

Job Description and Person Specification

Quality, Clinical Risk & Patient Safety Manager (Grade VIII)

Permanent Vacancy

Reference: HR25E302

Closing Date for Applications: Wednesday, 7th January 2026

In-person Interview Date: Monday, 26th January 2026

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

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

Job title / Grade: Quality, Clinical Risk & Patient Safety Manager (Grade VIII)

Reports to: Director of Quality & Patient Safety

Overview:

Evolving healthcare requirements demand a skilled resourced department to lead on quality within healthcare. Quality, Clinical Risk & Patient Safety are core fundamentals of every department and aspect of care and services provided here in SVUH. With SVUH possessing JCI accreditation and in light of the National Licencing of Healthcare proposal by HIQA and the ever-increasing expansion of healthcare standards, this role is ideally placed to support the SVUH Quality, Risk & Patient Safety Department to build on our existing expertise and knowledge and support the organisation in meeting future challenges.

The Quality Risk and Patient Safety (QRPS) Manager (Grade VIII) will work with the QRPS Director to lead the Clinical Risk, Patient Safety & the Patient Feedback & Complaints teams within the department to focus on day to day management of these function, complying with National Standards and HSE requirements, following up on improvement projects (e.g. National In patient Experience Survey) and supporting additional projects identified internally (e.g. Clinical Directorates/Incidents/SVUH service user feedback/ recommendations / Open Disclosure programme). This will also include the coordination of requests and information pertaining to State Claims Agency / solicitors / agency and private individual enquiries and the coordination and provision of support in regard to Coroner's Court requests, submissions and inquests. This role also links closely with colleagues within the Integrated Healthcare Area, Dublin & South East region.

The Quality Risk and Patient Safety Manager (Grade VIII) will oversee the remit of the Freedom of Information Office and ensure National & Legislative requirements and timelines are adhered to.

The Quality Risk and Patient Safety Manager (Grade VIII) will be responsible for leading on proactive quality improvement, Open Disclosure Lead's Meetings & programmes and link with Clinical Directorates in targeted initiatives to improve the quality of care relating to incident management & patient feedback.

As a key member of the Quality, Risk and Patient Safety Department, the post holder will be a resource to staff involved in leading & guiding the development, co-ordination and delivery of activities associated with patient safety and quality improvement programmes in St Vincent's University Hospital. The post holder will also support the organisation in the implementation of relevant National Policy and Guidelines e.g. Open Disclosure.

The post holder will work in tandem with the Quality & Patient Safety Manager and overall Quality & Patient Safety Department, to drive core programmes in quality, safety and risk management in line with SVUH strategic goals, including:

- Leading and managing the Clinical Risk/ Patient Feedback & Complaints and focused aspects of the QPS Dept.
- Coordinating & monitoring the status of recommendations from local & national investigations, reports and audits. Co-ordinating the collection of information linked to objectives and key performance indicators and ensuring processes are in place to evaluate performance.
- Support the organisation in the implementation of quality and patient safety standards incorporating, continuous improvement, risk identification and control.
- Supporting the Quality Management function, to ensure that a culture of quality improvement and accreditation is maintained and promoted across the organisation.

- Presenting patient safety data and reports at key organisational meetings e.g. SIMT, QPSE, CIRG.
- Supporting the dissemination of new learning from patient safety reviews to midline and frontline healthcare staff.
- Lead communication channel for clinical risk / complaints queries from the Office of the Ombudsman, Office of the CEO, State Claims Agency, HIQA etc.
- Co-ordinate the mandated objectives of the Patient Safety Act when a notifiable incident occurs.
- Education and training of QPS specialised topics e.g. consultants' orientation, UCD accredited Leadership and Management courses, Open Disclosure training, stands at centre point.
- Deputise for the Director of Quality & Patient Safety as and when required.

Key Duties and Responsibilities:

Leadership & Accountability

- Promote and develop the hospital as a national and international leader in the field of Clinical Risk & Patient Safety.
- Co-ordinate the development of relevant strategic and operational objectives for the organisation, with a particular focus on clinical risk & service user interactions
- Encourage Leadership at all levels of services in embedding patient safety throughout the hospital and its operations
- Participate in and support the following hospital groups (as applicable):
 - Quality and Patient Safety Executive
 - Clinical Incident Review Group
 - Senior Incident Management Team meetings
 - Standards and Accreditation Committee
 - Heads of Department Meetings
 - Positive Patient Identification Committee
 - Clinical Directorate Meetings
 - Other healthcare group committees as appropriate
- Deputise for the Director of Quality & Patient Safety as and when required

Quality Management

- Coordinate the collection of information linked to objectives and key performance indicators and ensure processes are in place to evaluate performance of relevant areas
- Provide ongoing monitoring of relevant recommendations and provide reports to relevant committees as required. This includes an evaluation of the previous year's plan /results and working in partnership with the senior management team of the organisation in developing future work programmes, where appropriate
- Support the development of guidelines and information on various components of clinical risk, patient safety and patient feedback for dissemination throughout St Vincent's University Hospital
- Facilitate training for staff and other relevant groups on relevant Quality, Risk and Patient Safety issues

Incident / complaint Management Systems

- Co-ordinate and maintain an effective incident, claims & complaints management system in the hospital, facilitating the development of relevant policies and procedures in collaboration with senior management

- Ensure mandatory reporting of incidents onto the National Incident Management System and onward to relevant stakeholders within mandated timeframes
- Ensure the feedback & complaints team comply with existing national frameworks and mandatory requirements
- Review and maintain online reporting systems e.g. Datix, as effective incident, systems in the hospital.
- Participate in incident reviews and where required and/or appropriate, lead and support system analysis investigations
- Facilitate & support family meetings as required
- Ensure a process of communication and escalation of issues identified is in place for Clinical Risk & Patient Feedback & Complaints Teams
- Ensure quality tracking and auditing processes are in place and monitored
- Promote a quality & risk management culture in project delivery through the development of appropriate quality & risk strategies and systems, supported by “best practice” tools, methodologies and performance measures
- Link closely with the Quality & Accreditation team to share learning and optimise resources use across department

Data Management

- Be a key contact for the Hospital Management Team and Integrated Healthcare Areas for data relating to Quality, Risk and Patient Safety information; for example including but not limited to Board reports (internal), Quality and Patient Safety Executive Reports (Internal) and Hospital Patient Safety Indicator Reports (external)
- In conjunction with the Quality and Patient Safety Manager ensure that appropriate data management systems are in place to support the hospital patient safety programme. These systems include Incident Reporting, Risk Registers, Safety Alerts, NQAIS Clinical, and National Audit of Hospital Mortality (NAHM)
- Analyse data to monitor performance and improvement against quality standards, audit recommendations and patient safety goals
- Coordinate and validate patient safety indicator reports and performance reports as required, for internal or external sources such as board meetings or hospital group performance meetings
- Ensure appropriate benchmarking of relevant data, initiating corrective action for any adverse findings in the data management process.

People Management

- Lead and manage the Clinical Risk/ Patient Feedback & Complaints Teams in a manner, which promotes high performance and job satisfaction. This team incorporates Clinical Risk advisor, Patient Feedback & Complaints manager, Falls Coordinator and the Freedom of Information Officer
- Monitor data administration and document management processes
- Ensure that all staff within the Teams have annual appraisals/CPD
- Foster and develop good communications and interpersonal relationships within the team, which enhances motivation and promotes positive employee relations
- Participate in the recruitment, selection and induction process for staff

- Manage performance, grievance, disciplinary and other HR issues in the context of the hospitals HR policies and procedures
- Facilitate training for staff and other relevant groups on the relevant systems and patient safety frameworks
- Appropriately communicate hospital information through department meetings, one-on-one meetings, and regular interpersonal communication

Accreditation & Compliance

- Have a significant working knowledge of the Health Service Executives' Incident Management System, Patient Safety Strategy, Health Information and Quality Authority (HIQA) Standards, Joint Commission International (JCI) Standards, Health Service Executive (HSE) Standards and the Quality Framework and associated local/national protocols for implementing and maintaining these standards as appropriate to the role
- Work with members of the Executive Management Team (EMT), Heads of Departments and individual departments across the organisation to develop and support the implementation of plans to achieve and maintain quality & patient safety standards
- Advise the EMT / Senior Management Team and Quality and Patient Safety Executive (QPSE) on compliance issues relating to HIQA, HSE, national / international standards adopted by the organisation
- Ensure outcomes of reviews are appropriately communicated and actioned

Training and Education

- Adhere to mandatory training requirements within organisation
- Attend external conferences relating to Quality, Risk & Patient Safety, to keep updated on National and International policies and development and communication of same both to immediate team and the wider hospital
- Support collaborative working (Nationally and locally) to include interdivisional and inter agency quality projects and liaison
- Oversee the development and review of local policies and procedures & training material relevant to the department to ensure benchmarking against best practice
- Develop and support delivery of uniform communication to ensure consistent investigative processes in line with HSE policy and guidance are applied across the service

Analysis and Trending

- Provide effective reports for the Quality, Risk & Patient Safety Director, Chief Executive Officer, Clinical Directorates, Heads of Departments and relevant committees to enable monitoring of trends for action.
- To support the development of department KPIs and key deliverables in line with the wider organisation requirements
- Presentation of activity metrics and analysis of same both internally & externally

Personal Development

- To assume responsibility for personal learning and development needs with evidence of commitment to on-going professional development

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. Angela Smyth, Director of Quality and Patient Safety, Telephone 01 221 5319 or e-mail: A.Smyth@svhg.ie

Person Specification

Factors	Essential	Desirable
Experience	A professional qualification in a health-related area (e.g. nursing, HSCP, medical)	An academic award in Risk Management or Quality in Healthcare at Level 7 (or higher) on the Quality and Qualifications Ireland (QQI) framework or equivalent Masters level qualification in relevant field Demonstrable records of continuing professional development Registration with a healthcare body
Professional Knowledge	<ul style="list-style-type: none"> Relevant work experience in the last 4 years within the Irish Healthcare System Experience of working in an acute level 3 / 4 or equivalent hospital Significant experience of working in the Irish health service, in a post that has involved Clinical Risk, Incident Management, Service User Feedback and Complaints Experience in quality and project management as relevant to this role. Significant knowledge of managing organisational regulatory requirements in a healthcare setting. Experience of leading change in a complex organisation & extensive experience of managing projects (in particular in healthcare) to successful conclusion 	<ul style="list-style-type: none"> Experience of Report preparation, analysis of data and presentation of same Experience in staff training Experience of managing medico-legal cases Experience of engagement with regulatory bodies in-depth knowledge of relevant legislation Experience of managing and working collaboratively with multiple stakeholders

	<ul style="list-style-type: none"> • Strong people management experience 	
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	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: Whole-time, Permanent, 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: Grade VIII (0655) as at 01/08/2025, pro rata.

1	2	3	4	5	6	7
€82,258	€82,997	€86,243	€89,502	€92,736	€95,983	€99,213

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 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 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 wellbeing 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 \(stvincents.ie\)](https://www.stvincents.ie/protected-disclosures)

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 stage 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. pFalse 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.

St Vincent's University Hospital buildings and grounds are **smoke-free.**

December 2025