

## **Job Description and Person Specification**

### **Grade V – Patient Feedback & Complaints Officer**

#### **Permanent Vacancy**

**Reference: HR25E235**

**Closing Date for Applications: Wednesday, 8<sup>th</sup> October 2025**

**Date for In Person Interviews: Tuesday 21<sup>st</sup> October 2025**

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

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

**Overview:** The Patient Feedback and Complaints (Grade V Officer) will be part of the Quality and Patient Safety Department within St Vincent's University Hospital and will fulfil the role of Complaints Officer in conjunction with a wider administrative role in the department.

**Job title / Grade:** Patient Feedback and Complaints (Grade V Officer)  
**Reports to:** Patient Feedback and Complaints (Grade VII Officer), Department of Quality & Patient Safety

### **Key Duties and Responsibilities**

- To act as a Complaints Officer for the purpose of dealing with complaints made to St Vincent's University Hospital in accordance with Part 9 of the Health Act 2004 and The Health Act 2004 (Complaints) Regulations 2006
- Accurately log all details of the complaint and maintain up to date progress notes until resolution using the appropriate systems
- Manage the complaints handling system effectively, ensuring all communications are issued to the complainant in accordance with Part 9 of the Health Act 2004, The Health Act 2004 (Complaints) Regulations 2006
- To organise and facilitate family meetings that may be required during the course of resolving a complaint
- To be a principal point of patient contact, liaising with operational colleagues in the hospital ensuring that patients are kept fully informed of progress at all times.
- To be a principal point of contact with the Ireland East Hospital Group (IEHG), support and facilitate their complaint reviews
- To be a principal point of contact with the Office of the Ombudsman, lead, manage and facilitate any complaint reviews undertaken by the Office.
- Lead and develop professional and patient-centred complaint resolution processes, providing coaching (complaint handling) as appropriate to clinical staff
- As/when required oversee preparation and analysis of reports relating to complaints.
- Communicate trends and share insights with relevant teams and stakeholders so that appropriate actions are taken to address the cause of complaints and continuous improvements are made to internal processes.

- As a member of the Patient Feedback and Complaints Team to ensure response capacity is maintained, ensure efficient processes and procedures are in place and that risks are appropriately controlled
- To participate in future National Patient Experience Survey processes and any recommendations arising
- To carry out all duties in a professional, courteous and effective manner.

**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 Orla Kenny, (Clinical Risk & Patient Safety Manager), Department of Quality and Patient Safety. Email: okenny@svhg.ie or phone 01 221 4977.

#### **Person Specification**

<b>Factors</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>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> <p style="text-align: center;"><b>Or</b></p> <p>Have obtained a pass (Grade D) in at least five 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;"><b>Or</b></p> <p>Have completed a relevant examination at a comparable</p>	

	<p>standard in any equivalent examination in another jurisdiction</p> <p><b>Or</b></p> <p>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><b>Note1:</b></p> <p>Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable.</p> <p>Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme.</p> <p>The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</p>	
<b>Experience (length and type)</b>	<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"> <li>• Experience in a clinical setting</li> <li>• Experience of facilitating meetings</li> <li>• Demonstrated experience of complaint handling</li> <li>• Demonstrated experience in dealing with patients / public facing role'</li> <li>• Excellent ICT Skills</li> <li>• Minimum 2 years' satisfactory experience in a healthcare organisation</li> </ul>

<b>Core Competencies</b>	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 Being a Role Model	
<b>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.	
<b>Character</b>	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, temporary, whole and part-time vacancies over the next 6 months.

**Annual Salary:** Grade V (Clerical) as at 01/08/2025; €51,718 - €61,866 LSIs (2) per annum pro rata

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 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.

**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)

**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](http://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](http://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, 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.

<b>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.</b>
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**September 2025**