

Job Description and Person Specification

Grade V Officer - Medical Record Department

Permanent Vacancy

Reference: HR25E154

Closing Date for Applications: Monday, 14th July 2025
In-Person Interview Date: the week of 18th August 2025 (TBC)

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Accountability and Working Relationships

Title: Medical Record Officer - Grade V

Reports to: Medical Record Manager (Grade VI Officer)

Overview:

Medical Records Department is responsible for the management and quality control of all healthcare record—across all formats, in Saint Vincent's University Hospital.

Medical Records Department Grade 5 Officer Roles includes:

- General Services of Medical Records Department
- Clinic Secretarial Services
- Subject Access Request (SAR)
- Management of digital & offsite healthcare records.

Allocation of the successful candidate(s) to a particular role / area will depend on service requirements and skill set.

The person(s) appointed will be required to work the agreed roster / on call arrangements as advised to you by your line manager.

Key Duties and Responsibilities for the following areas:

Commitment to perform all job responsibilities in accordance with the philosophy and mission statement of this hospital. Key duties and responsibilities will vary depending on placement.

A major component of the job is to lead the teams through effective leadership. The manager of the above areas is responsible for ensuring confidentiality is adhered to at all times and that any staff member having access to the Healthcare Records (HCR) follows established procedures.

The list of key duties and responsibilities are not intended to be exhaustive and is subject to change depending on service requirements.

All roles may include:

- Management of administrative staff in the Medical Records department.
- Provide training to administration staff on any new systems that come on stream.
- Provide training and support to staff members regarding the proper handling and management of patient healthcare records.
- Participate in the probationary assessment process for all new staff.
- Completion of CPDs and support personal development as required.
- Management of staff attendance, rota and timesheet for the team.
- Completion of Return to Work forms with staff as required.
- Responsible for data quality and compliance with Data Entry Rules.

- Make sure that HCRs remain safe and secure, and implement an effective tracking system to guarantee adherence to all procedures.
- Understand the Health and Safety regulations of your work environment and make sure to comply with them consistently.
- Maintain compliance with national guidelines on the HSE Code of Practice for Healthcare Records Management, and any associated regulations.
- Keep training manuals and SOPs current as service practices evolve according to HSE and JCI standards.
- Keep track of workload, productivity, and service quality. Proactively oversee departmental goals and KPIs to guarantee service delivery.
- Build and sustain a team focused on the service environment while continuously monitoring performance.
- Contribute to change initiatives that aim to elevate the overall service experience.
- Be familiar with roles pertaining to the other Grade V Officers in Medical Records department and coordinate activities between all areas appropriately.
- Be willing to provide cover to other Grade V Officers within Medical Records as required.
- Handle employee relations efficiently at the local level and escalate to Grade VI manager when necessary.
- Any duties arising that are appropriate to the position.

Typical duties in **General Services of Medical Records Department** also include but not limited to:

- With a 24/7 service, the officer must adjust their schedule to connect with staff on different shifts and periodically come in at various times.
- Be flexible to meet with staff on different shifts whenever it is necessary.
- Actively manage all healthcare requests for Emergency department, ICU wards, MDT, CNS and other departments.
- Coordinate with HIPE, Clinical Audit, and other departments about the procedures established to guarantee regular chart supply and adherence to deadlines.
- Participate in external audits and ensure timely submission of healthcare records.
- Ensure HCRs are returned to the medical records filing room in a timely manner.
- Manage all incoming documents and ensure they are properly filed to the relevant patient records on time following the HSE Code of Practise.
- Maintain a high quality based service by checking misfiled reports for all healthcare records which leave the department for other services of the hospitals.
- Keep an organized and orderly filing system, conduct audits for misplaced files, and enhance service quality.
- Make sure the onsite HCR storage area remains safe and secure, and implement an effective tracking system to guarantee adherence to all procedures.
- Become actively involved with the planning and on-going development of services in relation to the healthcare records storage room.

- Supervise the process of archiving HCR, which may include lifting and moving heavy boxes and trolleys between storage facilities to maximise the onsite storage space.
- Oversee night shift coverage for the medical records department to ensure continuous service for patient care.
- Offer break coverage for the Emergency Department reception and telephone office switchboard during night shifts as needed.

Typical duties in **Clinic Secretarial Services** also include but not limited to:

- Ensure the efficient day-to-day administration of pulling, preparing and filing of the Healthcare Record for Outpatient Clinics are managed well.
- Ensure that HCR's kept in the chart preparation area are safe and secure, that an efficient tracking system is in place to ensure all procedures are followed correctly.
- Maintain a high quality based service by checking misfiled reports for all healthcare records which leaves the department for OPD services of the hospital.
- Ensure deadlines are met in terms of every patient having a HCR pulled and prepared in accordance with the HSE Code of Practice.
- Manage the process of delivery and return of clinic trolleys from OPD and other departments, which may include lifting heavy charts and moving heavy trolleys between offices and storage facilities.
- Ensure HCR's are returned to the medical records in a timely manner after OPD service.
- Maintain a close working relationship with clinical administration groups such as Ambulatory Day Care Clinics (ADCC), Endoscopy, and the Breast care services.
- Provides back-up coverage for scanning and merging documents into electronic health record.
- Actively participate with the ongoing development and improvement of the clinical administration function with other administration managers.

Typical duties in **Subject Access Request (SAR)** also include but not limited to:

- Have a thorough knowledge of hospital policy and procedures for **Release of Information (ROI)** and patient confidentiality to ensure these are adhered to at all times.
- Handles all requests and inquiries for patient health information whether received via mail, fax, and phone or in person. Verifies identity and confirms that the authorization is valid. Ensures the requesting party has a legal right to request a patient's medical information.
- Provides excellent internal and external customer service by being attentive, polite and respectful. Ensures understanding of the subject access request and follows through as required.
- Prioritize release of information requests by retrieval of medical records from active, inactive and interdepartmental locations.
- Accesses computerized patient record and/or other computer systems for patient information.
- Maintain close coordination with the different departments of the hospital to ensure processing of requests within the timeframe.
- Maintain a contact point as relevant to the service. This will involve receiving queries/requests from GP's, other hospitals, patient and other healthcare facilities.

- Requires strong critical thinking skills and performs self-quality checks on all work to assure accuracy of the release to avoid data breaches.
- Maintain a strong commitment to legal and ethical standards concerning the privacy and confidentiality of patient information.
- Ensuring approval of records from consultant where required.
- Strong ability to handles multiple priorities with frequent interruptions.
- Follow the processes and procedures concerning RIP records.
- Make sure to fulfil the requirements under FOI and GDPR for releasing medical records to both patients and third parties.

Typical duties in **Management of digital & offsite healthcare record** also include but not limited to:

- Participate in merging and amalgamation of duplicate records in Patient Administration System (PAS).
- Manage the policy and procedures related to merging duplicate records in PAS.
- Implement procedures for the offsite secure storage and retrieval of healthcare records.
- Proactively oversee the effects of any modifications and advancements in the hospital concerning the digital Healthcare Records management function.

Code of Practice

It is a requirement for all staff in the Medical Records Department, Clinical Administrative areas and Patient Services to become knowledgeable about the HSE Code of Practice for Healthcare Records Management and to ensure their compliance with these standards.

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 from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

Informal Enquiries or Role Specific Enquiries:

Mr John Ayyadurai, Healthcare Record Manager, Tel: 01 221 5200, Email – jayyadurai@svhg.ie

Person Specification

| Factors | Essential | Desirable |
|-------------------------------------|--|--|
| Qualifications | <p>Eligible applicants will be those who on the closing date for the competition:</p> <p>(i) 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>(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 Irish¹. 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>(iii) 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>(iv) 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>Note 1:</i> Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable.</p> <p><i>Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme.</i></p> <p><i>The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</i></p> | <ul style="list-style-type: none"> • Relevant 3rd level qualification <p>Further studies in:</p> <ul style="list-style-type: none"> • Patient Services or Healthcare Management • Supervisory / Management courses • Information Management • Computer courses |
| Experience (length and type) | Please see above. | <ul style="list-style-type: none"> • At least 3 years' experience in an administrative capacity at Grade IV level or equivalent • Experience in a role which incorporated use of |

| | | |
|--------------------------|--|---|
| | | <p>computer skills (e.g. data entry, excel)</p> <ul style="list-style-type: none"> • Experience in a role involving supervisory responsibility in a hospital or other relevant healthcare environment • Administrative role within the Healthcare services ideally in Patient Services / Medical Records • Direct responsibility for training and/or induction of new staff • Experience of working as part of a team • Communication – both verbal and written being a feature of a previous post |
| Core Competencies | <p>Knowing the Health Service & How it works</p> <p>Delivering Quality & Fairness for Service Users</p> <p>Planning & Managing Resources</p> <p>Creating Team Spirit</p> <p>Being the communication channel</p> <p>Influencing People and Events</p> <p>Managing individual performance</p> <p>Being a Role Model</p> <p>Embracing the Change Agenda</p> | |
| Health | <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> | |
| Character | <p>Candidates for and any person holding the office must be of good character.</p> | |

Particulars of Office:

The appointment is: Whole-time, permanent and pensionable.

Panel: A panel may be formed to fill upcoming permanent, temporary, whole time and part-time vacancies over the next 6 months.

Annual Salary: (as at 01/03/2025), pro rata

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
|---------|---------|---------|---------|---------|----------------|----------------|-------------|
| €51,206 | €52,738 | €54,300 | €55,897 | €57,503 | €59,375 | €61,253 | LSIs |

These particulars are subject to change in line with overall public pay policy.

Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 29 days per annum pro rata each year. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not 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 kept in safe custody when no longer required.

Hygiene:

During the course of employment staff members are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Protected Disclosure Policy:

See link below for more information on our Protected Disclosure Policy as per the Protected Disclosure (Amendment) Act 2022;

[Protected Disclosures - St. Vincent's University Hospital \(stvincents.ie\)](http://stvincents.ie/ProtectedDisclosures)

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings
- Fire orders must be observed and staff must attend the fire lectures periodically
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital Building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages:

<http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of electronic applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Career website.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Persons in receipt of a pension from specified Superannuation Schemes: Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed applying / competing for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012): Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one week's notice of interview. All interviews are held in person unless it is specifically noted otherwise in the Job Description. No subsequent or alternative dates to dates given will be offered to candidates. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, overseas police clearance (if applicable)*, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

** If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries are the responsibility of the candidate. It is a process which can take an amount of time. Therefore we would strongly advise that you commence seeking international security clearances now.*

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

June 2025