



## Grade IV Medical Secretary Panel

### Children's Health Ireland Job Specification and Terms & Conditions

<b>Job Title and Grade</b>	Grade IV Medical Secretary Panel
<b>Campaign Reference</b>	143848
<b>Closing Date</b>	23 <sup>rd</sup> December 2019
<b>Duration of Post</b>	Fixed Term and Specified Purpose Opportunities Available
<b>Location of Post</b>	CHI at Crumlin
<b>Context/ Background</b>	<p>Children's Health Ireland (CHI) is leading on the clinical and operational transformation of acute paediatric healthcare and consists of hospitals at Crumlin, Temple Street and Tallaght. The three children's hospitals and CHI's Corporate Office transitioned from four separate, independently governed entities into one new single organisation on 1st January 2019 to govern and operate paediatric services in Dublin.</p> <p>This new organisation operates as a single service across the existing locations of Crumlin, Temple Street, Tallaght and the CHI Corporate Office and will transition to the new facilities at the two paediatric outpatient and urgent care centres at Connolly and Tallaght Hospitals and the new children's hospital on the campus shared with St James's Hospital.</p> <p>The Minister for Health appointed a new Board in September 2017, initially on an administrative basis to support CHI's Chief Executive and management team in the planning and implementation of the Children's Hospital Programme and to prepare for the transition of services from the existing three children's hospitals under the governance of the legally established Board, which commenced on 1<sup>st</sup> January 2019.</p> <p>Children's Health Ireland Programme is a major programme of work led by CHI, focused on transformative service change to enhance services for children and young people, to integrate the three existing hospitals, while maintaining existing and new services, ensuring patient safety and quality until transition is complete. It will:</p> <ul style="list-style-type: none"> <li>• Operationalise an integrated acute paediatric healthcare network</li> </ul>



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	<ul style="list-style-type: none"> <li>• Act as client for the government funded capital project to build the new children's hospital and the two paediatric outpatient and urgent care centres at Connolly and Tallaght Hospitals, and a separately funded research and innovation centre</li> <li>• Act as client to a major ICT programme to digitize paediatric healthcare</li> <li>• Commission, transition to and operate the new children's hospitals and the two paediatric outpatient and urgent care centres.</li> </ul> <p>The new children's hospital will be at the centre of a new model of care with two new Paediatric Outpatients and Urgent Care Centres (OPD &amp; UCCs) central to the delivery of this new model of care. The POPD &amp; UCC based at Connolly Hospital on the North side of Dublin opened in July 2019. The POPD &amp; UCC based at Tallaght Hospital on the South side of Dublin is due to open 2020. The addition of the new POPD &amp; UCCs, together with the opening of the new hospital in time, will transform how healthcare is delivered to children in Ireland.</p>
<p><b>Reporting Arrangements</b></p>	<p>This post will report to the Nominated Department Head.</p>
<p><b>Key Working Relationships</b></p>	<p>The post holder will work closely with:</p> <ul style="list-style-type: none"> <li>• Administrative Management Team</li> <li>• Admin Team Managers</li> <li>• Multidisciplinary Teams</li> </ul> <p><i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning &amp; transitioning to steady state.</i></p>
<p><b>Purpose of the Role</b></p>	<p>To provide secretarial and administration support to the relevant area. Please note high volume Dictaphone typing is a core function of the role of Medical Secretary</p>
<p><b>Principal Duties and Responsibilities</b></p>	<p><b>Professional Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• The successful candidate will:</li> <li>• Maintain throughout the Hospital awareness of the primacy of the patient in relation to all Hospital activities.</li> <li>• Demonstrate behaviour consistent with the Values of the Hospital.</li> <li>• Be responsible for the provision of administrative support services to their designated area.</li> <li>• High volume Dictaphone typing is core function of medical secretary.</li> <li>• Report to the relevant Head of Department or their deputy.</li> <li>• Liaise with other members of the Team to ensure smooth overall running and efficiency of the Department.</li> </ul> <p><b>Provide the following administrative functions:</b></p>



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	<ul style="list-style-type: none"> <li>• Provide efficient general administrative and secretarial support to the designated area.</li> <li>• Liaise with Consultants and their Multidisciplinary Teams where appropriate.</li> <li>• Ensure correspondence with GP's/other Hospital's is dealt within the appropriate timeframes.</li> <li>• Arrange meetings and take minutes as required</li> <li>• Maintain efficient general office procedures as appropriate to the post.</li> <li>• Type, pull and file all general correspondence, photographs, reports and documentation in relation to the work of the department.</li> <li>• Liaise with staff in other departments, the public and outside agencies in a confidential, courteous and professional manner.</li> <li>• Cross cover for phone calls and reception desk when required.</li> <li>• Enter and maintain Patient details on the relevant patient administration systems.</li> <li>• Collection and delivery of internal and external mail to/from the hospital mail room as required.</li> <li>• Ordering of supplies for the Department as required.</li> <li>• To perform such other duties appropriate to the post as may be assigned by the Head of the Department or their nominee.</li> <li>• The above 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.</li> </ul>
<p><b>Eligibility criteria, qualifications and experience</b></p>	<p><b><u>Essential Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Leaving Certificate Standard</li> <li>• Level 5 QQI Medical Administration or equivalent secretarial course.</li> <li>• Experience of general office procedures is essential.</li> <li>• Have a minimum of 2 years administration/secretarial experience</li> <li>• Experience in Medical/Dictaphone typing essential: Candidates will be required to sit a medical typing test at interview stage.</li> </ul> <p><b><u>Desirable Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Relevant experience working in an acute Hospital setting.</li> <li>• Experience with PAS/ IPIMS patient information systems</li> </ul>
<p><b>Knowledge, Skills &amp; Competencies</b></p>	<p><b>Leadership &amp; Direction</b></p> <ul style="list-style-type: none"> <li>• Develops networks and communications systems to ensure that they are fully informed in a dynamic and challenging environment.</li> <li>• Is an effective leader and a positive driver for change; transforms the vision into a framework and structures for moving forward.</li> </ul>



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- Understands the challenges of leading a complex systems change.
- Balances change with continuity – continually strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence even under increasingly complex and demanding conditions.

#### **Working With & Through Others - Influencing to Achieve**

- Has significant experience in engaging with healthcare organisations.
- Demonstrates the ability to work independently as well as work with a wider multidisciplinary / multi-agency team in a complex and changing environment.
- Is persuasive and effectively sells the vision; commands attention and inspires confidence.
- Sets high standards for the team and puts their work and the work of the organisation into meaningful context.
- Has excellent influencing and negotiation skills.

#### **Managing & Delivering Results**

- Places strong emphasis on achieving high standards of excellence.
- Commits a high degree of energy to well directed activities and looks for and seizes opportunities that is beneficial to achieving organisation goals.
- Perseveres and sees tasks through.
- Champions measurement on delivery of results and is willing to take personal responsibility to initiate activities and drive objectives through to a conclusion.

#### **Critical Analysis & Decision Making**

- Has the ability to rapidly assimilate and analyse complex information; considers the impact of decisions before taking action; anticipates problems.
- Recognises when to involve other parties at the appropriate time and level.
- Is willing to take calculated risks in the interests of furthering the reform agenda.
- Makes timely decisions and stands by those decisions as required.

#### **Building Relationships / Communication**

- Possesses the ability to explain, advocate and express facts and ideas in a convincing manner, and actively liaise with individuals and groups internally and externally.
- Is committed to building a professional network to remain up-to-date with and influence internal and external politics.
- Is committed to working co-operatively with and influencing senior management colleagues to drive forward the reform agenda.
- Has a strong results focus and ability to achieve results through collaborative working.



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	<p><b>Personal Commitment and Motivation</b></p> <ul style="list-style-type: none"> <li>• Is personally committed and motivated for this complex role.</li> <li>• Demonstrates a strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role.</li> <li>• Demonstrates a commitment to further education in health services management.</li> </ul>
<p><b>Health &amp; Safety</b></p>	<p>These duties must be performed in accordance with the hospital health and safety policy. In carrying out these duties, the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act. Staff must carry out their duties in a safe and responsible manner in line with the Hospital Policy as set out in the appropriate department's safety statement, which must be read and understood.</p>
<p><b>Quality, Risk &amp; Safety Responsibilities</b></p>	<p><i>It is the responsibility of all staff to:</i></p> <ul style="list-style-type: none"> <li>• Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety.</li> <li>• Participate and cooperate with Children's Health Ireland Quality and Risk and Safety initiatives as required.</li> <li>• Participate and cooperate with internal and external evaluations of hospital structures, services and processes as required, including but not limited to: <ul style="list-style-type: none"> <li>➤ National Standards for Safer Better Healthcare</li> <li>➤ National Standards for the Prevention and Control of Healthcare Associated Infections</li> <li>➤ HSE Standards and Recommended Practices for Healthcare Records Management</li> <li>➤ HSE Standards and Recommended practices for Decontamination of Reusable Invasive Medical Devices (RIMD)</li> <li>➤ Safety audits and other audits specified by the HSE or other regulatory authorities.</li> </ul> </li> <li>• To initiate, support and implement quality improvement initiatives in their area, which are in keeping with the hospitals continuous quality improvement programme.</li> </ul> <p><i>It is the responsibility of all managers to ensure compliance with regulatory requirements for Quality, Safety and Risk within their area/department</i></p>
<p><b>Specific Responsibility for Best Practice in</b></p>	<p>Hygiene in healthcare is defined as <i>"the practice that serves to keep people and the environment clean and prevent infection. It involves preserving one's health, preventing the spread of disease and recognizing, evaluating and controlling health hazards."</i></p>



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<p><b>Hygiene</b></p>	<ul style="list-style-type: none"> <li>• It is the responsibility of all staff to ensure compliance with hospital hygiene standards, guidelines and practices.</li> <li>• Department heads/ managers have overall responsibility for best practice in hygiene in their area.</li> <li>• It is mandatory to complete hand hygiene training every 2-years and sharps awareness workshops yearly</li> </ul>
<p><b>Competition Specific Selection Process</b></p> <p><b>How to Apply &amp; Informal Enquiries</b></p>	<p>Applicants will be shortlisted based on information supplied in the CV and covering letter submitted. Applications for this post <b>must</b> be accompanied by a covering letter, setting out relevant experience that illustrates how the essential criteria listed above is met. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and/or the knowledge, skills and competencies section of this job specification.</p> <p>The closing date for submissions of CV's and letter of application is 23<sup>rd</sup> December 2019 @ 17.00pm. Applications must be completed through HR Talent Recruiter. <b>Applications will not be accepted through any other method.</b></p> <p><b>A panel may be created for "Medical Secretary, Grade IV" from which permanent and specified purpose vacancies of full or part time duration may be filled</b></p>
<p>Information on "Non-European Economic Area Applicants" is available from our website <a href="http://www.chi.jobs">www.chi.jobs</a> or directly from the recruitment team at <a href="mailto:recruitment@nchg.ie">recruitment@nchg.ie</a></p>	
<p>The programme outlined for Children's Health Ireland may impact on this role and as structures change the job description may be reviewed.</p>	
<p>Children's Health Ireland is an equal opportunities employer.</p>	

<b>Terms and Conditions of Employment Medical Secretary Grade IV</b>	
<b>Duration of post</b>	A panel will be formed for fixed term and specified purpose opportunities, Full-Time and Part-Time.
<b>Remuneration</b>	Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1st September 2019: [Grade, Code 0558]. Rising in increments annually from point 1: €27,563 to €44,773 incl. LSIs).
<b>Annual Leave</b>	Annual Leave entitlement is 28 days per annum
<b>Working Week</b>	<p>The hours allocated to this post are 7.4 hours as a standard working day. The allocation of these hours will be at the discretion of the Department Head and in accordance with the needs of the service.</p> <p>HSE Circular 003-2009 "Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016" applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16<sup>th</sup> 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).</p>
<b>Probation</b>	<p>All employees will be subject to a probationary period as per the probation policy. This policy applies to all employees irrespective of the type of contract under which they have been employed. A period of 6 months' probation will be served:</p> <ul style="list-style-type: none"> <li>• On commencement of employment</li> <li>• Fixed term to permanent contract</li> <li>• Permanent employees commencing in promotional posts will also undertake a probationary period relating to their new post.</li> </ul>



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<p><b>Pension</b></p>	<p>Employees of Children's Health Ireland are required to be members of the Hospitals Superannuation Scheme. Deductions at the appropriate rate will be made from your salary payment.</p> <p>If you are being rehired after drawing down a public service pension your attention is drawn to Section 52 of the Public Services Pension (Single and Other Provisions) Act 2012. The 2012 Act extends the principle of abatement to retired public servants in receipt of a public service pension who secure another public service appointment in any public service body.</p>
<p><b>Place of work/location</b></p>	<p>Children's Health Ireland at Crumlin</p>
<p><b>Age</b></p>	<p>Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age.</p>
<p><b>Maternity Leave</b></p>	<p>Maternity leave is granted in accordance with the terms of the Maternity Protection Acts 1994 and 2001.</p>
<p><b>Payment of sick leave</b></p>	<p>Children's Health Ireland operates a Sickness Absence Management policy in line with the new Public Service Sick Leave Scheme as introduced in 31<sup>st</sup> March 2014.</p>
<p><b>Pre-Employment Health Assessment</b></p>	<p>Prior to commencing in this role a person will be required to complete a form declaring their health status which is reviewed by the hospital's Occupational Health Service and if required undergo a medical assessment with this department. Any person employed by Children's Health Ireland 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.</p>
<p><b>Validation of Qualifications &amp; Experience</b></p>	<p>Any credit given to a candidate at interview, in respect of claims to qualifications, training and experience is provisional and is subject to verification. The recommendation of the interview board is liable to revision if the claimed qualification, training or experience is not proven.</p>
<p><b>References</b></p>	<p>Children's Health Ireland will seek up to three written references from current and previous employers, educational institutions or any other</p>

	<p>organisations with which the candidate has been associated. The hospital also reserves the right to determine the merit, appropriateness and relevance of such references and referees.</p>
<p><b>Garda Vetting</b></p>	<p>Children's Health Ireland will carry out Garda vetting on all new employees. An employee will not take up employment with the hospital until the Garda Vetting process has been completed and the hospital is satisfied that such an appointment does not pose a risk to clients, service users and employees.</p>
<p><b>Ethics in Public Office 1995 and 2001</b></p> <p><b>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€68,310 as of 01.09.2019)</b></p>	<p>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€68,310 as at 01.09.2019) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below;</p> <p>A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31<sup>st</sup> January in the following year.</p> <p>B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.</p> <p>C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website <a href="http://www.sipo.gov.ie/">http://www.sipo.gov.ie/</a></p>