



Job Description and Person Specification

Clerical Officer - Grade III

Permanent Vacancies

Reference: HR25E299

Closing Date for Applications: Monday, 19th January 2026

In-person Interview Date: 09th - 13th February 2026

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

Contact: 01 221 6016 or recruitment@svuh.ie

Accountability and Working Relationships

Title: Grade III Clerical Officer, Clinical Administration Services

Reports to: Reports to Grade V Unit Manager

Role Summary:

Clinical Administration Services provides administration support for the clinical functions of St. Vincent's University Hospital.

Clinical Administration Services roles include but are not limited to:

- Secretarial services for a range of medical and surgical specialties
- Ward administration for inpatient and day wards
- Front-line registration
- Medical records

Allocation of the successful candidate(s) to a particular role / department will depend on service requirements and skill set.

The person(s) appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements as advised to you by your line manager. Please note that start times vary and in some areas may be 07:30am.

Key Duties and Responsibilities:

Key duties and responsibilities will vary depending on placement.

The list of key duties and responsibilities is not intended to be exhaustive and is subject to change depending on service requirements.

All roles may include:

- Ensuring confidentiality and security of healthcare records and patient information is upheld at all times
- Working with the healthcare record in line with *HSE Recommended Practices and Standards for Healthcare Record Documentation*
- Ensuring an up-to-date healthcare record is available for every episode of clinical care
- Providing a courteous service to patients, visitors and other healthcare professionals
- Answering telephones and dealing with queries that may arise
- Faxing and photocopying of patient documentation
- Updating patient demographic details on the relevant IT system e.g. Patient Administration System (PAS)
- Recording patient episode activity on PAS
- Collecting and distributing post

Typical Duties in **Secretarial Services** also include but are not limited to:

- Providing administration support to a medical or surgical specialty
- Audio typing of clinical correspondence
- Printing/posting/filing patient correspondence from the electronic typing system

- Phone enquiries and following up on queries promptly
- Completing ward censuses and updating the relevant IT system as appropriate.
- Ensuring consultant discharged HCR's are recorded and returned to the appropriate area

Typical Duties for **Ward Administration** also include but are not limited to:

- Providing administration support on inpatient or day wards
- Checking and re-ordering stock
- Filing patient reports into healthcare records
- Ensuring that all patient documentation is correctly filed in the healthcare record on discharge
- Liaising with clinical teams to ensure discharge summaries are completed for all patients
- Liaising with clinical teams with regard to signing of diagnostic results
- Liaising with Admissions with regard to healthcare records, admission documents and death certs
- Making arrangements for follow-up appointments
- Arranging transport for patients
- Assisting with patient discharge e.g. sending discharge documents, Public Health Nurse referrals etc
- Distributing duty records

Typical Duties in **Front-Line Registration** also include but are not limited to:

- Working in unscheduled care, outpatient, inpatient or day-care reception areas
- Completing ward censuses and updating the relevant IT system as appropriate
- Registering outpatient clinics
- Booking and cancelling outpatient appointments
- Logging of all referrals received by post, fax and healthlink
- Ensuring triaging of letters is up to date with clinical teams
- Referral outcomes are tracked and logged appropriately
- Rota based cover on the main appointments phone line dealing with all appointment enquiries
- Checking the text reminder system and responding to messages in a timely manner
- Logging of all day case procedures in an OPD setting on the Patient Administration System

Typical Duties in **Medical Records** also include but are not limited to:

- Sorting and filing patient documentation into the healthcare record
- Pulling and preparing healthcare records for clinics
- Delivery and collection of healthcare records to/from other areas of the hospital using trollies
- Participating in the purging, tidying and maintenance of healthcare records as required
- Providing healthcare records for clinical areas, audits and research in a timely manner
- Ensuring patient healthcare records are available for patients attending clinics
- Ensuring outpatient diagnostic results are available for review by clinical teams at clinic

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

Informal Enquiries or Role Specific Enquiries:

Ms Louise Smyth, Head of Clinical Support, Tel: (01) 221 5269, Email: lsmyth@svhg.ie

Person Specification

Factors	Essential	Desirable
Qualifications	<p>Eligible applicants will be those who on the closing date for the competition:</p> <p>(i) Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied.</p> <p style="text-align: center;"><u>Or</u></p> <p>(ii) Passed an examination of at least equivalent standard.</p> <p style="text-align: center;"><u>Or</u></p> <p>(iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills.</p>	
Experience	Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability), for the proper discharge of the office.	<ul style="list-style-type: none"> • Experience using IT systems. • Experience working in an administration role. • Recent experience in a hospital setting. • Knowledge of PAS or similar patient management IT system.

Core Competencies	<ul style="list-style-type: none"> • Effective communication and interpersonal skills • Ability to work with Healthcare Records • Ability to work as part of a multi-disciplinary team • Strong IT skills • Excellent organisational and time management skills. • A high degree of flexibility 	<ul style="list-style-type: none"> • Good knowledge of HSE Code of Practice for Healthcare Records Management
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: Clerical Officer (0609 grade) as at 01/08/2025, pro rata

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
€31,118	€32,868	€33,299	€34,173	€35,451	€36,730	€38,010	€38,941	€39,992	€41,213	€42,078	€43,287	€44,508	€46,798	€48,427 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: 25 days per annum pro rata (increasing to 26 after 3 years and 27 after 5 years qualified excluding breaks in service) per annum pro rata. 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://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 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 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. 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