



PA TO THE CHIEF EXECUTIVE GRADE V (Temporary, Full time)

Particulars of Office

- 1. The appointment is temporary, wholetime and pensionable.**
- 2. Salary**
Remuneration is in accordance with the salary scale approved by the Department of Health current scale.
- 3. Superannuation**
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme will apply to the position and superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the scheme.
- 4. Duties**
The incumbent will perform such duties as are outlined in the attached Job Description.
- 5. Hours of Work**
Under the provisions of the Haddington Road Agreement effective from the 1st July 2013, the whole time standard weekly working hours associated with the post per week are 37 hours. Your contracted hours of work may be liable to be discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis to meet the requirements for extended day / services in accordance with a more productive match between staffing and service activity levels across the working day/week. The appointee may be required to attend at such other times as are required for the proper discharge of duties including attendance outside normal working hours.
- 6. Retirement**
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1st day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.
- 7. Annual leave**
Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act. 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole time equivalency.

8. Sick Leave

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health.

9. Termination of office

The employment may be terminated at any time by two months notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

10. Garda Vetting Checks

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to re-verify employees at any future point, as deemed appropriate by Hospital Management.

11. Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services 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 person can obtain access to them and must be kept in safe custody when no longer required.

12. Hygiene

During the course of employment staff 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 the National Rehabilitation 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.

13. 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.

14. Disability Census

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.



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1. Qualifications

The candidate must, on the latest date for receiving completed application forms for the office, possess:

- Have at least three year's satisfactory experience in a personal assistant / office manager post and possess sufficient administrative capacity to discharge the functions of the grade
- Excellent administrative and organisational skills
- Experience of planning, taking initiative and working independently.
- Have excellent interpersonal and team working skills
- Efficient and timely administrative and record keeping skills.
- Accuracy and attention to detail in verbal and written communication.
- Excellent knowledge and experience of using computer packages such as Microsoft Office.
- Excellent time management skills.

In addition, a sound background in and knowledge of the Health Services Sector is desirable

2. Health

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well- being in line with the Hospital objectives.

3. Character

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



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- Title:** PA to the Chief Executive – Clerical Officer Grade V
- Purpose of the Position:** This is a key post with responsibility and accountability for the efficient day to day administration of the Chief Executive’s office.
- Accountable to:** Chief Executive and Communications Manager
- Liaison / Communication:** The proper performance of these duties will require a high degree of liaison and communication with the Chief Executive, the Board, Senior Management Team and Staff throughout the hospital, and also with external stakeholders in the course of their normal duties and responsibilities.



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JOB DESCRIPTION

Overview of the Role

The person appointed will operate as a generalist and provide a comprehensive and efficient administrative service to the Chief Executive, with particular responsibility for the managing of the CEO Office as well as administrative aspects of Projects, Committees or associations of which the CEO is member or is Chairperson, as well as providing secretarial / administrative support to the Chief Executive's Nominee, and where necessary the Senior Management Team, in assisting with the strategic development of the service to meet changing organisational needs.

Principle Accountabilities and Responsibilities

General Accountability

- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Being responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.
- Keeping up to date with all relevant mandatory training for the department.

The post holder will:

- Demonstrate behaviour consistent with the mission and values of the hospital.
- Act with discretion when dealing with confidential matters.
- Be responsible for the provision of administrative support services to their designated area.

Specific Accountability

The post holder will be accountable to the Communications Manager, and report to the Chief Executive in all matters relating to the day to day administration the Chief Executive's office.

Responsibilities include as:

- Managing the office of the CEO to ensure it functions effectively and efficiently to benefit the CEO and organisation.
- Management of the Chief Executive's Diary, – Organise all meetings, prioritise and re-prioritise diary / schedule of meetings according to requests, book and set up of meetings rooms, arranging catering requirements, Meet & Greet external invitees on arrival.
- Manage all correspondence (emails, post, phone calls, minutes, reports) addressed to CEO and compile daily folder containing same for CEO's attention and information.
- Advance actions on correspondence received, as far as is possible, for example;
 - acknowledging correspondence in his absence on leave and re-submitting for follow-through on his return;
 - Copying correspondence as appropriate to members of the Senior Management Team and request that they revert with feedback or comments by a deadline; collate any feedback and present to the CEO to enable him to compile a response or report as appropriate
 - Prepare draft responses for review and sign off / modification by the CEO
- Have an understanding of said correspondence to ensure that you are up to date on all relevant issues within the organisation, and update CEO accordingly. Follow up on actions which arise as a result of providing updates to the Chief Executive.
- Provision of Secretarial and administrative support to the following:
 - Board of Management
 - NRH Foundation
 - Nominations Committee
 - Executive Committee
 - CEO & Clinical Director update meetings
 - Senior Management meetings as required
 - ad-hoc committees as may be assigned.

 - Provision of meeting documentation for above Committees via MeetingSquared App
- Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the CEO Office. Act as first point of contact for CEO and develop very good working relationships with Heads of Departments, Board members, CEOs of other Hospitals, senior managers in the HSE and other external organisations and stakeholders, as required.
- Information gathering, briefing and compiling of files / documentation for meetings attended by the CEO
- Ensure all relevant items / matters are kept up to date and issues acted upon accordingly through liaison with Senior Management Team, Heads of Programmes, Departments or Services or other Staff members. This involves re-prioritisation of matters on a daily basis, keeping on top of same and informing CEO of all items he needs to be aware of.

- Assist CEO in managing regulatory and compliance obligations placed on organisation e.g. Service Level Agreement, Annual Compliance Statement, CARF Standards for Governance, Leadership & Set Strategy, Safer Better Healthcare Standards, Ethics in Public Office Acts, reviews and audits etc.

Provide updates and administrative assistance to CEO, Chairman and Board Members in relation to these items and any ad-hoc requests.

- Supervise the person in the CEO Office Administrator role to include managing performance, delegating and assigning work, providing support, supervision and advice, overseeing work and dealing with any issues that arise.
- Act as CEO's representative on the following groups / meetings; Academic Steering Group, Volunteer Advisory Group, New Hospital Development Steering Group, IMR meetings and CARF Committee.
- Manage Core HR system input on behalf of the CEO. This includes weekly sign off of hours, approving training and leave requests for Heads of departments, managing absences, managing CEO's hours and leave and liaising with Core Team regarding reporting requirements.
- Approve and manage Core HR system input for Programme Manager of the National Clinical Programmes for Epilepsy, Neurology & Rehabilitation Medicine
- Maintain a robust system for responding to PQs and representations from Public Representatives, Department of Health and HSE. Ensure they are responded to appropriately in accordance with SOP and all relevant staff (Programme Managers, Consultants) are informed of same. Ensuring CEO is given copy of only those that are relevant e.g. high profile patient, media related, more than 2 representations / PQs received.
- Organise and chair weekly team meetings
- Management of travel arrangements as required by the Chief Executive or his nominee.
- Deputise for Communications Manager during periods of leave and absence. This includes responding to internal and external queries and dealing with same as much as possible, providing support and management, where applicable, for Communications administrator and (Disabled Drivers Medical Board of Appeal) DDMBA administrator, maintaining and approving Core and providing a comprehensive handover to the Communications Manager on her return.
- Maintain a comprehensive filing system (manual) for all relevant documentation and ensure that file maintenance is carried out as required.
- Ensure that all appropriate information / circulars received from the Health Services Executive or Department of Health or other statutory bodies is circulated to the relevant personnel. Follow up on responses and ensure timely replies are returned to the relevant authority.
- Complete specific projects and ad hoc duties, as assigned by the CEO

Shared Responsibilities – CEO Admin Team

- Provide cross cover across following departments; CEO Office, Communications and Disabled Driver's Medical Board of Appeal as required.
- Planning for annual, cyclical and ad-hoc events such as the Annual General Meeting, Annual Ernest Goulding Memorial Lecture, debriefing meetings, information sessions and associated tasks, as well as cross management of Emergency Preparedness meetings.
- Attend and report at Daily Operational Safety Huddle (DOSH) as representative of CEO and Communications Departments, as part of a rotating schedule. Brief team as appropriate.
- Compile and circulate hospital data activity reports for Senior Management Committees, on a bi-monthly basis.
- Plan and prepare the draft annual calendar for Board, Finance, Audit, Foundation, Executive, HODs, Ethics, OMC and other such meetings; firstly check that the proposed dates of the Board Meetings suit the Chairman, and based on the confirmed or revised Board Meeting dates, organise the other Committee Meeting dates accordingly.
- Ensure that Standard Operating Procedures for the CEO Office are reviewed and updated as required.
- Proof-reading of patient & family, staff, and general information literature as requested by Communications Manager
- Liaise with Communications Manager regarding enquiries pertaining to the organisation or regarding information submitted to the CEO Office for circulation by CASCADE, display on Notice Boards (including electronic notice boards) or other channels of Communication.

Additional duties as may be assigned from time to time

The post-holder will be required to undertake any other tasks or duties, or attend relevant meetings, as may be assigned to the role from time to time by representatives of the Senior Management Team, Board of Management, NRH Foundation or NRH Executive.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

General Accountability

- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Being responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.
- Keeping up to date with all relevant mandatory training for the department.

Patient Safety & Quality

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post holder

Employee Name: _____ Line Manager Name: _____

Employee Signature: _____ Manager's Signature: _____

Date: _____ Date: _____