



**St. John's Hospital, Limerick
Patient Services Administrative Grade IV
Job Specification, Terms and Conditions:**

Job Title	Patient Services Administrative Grade IV
Grade Code	0558
Competition Reference	SJL/09/2022/5
Whole Time Equivalent	1 WTE
Closing Date	30 th September 2022 @ 12 Noon
Proposed Interview date(s)	To Be Confirmed
Taking up Appointment	A start date will be indicated at job offer stage
Duration of Post	Permanent Post
Location of Post	Patient Services Dept., St. John's Hospital, John's Square, Limerick , V94 H272
Organisational Area	St. John's Hospital Limerick, UL Hospitals Group, HSE Mid - West
Post Specific Information	Details on this campaign can be found at St. John's Hospital Intranet
Details of Service	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.
Service mission, vision and values	<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"> 1. To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment. 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. 3. To monitor, evaluate and continually improve our services.
Reporting Arrangements	The post holder will report to: Patient Services Manager/Patient Services Deputy Manager
Purpose of the Post	Clerical Supervisors 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 7-day week cycle, 8am – 9pm
Principle Duties and Responsibilities	<p>Main Duties & Responsibilities.</p> <ul style="list-style-type: none"> • Undertake the duties appropriate to the grade, under the supervision of the designated Line Manager. • Responsible for designated area, work load, daily duties, leave applications etc. • Co-ordinate, delegate and oversee the work of designated clerical staff.

- Ensure the efficient day-to-day administration of the designated areas of responsibility with particular regard to achievement of high standards of work, meeting of deadlines and adherence to relevant policies and procedures. Assisting where required.
- Ensure regularly engagement is maintained with staffing under their remit
- Ensure performance review meetings are scheduled and carried out with staff under their remit.
- Comply with GDPR regulations and undertake duties pertaining to GDPR champion
- Partake in hospital committees as identified by line manager.
- Ensure regular audits are carried out pertaining to key performance indicators for area of responsibility
- Assist with duties pertained to NTPF work.
- Communicate effectively with all departments within the Hospital and with external bodies, maintaining a high standard of customer care at all times.
- Ensure that service users and colleagues are treated with dignity and respect at all times.
- Ensure that medical records are managed in a manner which ensures accuracy, timely availability and confidentiality and in line with National Chart Guidelines.
- Participate in and cooperate with initiatives to initiate and improve services.
- Be familiar with the Hospitals Major Emergency Plan and promote an awareness of Health & Safety in the workplace.
- Any other duties as may be assigned from time to time by the designated line manager or the Chief Executive/Deputy Chief Executive Officer.

Staff Supervision:

- Ensure optimum and effective use of staff through the efficient organisation of the daily workload.
- Promote and maintain a safe working environment for all staff and ensure that all Risk Management & Health & Safety strategies, policies and procedures are implemented.
- Adhere to and implement Human Resources policies and procedures & Occupational Health Policies & procedures.
- Manage and maintain staff annual leave and sickness records / system.
- Foster a good working relationship with Hospital Staff and outside agencies.
- Ensure performance review meetings are scheduled and carried out with staff under their remit.
- Ensure regular engagement and support with staff under remit.

Training and Development:

- Co-operate with arrangements in the department for educating and training staff and in the assessment of training needs.
- Attend appropriate in-service training and education programmes and facilitate staff to attend same.

Policies and Procedures

- Be aware of and comply with and adhere to all Hospital policies and procedures.

	<p>Confidentiality.</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>Eligibility Criteria</p> <p>Qualifications and/or experience</p>	<p>1. Professional Qualifications, Experience, etc</p> <p>This post is to be filled by confined competition. To be considered eligible for admission to the competition applicants must be currently employed by St. John’s Hospital.</p> <p>Each candidate must, at the latest date for receipt of completed applications for the post:</p> <p>(i) Have satisfactory experience as a clerical officer in St John’s Hospital, HSE, TUSLA, other 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;"><u>Or</u></p> <p>(ii) 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;"><u>Or</u></p> <p>(iii) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction</p> <p style="text-align: center;"><u>Or</u></p> <p>(iv) Hold a comparable and relevant third level qualification of a least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI)</p> <p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative and supervisory ability, for the proper discharge of the office.</p> <p style="text-align: center;"><u>And</u></p> <p>Have a proficiency in word and excel processing skills.</p>

	<p>2. Desirable</p> <p>(a) Experience in a hospital setting</p> <p>(b) Knowledge of medical terminology</p> <p>(c) Relevant Supervisory Experience</p> <p>(d) Knowledge / experience of Hospital or Patient Care Environment</p> <p>(f) Relevant Diplomas or Professional Qualifications</p> <p>Ranking/Shortlisting/Interview</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>3. Age</p> <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></p> <p>Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <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>4. Garda Vetting</p> <p>Applicants who do not comply with the Hospitals requirements in this regard will be excluded from the competition.</p> <p>5 Health</p> <p>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>6. Character</p> <p>Candidates for and any person holding the office must be of good character.</p>
Post Specific Requirements	Possess a proficiency in word processing and excel.
Essential Skills, competencies and/or knowledge	<p>Candidates will demonstrate through their application form and at the interview that they have:</p> <p>Ability to organise and communicate effectively.</p>

	<p>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 Ability to supervise and lead 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>
<p>Other requirements specific to the post</p>	<p>Flexible to changing needs Willingness to progress own professional development.</p>
<p>Competition Specific Selection Process</p> <p>Short listing / Interview</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 Intranet or contact the HR department St. John’s Hospital. Applications to Human Resources Department, St. John’s Hospital. recruitment@stjohnshospital.ie</p> <p>Application Process Completed application forms must be e-mailed to recruitment@stjohnshospital.ie no later than:</p> <p style="text-align: center;"><u>Friday 30th September 2022 @ 12 Noon</u></p> <p>An official application form must be completed in full by the closing date for the competition. 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.</p> <p>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.</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>

Code of Practice	<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 www.hse.ie in the document posted with each vacancy entitled “Code of Practice, Information For Candidates” or on www.cpsa-online.ie.</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
Patient Services Administrative Grade IV**

Tenure	<p>The appointment is whole-time, permanent and pensionable</p> <p>A panel may be created from which permanent full-time duration posts 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>
Remuneration	<p>The salary scale for this post is in accordance with HSE approved salary scales. 01/02/2022 PSPP:</p> <p align="center"><u>€29,542; €31,531; €32,330; €34,348; €36,196; €37,814; €39,379; €41,490;</u> <u>€43,025; €44,570; €46,001; €47,438 LSIs</u></p>
Working Week	<p>The standard working week applying to the post is: 35 hours</p> <p>This 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 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-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>
Annual Leave	<p>27 working days per annum, rising to 29 days after 5 years’ service as Grade IV 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>
Superannuation	<p>All pensionable staff become members of the pension scheme.</p>
Probation	<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>