

Job Description and Person Specification

Patient Support Worker (Grade V Officer)

**Urology Team – Prostate Cancer
Stratified Self-Managed Follow up - Surgical Patients**

Permanent Vacancy

Reference: HR25E171

**Closing Date for Applications: Friday, 15th August 2025
In Person Interview Date: Tuesday, 09th September 2025(TBC)**

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

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

Job title / Grade: Patient Support Worker – Grade V Officer – Urology Team – Prostate Cancer – Stratified Self-Managed Follow up (SSMFU) – Surgical Patients

Reports to: Business Manager responsible for Perioperative Directorate, with clinical accountability to the cancer clinical lead and nursing team.

Key Working Relationships: Surgical Directorate Management Team, Cancer Services Directorate Management Team. The post holder will also collaborate and liaise with the NCCP on strategic goals including those set out in the National Cancer Strategy 2017-2026, through working groups and other approaches to implementation.

Overview:

The Patient Support Worker will be a central point of contact for cancer patients whilst working alongside the clinical nurse specialist team to improve patient care and communication.

The Patient Support Worker will be patient facing pivotal in ensuring both personalised stratified follow up and supported self-management services are in place for the care of cancer patients, in conjunction with consultants, clinical nurse specialists and all other staff involved in the cancer care pathway.

The role will involve:

- Acting as a single point of contact of access to patients who are on the supported self-managed follow-up pathway,
- Supporting and coordinating remote surveillance for patients on the supported self-managed follow-up pathway,
- Supporting and coordinating the overall needs of patients on the supported self-managed follow-up pathway.
- Act as central point of contact for patients triaging calls to the CNS team and escalating clinically urgent calls.

The post holder will coordinate all aspects of the patient's aftercare including: surveillance investigations, organising health and wellbeing events, holistic needs assessments, providing personalised care and support planning, signposting patients to support services and resources, triaging patient phone calls, dealing with patients queries and following up on actions needed, implementing policies and procedures and managing data. The post holder will provide guidance and information to ultimately improve patient experience.

The scope of the role will vary from setting to setting, depending on the local priorities as determined during setup. There are a number of core elements and additional elements may be added according to local need and setting.

Key Duties and Responsibilities

The role will involve both patient engagement and administrative responsibilities.

Patient Engagement

- Triage incoming calls and initiate an appropriate response in accordance with the relevant tools, protocols and pathways while liaising with the clinical team for guidance as needed.
- Provide basic telephone advice and refer on to other sources of support.
- Coordinate the diagnostic pathways to ensure patients are scheduled for their appointments appropriately in conjunction with the clinical team.
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden deterioration in a patient's condition or an emergency situation, alerting the team and enabling rapid response, as appropriate.
- Support the dissemination of patient information regarding appointments, and the appropriate care pathways as guided by the clinical team.
- Make pre-planned, outbound, telephone calls to monitor patient progress along the cancer care pathway.
- Contribute to the holistic needs assessment and the development of an individual care plan.
- Address the needs of service users, and help them navigate the health and social care systems. This will include providing general information and support about cancer, and the services available to them.
- Follow up on conversations with service users and complete the relevant actions required.
- Act as a "patient facilitator" in order to resolve issues that may be perceived as barriers to care.
- Contribute to the work of the multi-disciplinary team (MDT), to help maintain an efficient system and streamline the patient pathway.
- Coordinate the handover with other teams to facilitate safe and effective transition of care between services.
- Advise patients and carers on how to make contact when they feel that their condition or needs have changed, including what to do out of hours.
- Communicate effectively with relevant MDT and clinical teams to ensure that all new stratified follow-up patients are identified for coordinated support as assessed by the appropriate healthcare professional.

Administration

- Ensure the efficient day-to-day administration of area of responsibility.
- Ensure that patient records are continually kept up to date documenting patient interactions and any information provided - these tasks should be undertaken under the guidance of the clinical team.
- Ensure that archives and records are accurate, and readily available to the appropriate authority, whilst also maintaining confidentiality.
- Provide administrative support for meetings and attend as and when required.
- Ensure deadlines are met and that service levels are maintained.
- Ensure policies and procedures are well documented, understood and adhered to.
- Ensure accurate attention to detail in own work and work of the team.
- Support the planning and delivery of self-management workshops/events, in collaboration with the relevant clinical teams.
- Map the provision and availability of self-management programmes in order to be able to signpost patients and carers to appropriate events and resources, to enable self-management.

Human Resources / Supervision of Staff

- Create and maintain a positive working environment among staff members, which contributes to effective working relationships.
- Promote co-operation and working in harmony with other teams and disciplines.
- Trouble-shoot problems and ensure decisions are made in collaboration with the MDT and are in line with local and national agreements.
- Pursue and promote continuous professional development, in order to develop management expertise and professional knowledge.

Support for service users

- Promote and maintain a patient focused environment.
- Effectively monitor service provision, communicating efficiencies gained, and notifying line managers of any deficiencies observed.
- Ensure service users are treated with dignity and respect and are listened to at all times.
- Actively seek feedback from service users via “patient satisfaction surveys” and implement the relevant changes, in agreement with line manager(s) approval.

Service delivery and improvement

- Embrace change and adapt local work practices accordingly, to ensure all team members understand how to implement the changes required.
- Encourage and support team members through change processes.
- Monitor the efficiency of the service provided by the team.
- Where inefficiencies arise within the administration of the service, identify and implement change, in agreement with the clinical team.

Standards, policies, procedures & legislation

- Maintain own knowledge, and contribute to the development of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current working standards are met across the team.
- Maintain a good understanding of internal and external factors that can affect service delivery, including an awareness of local and national issues that can directly impact their area.
- Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, etc.
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other 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 and Child Protection and safeguarding policies etc.
- Effectively implement the aforementioned standards, in compliance with HSE protocols.
- Support and promote energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

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 Deirdre Flanagan, Business & Operations Manager- Perioperative Directorate deirdreflanagan@svhg.ie

Person Specification

Factors	Essential	Desirable
Qualifications	<p>Eligible applicants will be those who on the closing date for the competition:</p> <ul style="list-style-type: none"> Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies or a body that provides services on behalf of the HSE under Section 38 of the Health Act 2004. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> 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 style="text-align: center;">Or</p> <ul style="list-style-type: none"> Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction. <p style="text-align: center;">Or</p>	

	<ul style="list-style-type: none"> • 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><i>Note¹:</i> <i>Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a Foundation level paper is not acceptable.</i> <i>Candidates must have achieved these grades on the Leaving Certificate Established Programme or the Leaving Certificate Vocational programme.</i> <i>The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</i></p>	
Experience (length and type)	<p>As per above.</p> <p style="text-align: center;">and</p> <p>Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p>	<p>Experience coordinating all aspects of the patient's aftercare including:</p> <ul style="list-style-type: none"> • Recent, relevant administrative experience. • Recent, relevant high level of experience using MS packages. • Good knowledge of best practice in office management and administration in healthcare setting. • Efficient and timely management of competing priorities. • surveillance investigations, • organising health and wellbeing events, • holistic needs assessments, • providing personalised care and support planning, • signposting patients to support services and resources, • triaging patient phone calls, dealing with patients queries

		<p>and following up on actions needed,</p> <ul style="list-style-type: none"> • implementing policies and procedures and managing data, • demonstrated experience preparing reports and/or presentations.
Core Competencies	<ul style="list-style-type: none"> • 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 • Embracing the Change Agenda 	
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, wholetime and part-time vacancies over the next 6 months.

Annual Salary: (as at 01/08/2025), pro rata

1	2	3	4	5	6	7	
€51,718	€53,265	€54,843	€56,456	€58,078	€59,969	€61,866	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 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://www.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 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 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.

Date: August 2025