

SOUTH INFIRMARY-VICTORIA UNIVERSITY HOSPITAL
Old Blackrock Road, Cork



Job Description for the post of:

Assistant Staff Officer (Grade IV)
Administration Services Management Team –
Permanent Full-time – 37hours per week

This document sets out the manner in which applications are accepted for the above post in addition to setting out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information.

Application Process:

4 copies of a Cover Letter together with 4 copies of an up-to-date Curriculum Vitae (unbound) should be submitted to:

The Human Resources Manager
South Infirmary-Victoria University Hospital
Old Blackrock Road
Cork

The latest date for receipt of applications is:

1.00pm Friday, 23rd November 2018

Please note successful candidates will be required to submit documentary evidence of all qualifications referred to on application when requested to do post interviews

The South Infirmary -Victoria University Hospital is an equal opportunities employer

The South Infirmary-Victoria University Hospital

We at the South Infirmary-Victoria Hospital are committed to providing the highest quality service to all our patients in a friendly, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner with equal access for all our patients. We aim to provide individual patient centered care to each patient and their families and promote patient participation in their care. We encourage good interpersonal relationships. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for future health service staff.

We are a 192 bed Voluntary Teaching Hospital affiliated to University College Cork and catering for approximately 38,500 discharges and 72,500 outpatients each year. We are part of the South/South West Hospital Group.

The Hospital is the Regional Centre for E.N.T. and Dermatology Services. The Hospital also plays a very prominent role in Endocrinology and Rheumatology services in the region. Services are continually developing and expanding at the Hospital.

The following medical disciplines are specialties in the Hospital:

- Anaesthesiology
- Combined Clinic in E.N.T. and Radiotherapy held at regular intervals
- Dermatology
- E.N.T. including an extensive Head & Neck service
- Endocrinology
- General Surgery
- Gynaecology
- Medical Oncology
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedic Surgery
- Paediatrics - Consultation Service
- Pain Medicine
- Plastic Surgery
- Radiology
- Rheumatology

The SIVUH is primarily an elective hospital with a particular concentration on day surgery, short length of stay and day of surgery admission. There are 9 theatres in total in the complex; 4 General Theatres, 2 Orthopaedic Theatres, 1 Day Surgery, 1 Theatre in the Victoria Wing, and 1 Ophthalmology Theatre. In addition there is an Endoscopy Suite, Pain Management Procedure Rooms and a Minor Procedures Room.

The SIVUH has an extensive Day Surgery service including a Peri-operative Assessment Clinic which is supported by SIVUH Consultant Anaesthetist staff. In addition there is a Pre-admission Assessment Unit.

Informal enquires

Can be directed to the relevant Head of Department / Line Manager

Our website is accessible on

www.sivuh.ie

Details of the Post

Title / Grade:

The title and grade of the post is Assistant Staff Officer (Grade IV) – Administration Services Management Team.

Report to:

The post holder will be responsible to the Administration Services Manager (ASM)

Responsible to:

The post holder will report to the Assistant Administration Services Manager (AASM).

Working Relationships:

Liaise with all Medical, Nursing, Allied Health professionals, Heads of Departments, Clerical/Administrative staff, other hospitals/services as required.

Qualifications:

A candidate must, on the latest date for receiving completed applications for the post:

- (i) Meet the Department of Health & Children's educational criteria set down for Grade IV posts
- (ii) Have experience in Patient Related Services
- (iii) Have experience of working in a high level administrative role, indicating the candidate's ability to efficiently discharge the functions of the post
- (iv) Possess excellent organisation, interpersonal and communication skills and be able to work on own initiative as well as part of a team. Ability to work under pressure is crucial.
- (v) Possess excellent IT skills including working knowledge of MS Office including Excel
- (vi) Possess excellent numerical and analytical skills
- (vii) Possess a high standard of education

Desirable:

- (i) Hold a relevant Management/Supervisory Qualification

Note:

If being processed for appointment, **original documentation** will be sought for:

- (ii) All qualification requirements for the post.
- (iii) Any additional qualification(s) that you may be awarded marks for at interview.

In the event that a number of years experience is required for a post, you will be requested to:

- (i) Provide documentary evidence that you possess same.

Character:

A candidate for and any person holding the office must be of good character.

Health

A candidate for and any person holding the post must be fully competent and capable of undertaking the duties attached to the post and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, the successful candidate, before being appointed, shall undergo a pre employment health assessment. The Medical Examination will be provided by the Hospital.

Purpose of the Post

Responsible for providing quality administration support to the ASM/AASM and includes liaising with the various departments within the Hospital, application of Hospital Policy, supervision of staff and support to the Administration Services in the absence of senior staff members as and when required.

Main Duties & Responsibilities

- Responsible for maintaining and updating the computerised system in relation to the recording of annual leave, sick leave or other leave for staff members under the remit of the Administration Services and provide information as required / update the AASM.
- Responsible for the scheduling of mandatory training for staff under the remit of the Administration Services and staff returning from extended periods of leave. Maintain records of training put in place for all staff.
- Be involved in and support the AASM in prioritising and planning adequate staffing in each department under the remit of the Administration Services during periods of leave, backlogs etc and other such support that may be required from time to time.
- Be actively involved in Workforce Planning meetings with ASM and AASM.
- Keep weekly sick leave records and submit sick leave statistics to the HR Department on a monthly basis.
- Log and monitor expiration and renewal dates in respect of parental leave arrangements, flexible/part-time work agreements, contract renewal dates (temporary contracts), maternity & additional maternity leave and career break etc. Schedule reminders of relevant dates as appropriate.
- Assist with the induction of all new staff assigned to the Administration Services.
- Conduct return to work interviews for Grade III Clerical Officers on return to work from sick leave.
- Management of fortnightly locum and over time forms, ensuring such forms are forwarded to the Salaries & Wages Department in time for payment.
- Assist with probation / performance management as per request from AASM and keep a record of the due date of probation / performance reviews and inform AASM.
- Assist the AASM/ASM in the interview process for Grade III Clerical Officers.
- Support the AASM/ASM in relation to implementation of recommendations from Risk Assessments.
- Under the direction of the ASM support hospital wide and National initiatives, e.g. Hello My Name is campaign, National Patient Experience Survey.
- Be actively involved / take minutes of meetings for the Healthcare Records Management Committee; The Administration Services committee sub group – Administration Services Management Audit group; the OSMG OPD working group and other groups as may be required.
- Be available to attend any meetings in place of the AASM/ASM and manage relevant documentation / information arising from such meetings.
- Ensure all staff within the Administration Services remit are circulated with new / updated Hospital / Administration Services policies and keep necessary files updated.
- Be knowledgeable and understand all relevant hospital policies and keep up to date.
- Implement Hospital Policy as required (conduct probation, performance monitoring meetings, pregnancy risk assessments, disciplinary matters, return to work interviews, refer to Occupational Health Department, refer to EAP etc)
- Keep staff members apprised of new developments in the Hospital e.g. hygiene and infection control issues, etc.
- Provide cover for AASM/ASM as may be required during periods of leave.
- Attend mandatory training and any other recommended training.

- Attend as committee member of internal and external groups as nominated.
- Responsible for ordering office supplies for the office of ASM/AASM.
- There is a responsibility on all staff to participate in internal and external audits and review as appropriate.
- To work in a manner with due care and attention to safety of self, patients, staff and other persons in the workplace with reference to the Safety, Health & Welfare at Work Act 2005.
- To report immediately to Line Managers / nominated persons, any accidents or incidents involving patients, staff and / or members of the public in line with hospital policy.
- To comply and be familiar with all hospital policies and procedures and in particular those relating to Safety, Health and Welfare, Infection Control, Hygiene, Risk Management and Decontamination.
- To attend and participate in such meetings and events as may be required from time to time.
- Any other duties as may be assigned by CEO / ASM / AASM or designated Officer from time to time.

Note:

The rate and pace of change in the health service is such that the post holder will be required to update their knowledge and skills to fit the changing requirements of the service. Therefore this job description is an outline of the current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. It will be reviewed and updated in line with future needs as required.

The post holder will be required to be flexible in this position and must be prepared to undertake any other duties as may be assigned by the Head of Department/Line Manager dependent on service needs. Such duties can be outside the area of one's normal work and may be for other associated Departments as the Hospital may require.

Particulars of the Post

1. **Remuneration**

Salary Scale: €27,290 - €44,773 (LSI) per annum (pro-rata)

Salary payment frequency will be fortnightly.

Incremental credit may be granted in respect of recognised experience.

Recognisable experience refers to "previous service in a similar grade in the Civil Service, Local Authority Service, Health Service and other public service bodies or agencies, in Ireland or abroad". New employees wishing to claim incremental credit for previous employment/s must submit details (documentary evidence) within the first year of their employment, otherwise the Hospital will not be liable for retrospective payments. New employees experiencing difficulty with a previous employer in obtaining any letters/documentation in this regard should notify the Salaries & Wages Department as soon as possible within the first year of employment.

2. The post is permanent, full time and pensionable.

3. **Annual Leave**

Annual leave and public holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997 and in conjunction with Hospital policy and in compliance with national circulars governing leave. Public holidays are dealt with in accordance with the provisions of the Organisation of Working Time Act, 1997 as reflected in

the Annual Leave and Public Holiday policy. The annual leave entitlement is 28 days per annum (pro-rata).

4. **Working Hours**

37 hours per week. Flexibility in consideration of service needs is required. 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 to 8pm over seven days to meet the requirements for extended day services as may be introduced by the hospital.

5. **Superannuation**

There are various Superannuation Schemes in operation. You will be a member of the scheme relevant to you based on your entry date to the public service and previous service if any. You will be issued with the relevant superannuation information directly from the Superannuation Section, Wages & Salaries Department in due course.

6. **Probation**

The appointment shall be made subject to the conditions that: the person appointed shall hold the appointment for a probationary period of 9 months which the South Infirmar-y-Victoria University Hospital may, in exceptional circumstances, extend by a maximum of 6 weeks. The specific reasons for the extension shall be made known in writing to the person appointed. Performance and conduct of the person appointed will be monitored on an on-going basis within the probationary period, with written reviews every 3 months, to determine suitability for continued employment. Termination of the appointment within or at the end of the probationary period will be at the sole discretion of the South Infirmar-y-Victoria University Hospital. At the end of a satisfactory probationary period, the South Infirmar-y-Victoria University Hospital shall certify that the service has been satisfactory and confirm the appointment on a permanent basis. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital's sick pay scheme.

7. **Notice**

When resigning, the post holder is required to give one month's notice in writing prior to resigning the post, or in default, to forfeit one month's amount of salary, to be deducted as liquidated damages from any remuneration due at the time of such resignation.

8. **Healthcare Insurance**

VHI / LAYA Healthcare Insurance details are available on the Intranet Human Resources page / HR General. Salary deduction for healthcare insurance can be facilitated for long term temporary (12 months or longer) or permanent employees only.

9. **Confidentiality**

In the course of his/her employment, the person appointed may have access to, or hear information concerning the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business 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 / destroyed in accordance with policy, when no longer required.

10. **Safety, Health and Welfare at Work**

The South Infirmar-y-Victoria University Hospital is committed to ensuring the safety, health and welfare of all employees. In line with the Safety, Health and Welfare at Work Act, 2005, a

Safety Statement is provided by the Hospital and all staff must comply with Hospital safety regulations. The post holder has personal responsibility for Health & Safety in the workplace.

11. **Hospital Policies & Procedures (PPPGs)**

Details of the Hospital's policies and procedures, including the Grievance and Disciplinary Procedure will be issued to the post holder upon commencement of employment. All hospital policies and procedures are available on the intranet (hard copy can be accessed via the hospital library) and employees are obliged to read and familiarise themselves and adhere to same at all times. All new employees must complete satisfactory probation/performance monitoring period maximum 9 months prior to being eligible for any benefits under the hospital's sick pay scheme.

12. **Personal and Hospital Property**

Management does not accept responsibility for property lost, stolen or damaged on hospital premises, whether by fire, theft or otherwise. The right to search your person and/or property (including your motor vehicle) while on or departing from the premises is reserved by Management. Where you are found to be in unauthorised possession of articles which are the property of the hospital, the property of an employee, a patient, a visitor, a contractor or a client of the hospital, you may be liable to sanction up to and including dismissal and may also be prosecuted. A witness, i.e. union representative/colleague (whoever is available) may be present during any such search. Please note CCTV is in operation throughout the hospital.

13. **Garda Vetting**

Garda Vetting is sought for all South Infirmarary-Victoria University Hospital employees, who may have significant interaction with children and/or vulnerable adults in the course of their duties, either while in the Hospital or in the community. This is done for the protection of these vulnerable groups. Garda Vetting will be sought for the successful candidate(s). Candidates must comply fully with this process. Failure to comply with this process or to provide false or misleading information will result in exclusion from the recruitment process.

This document sets out the prescribed Particulars and Qualifications of the post, the Job Description and other relevant information and is subject to review and amendment as required.

Assistant Staff Officer (Grade IV) – Administration Services Management Team - November 2018