



HR26I037

EXPRESSION OF INTEREST

Grade IV Officer - Clinical Administration

Job sharing / Part-time Vacancy

This campaign is confined to SVUH staff currently employed in a permanent grade IV position in the Clinical Administration Department

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

Job title / Grade: Grade IV Officer, Clinical Administration

Hours of Work: The person(s) appointed will work a part-time 17.5 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.

Reports to: Grade V Unit Manager / or another nominee

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

- To operate the switchboards in an efficient and friendly manner.
- To maintain the highest levels of confidentiality
- To identify and react to emergency calls in line with agreed procedures.
- To operate the Hospital Paging System as required.
- To arrange taxi and courier services if required.
- To assist with maintaining an up-to-date Telephone Directory.
- To be familiar with the Hospital plan for Fire, Cardiac Arrest and Major/Internal Emergencies.
- To actively participate in the Hospital Accreditation System.
- To be familiar with all Telecommunications Policies, Procedures and Guidelines
- To be familiar with all Hospital wide Policies.
- To attend training and refresher courses as required.

Key duties and responsibilities may include:

- Communicating regularly with line managers to ensure hospital management is kept informed of any issues impacting the service.
- Adhering to all relevant Policies, Procedures and Guidelines (PPGs) and the HSE Code of Practice for Healthcare Record Management.
- Participating in rotation of duties with other Grade IV Officers as required.
- Participating in rosters and weekend cover as necessitated by service requirements.
- Assisting line managers with training new staff.
- Managing workflows in the area to ensure that an efficient service is provided.
- Providing secretarial support to clinical staff in the unit.
- Liaising as required with other departments and clinical staff of all disciplines.
- Dealing with queries from patients, their families, referral sources, other hospitals and members of the multi-disciplinary team.



- Data entry on PAS and/or other IT systems in accordance with relevant PPGs.
- Retrieval of Healthcare Records (HCR's) from Medical Records.
- Digital tracking of HCR in Patient Administrative System (PAS) when you retrieve/receive records from other areas.
- Other duties that may arise related to the services and appropriate to the post.

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.
- Assisting with DNA management (patients who did not attend for appointments) and other hospital initiatives.
- Assisting in management of waiting lists.
- Registration of patient activity on IT systems e.g. ADCC and ED attendances, inpatient, daycare and waiting list episodes.

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 may be required e.g. outpatient clinic letters, inpatient and day case summaries.
- 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 HCRs are recorded and returned to the appropriate area.
- Booking and cancelling outpatient appointments.
- Assisting in management of waiting lists.
- 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.
- Retrieving and preparing Healthcare Records (HCRs) for outpatient clinics.
- Filing duties in adherence with the HSE Code of Practice standards.

Annual Salary: Grade IV (Clerical) (0558 grade) 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.

Informal Enquiries or Role Specific Enquiries: Ms Louise Smyth, Head of Clinical Support, Tel: (01) 221 5269

Closing Date for Applications: Tuesday, 10th February 2026

Interviews:

TBC – due to urgency of this appointment, interviews may proceed at short notice