

Job Description and Person Specification

Grade VI Officer Scheduled Care Manager – Outpatients Department

Permanent Vacancy

Reference: HR25E168

**Closing Date for Applications: Monday, 11th August 2025
In-person Interviews: Week of 25th 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: Grade VI Officer, Scheduled Care Manager- Outpatients Department

Reports to: Head of Clinical Support

Role Summary:

The main responsibility of this position is for the overall management and operations of the Ambulatory Day Care Centre and Central Referrals Office (CRO). This includes the management of referrals and scheduling of all appointments. To provide timely and accurate information relating to patients to meet the service need. To anticipate and proactively address service needs through ongoing monitoring of the operational function, meeting with Consultants and Multidisciplinary teams to understand service requirements.

Accountability and responsibility for providing timely and accurate information relating to waiting lists, managing and maintaining NTPF waiting lists in accordance with the NTPF Management of Referrals (2022), and the Strategy for the Design of Integrated Outpatient Services 2016-2020. To anticipate and proactively address service.

A major component of the job is to lead the teams through effective leadership.

The post is responsible for ensuring confidentiality is adhered to at all times and that any staff member having access to the HCR follows established procedures.

To actively participate with the ongoing development and improvement of the clinical administration function through effective teamwork with other administration managers.

Service Provision

- Adhere to and ensure compliance with national standards regarding the management of OPD waiting lists and HSE Code of Practice for HCR Management and any other associated standards.
- Actively manage departmental objectives and KPIs to ensure service provision.
- Respond to expanding/emerging service needs.
- Flexibility is required for attendance at all Specialty Specific Team Meetings and updates provided with regards to Waiting lists and OPD activity for that specialty.
- Collate all OPD clinic requests and present at ADCC Committee Meeting.
- Monitor workload, productivity and quality of service.
- Ensuring adequate records are kept re: rostering, salaries, attendance etc. by Grade Vs per their area of responsibility.
- Where gaps in front-line areas may arise, immediately taking steps to ensure there is no service disruption.
- Ensure all applicable legislation, international and national best practice, guidelines and protocols, and internal PPGs are followed by team members.
- Ensure adherence and compliance with Data Protection policy.
- Ensure that local procedures are kept up-to-date and reflect current practice.
- Responsible for monitoring and auditing full compliance of PPGs.

- Liaise with multidisciplinary teams as required.
- Undertake any other relevant duties that may arise in the organisation.
- Work closely with data management to ensure integrity and quality of data.
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Staff Management:

- Ensuring all staff are fully trained in all local and national policies / procedures.
- Ensuring open lines of communication with Grade V Officers to ensure effective staff management and service provision.
- Responsible for ensuring all team members have in-date CPDs and mandatory training.
- Conducting CPDs with Grade V Officers and any other direct reports.
- Ensuring attendance is managed in line with SVUH policy.
- Ongoing performance monitoring and training.
- Ensuring all team members are engaged with audits and accreditation.
- Effectively manage employee relations at local level and escalate where required.
- Where necessary reallocate resources to ensure service provision.
- Actively participate in recruitment from identification of need, creating business cases, making submissions to ECC, writing job descriptions and person specifications, liaising with HR re: recruitment campaigns, conducting interviews, giving feedback to candidates and arranging suitable placements.

ICT Systems

- Maintenance and creation of user accounts, master files, look-ups and letter templates on PAS.
- Maintenance and creation of user accounts on PAS.
- Manage all PAS maintenance requirements including set up/amendments of OPD clinic profiles, creations/amendments.
- Monthly PAS profile maintenance.
- Maintaining action outcomes for monthly validation cycles on Mail Metric with NTPF.
- Maintenance and creation of clinics on Defero Text Messaging System and user set up.
- Responsible for investigating incidents with ICT Department and/or systems vendors, taking corrective action, notifying relevant parties and making recommendations for remedial action.
- Participating in projects to upgrade / install new ICT systems relevant to Clinical Administration.
- Responsible for ensuring super user duties for Clinical Portal and TPro.
- Responsible for ensuring all staff in team are aware of, and adhere to Clinical Administration procedures, ICT systems outages and contingency protocols/planning.

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:

Ms Louise Smyth, Head of Clinical Support, Tel: 01 221 5269, Email – lsmyth@svuh.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</p> | <p>Relevant 3rd level qualification</p> <p>Further studies in:</p> <ul style="list-style-type: none"> • Patient Services or Healthcare Management • Supervisory / Management courses • Information Management • Computer courses |

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| | <p>Qualifications and Quality Ireland, (QQI).</p> <p><i>Note¹ : Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable.</i></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> | |
| Experience (length and type) | <p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p> | <ul style="list-style-type: none"> • At least 6 years' experience in an administrative capacity or equivalent • At least 3 years continual experience in a role involving supervisory responsibility in a hospital or other relevant healthcare environment • Experience of working as part of a team • Experience in a role which incorporated use of computer skills (e.g. data entry, excel) • Communication – both verbal and written being a feature of a previous post • Experience working in a hospital environment at front line level • Direct responsibility for training and/or induction of new staff • Role involving direct Line Manager responsibility for a large group of staff • Experience using computer maintenance functions, merging data functions, working with computer templates and control of administrative access rights • Administrative role within the Healthcare services ideally in Patient Services / Medical Records |

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| Core Competencies | Knowing the Health Service & How it works Delivering Quality & Fairness for Service Users Planning & Managing Resources Creating Team Spirit Being the communication channel Influencing People and Events Managing individual performance Being a Role Model Embracing the Change Agenda | |
| Health | 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. | |
| Character | Candidates for and any person holding the office must be of good character. | |

Particulars of Office:

The appointment is: Wholetime, Permanent and Pensionable.

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

Annual Salary: (01/03/2025) pro rata, dependent on previous Public Health Sector experience.

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|--------|--------|--------|--------|--------|--------|--------|------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |
| 56,757 | 58,110 | 59,761 | 62,862 | 64,716 | 67,025 | 69,341 | 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: 30 working days per annum pro. 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 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 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.

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**.

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)

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 on-line 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 by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- 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 weeks' notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. 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.

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July 2025