



Job Description and Person Specification

Grade IV (Clerical) - Emergency Department (Day Duty)

Permanent Vacancy

Reference: HR26E021

Closing Date for Applications: Thursday, 12th February 2026
In-person Interview Date: Wednesday, 4th March 2026

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

Contact: 01 221 6016 or recruitment@svuh.ie

Philosophy, Mission and Values of the Hospital

Philosophy

The philosophy of St Vincent's Healthcare Group is based on that of the Religious Sisters of Charity. The principles are observed in the treatment and care of patients, in dealings with staff and are based on the core values.

Mission

The Values underlying the philosophy of St. Vincent's Healthcare Group in relation to our care of patients and staff are those of human dignity, compassion, justice, quality and advocacy, which are based on the mission and philosophy of the Religious Sisters of Charity, our shareholders. We strive to maintain excellence in clinical care, education and research. We will continue to develop the Healthcare Group in line with the above principles and with our responsibilities to the wider Irish healthcare system.

Core Values

Human Dignity, Compassion, Justice, Quality and Advocacy

Overview: The Grade IV Officer will be part of the administration team based in the Emergency Department.

The Emergency Department (ED) is open 24 hours a day, seven days a week and the successful candidate will be required to work when rostered during the day cover. Additional premium payments will apply to some working hours.

The successful candidate will have a high level of flexibility, efficiency and co-ordination and will deliver a courteous and efficient service to patients, their relatives and other service users.

It is important to note that the needs of this department may vary due to the nature of the service. Scheduled hours are subject to change to ensure service needs are met. Flexibility is therefore a key requirement.

Job title / Grade: Grade IV Officer, Emergency Department

Reports to: Grade V Officer, Emergency Department

Key Duties and Responsibilities:

The key duties of this post are to carry out administrative duties associated with the efficient day-to-day running of the Emergency Department which include, but are not limited to, the following:

- Working in ED reception on a days duty roster.
- Interviewing patients at the registration desk and in the treatment area, and inputting patient information on the appropriate ICT system.
- Ensuring all patient demographic information is up to date and that all stages of the patient experience in ED is captured electronically.

- Dealing courteously with patient and relative queries at reception.
- Managing the patient healthcare record from arrival of a patient in ED to admission or discharge.
- Assisting in ensuring compliance with the ED Visiting Policy
- Preparing patient documentation for scheduled clinics
- Booking and registering clinic appointments onto the appropriate ICT system
- Communicating with other departments e.g. Admissions, Patient Accounts, and Medical Records.
- Processing admissions on PAS in real-time.
- Completing a health insurance assessment in the treatment area when a decision to admit a patient has been made and completing documentation for same.
- Assisting in the completion of information requests from other healthcare providers in accordance with hospital policy.
- Providing assistance for admission and discharge planning e.g. organising patient transports, preparing patient documents, follow-up appointments, medical certificates etc.
- Managing telephone queries.
- Collecting and distributing post
- Scanning and validating ED healthcare records.
- Participating in Major Incident Medical Management and Support (MIMMS) exercises
- Fulfilling any other duties that are consistent with the nature of the post
- Providing administrative support to the Emergency Department Central Station

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the postholder 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, email: lsmyth@svuh.ie Tel: 01-221 5269

Person Specification

| Factors | Essential | Desirable |
|--------------------------|---|--|
| Qualifications | <p>Eligible applicants will be those who on the closing date for the competition:</p> <p>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>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>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>Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).</p> <p><i>Note¹ : Candidates must achieve a pass in Ordinary or Higher level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</i></p> | <ul style="list-style-type: none"> • Further studies in patient services or healthcare management. • Qualification demonstrating IT competencies |
| Experience | <p>As 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> | <ul style="list-style-type: none"> • Experience working in a healthcare/hospital setting. • Experience in dealing with sensitive information. • 2 years' recent experience working in an administration role. |
| Core Competencies | <ul style="list-style-type: none"> • The successful candidate must be willing to occasionally change hours of duty in line with service requirements. | |

| | | |
|------------------|---|--|
| | <ul style="list-style-type: none"> Ability to work as part of a multi-disciplinary team and on own initiative Strong inter-personal communication skills Excellent organisational and time management skills. Good attention to detail. | |
| 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 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 IV (Clerical) (0558) as at 01/08/2025, pro rata

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|----------------|
| €35,609 | €37,741 | €38,597 | €40,760 | €42,740 | €44,473 | €46,151 | €48,414 | €50,059 | €51,718 | €53,296 LSI | €54,914 LSI |

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

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Hygiene:

During the course of employment staff members are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St Vincent's University Hospital's

quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

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

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

Protected Disclosure Policy:

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

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

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

in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

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

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

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

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

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

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

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

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

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

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

January 2026