications to Human Resources Department, St. John's Hospital.  <a href="mailto:recruitment@stjohnshospital.ie">recruitment@stjohnshospital.ie</a></p> <p><b>Application Process</b>  Completed application forms must be e-mailed to <a href="mailto:recruitment@stjohnshospital.ie">recruitment@stjohnshospital.ie</a> no later than <b>12.00 noon Friday 22<sup>nd</sup> October 2021</b>  An official application form must be completed in full by the closing date for the competition.  <b>Please send your application from an email address that you will review regularly as communication during the assessment/selection period will only be through that e-mail address.</b></p>

	<p><b>Ranking/Shortlisting/Interview</b></p> <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>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</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><b>Code of Practice</b></p>	<p>St. John's Hospital will run this campaign in 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, feedback facilities for candidates 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.</p> <p>Codes of Practice are published by the CPSA and are available on <a href="http://www.hse.ie">www.hse.ie</a> in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a>.</p>
<p>The reform programme outlined for the health services may impact on this role and as structures change the job description may be reviewed.</p> <p>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. It 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>	



**Terms and Conditions of Employment  
Clerical Officer – Administrative Grade III**

<b>Tenure</b>	<p>The appointment may be permanent and whole-time and or part-time</p> <p>A panel may be created from which permanent 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 Appointment) Act 2004.</p>
<b>Remuneration</b>	<p>The salary scale for this post is in accordance with HSE approved salary scales. 01/10/2020 PSPP</p> <p>€24,601; €26,218; €26,615; €27,424; €28,603; €29,785; €30,968; €31,826; €32,799; €33,928; €34,726; €35,844; €36,971; €39,087; €40,592 (LSI).</p>
<b>Working Week</b>	<p>The standard working week applying to the post is: 37 hours This may include shift work, over a 7 day week cycle, 8am – 9pm and may include weekends and out of hours Flexibility in consideration of service needs is required.</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 16<sup>th</sup> 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-9pm 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>
<b>Annual Leave</b>	<p>24 working days per annum, rising to 27 days after 5 years’ service as Grade III per annum, Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.</p> <p>Pro-rata annual leave entitlement applies to part-time posts.</p>
<b>Superannuation</b>	<p>All pensionable staff become members of the pension scheme.</p>
<b>Probation</b>	<p>Employment will be probationary for the first six months, during which time the Department Head will carry out periodic probation assessment reviews. The appointee will cease to hold office at the end of or during the probationary period unless during such period the Hospital has certified that their service is satisfactory</p>
<b>Termination of Employment</b>	<p>Two months’ notice in writing, on either side, except in circumstances where the Hospital authority is of the opinion that the holder of the office has failed to perform satisfactorily the duties of his/her office or has misconducted himself/herself in relation to such office or is otherwise unfit to hold office.</p>

	<p>The mandatory retirement age for new entrant staff in employment in the public service after 1<sup>st</sup> January 2013 is 70 years.</p> <p>All other appointees in accordance with HR Circular 029/2018 who have not already reached their retirement age before 26<sup>th</sup> December 2018 will have the choice to work beyond the age of 65 to age 70 if they so choose</p>
<b>Mandatory Training and Health and Safety at Work Act</b>	<p>The post holder is obliged to fulfil mandatory training requirements in line with this post. All staff must comply with all Hospital Health &amp; Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (2005), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.</p>
<b>Children First Act</b>	<p>Schedule 2 of the Children First Act 2015 specifies that this post falls under the classes of persons as “Mandated Persons” for the purpose of the Act. As a mandated person, under the legislation you are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. It is a requirement of this post that you complete the HSE Land training in relation to Children First and any other training the Hospital deems appropriate in this regard</p>
<b>GDPR</b>	<p>The post holder is obliged to adhere to General Data Protection Regulations 2018. All staff who have access to patients’ care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Hospital’s Confidentiality Policy. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with FOI and GDPR 2018. Hospital policies and procedures at all times. Details of the Hospital’s policies are available on the intranet</p>
<b>Infection Prevention and Control</b>	<p>The post holder is obliged to adhere to Hospital policies and procedures relating to Hand Hygiene and Infection Prevention and Control and to assist in undertaking hand hygiene audits as required.</p>