



**Patient Education and Peer Support Officer  
Clerical Officer Grade IV  
(Temporary, Part-time Post / Pilot Project SCSC Programme)**

**Particulars of Office**

**1. Appointment**

The appointment is temporary, part-time time and pensionable. The post is graded at the Grade IV level of the Clerical Administrative Scale

**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 or the Single Public Service Pension Scheme will apply to the position. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.

**4. Duties**

The incumbent will perform such duties as are assigned from time to time and as are outlined in the attached Job Description.

**5. Hours of Work**

The whole time standard weekly working hours for this grade are 37 hours per week, usually discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis, as appropriate to the particular service. 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.

The hours of work for this post will be discharged on a part time basis and will be notified to you by the Human Resource Department / Line Manager.

**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 1<sup>st</sup> 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 and Children.

**9. Termination of Office**

The employment may be terminated at any time by four weeks 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.

#### **15. HR Department Privacy / GDPR Policy**

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.

#### **Selection Criteria**

Selection criteria outline the qualifications, skills, knowledge and / or experience that the successful candidate would need to demonstrate for the successful discharge of the responsibilities of the post. Applications will be assessed against the eligibility criteria to see how well individual experience and skills satisfy these criteria and match the needs of the post.

Applicants will be subject to short listing based on the information provided in their application and Curriculum Vitae.



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**1. Qualifications**

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

**Required**

- Have personal experience of a spinal cord injury (SCI) at any level and have attended the NRH for rehabilitation
- Good organisational and administration skills
- Excellent computer skills
- Excellent communication skills
- Both the ability to work as part of a team and the ability to work unsupervised
- Knowledge of SCI and a willingness to learn about new developments or change in practice
- Empathy with patients and staff
- The successful candidate will be required to work confidentially (with support from the interdisciplinary team) with vulnerable patients and staff.
- The successful candidate will be required to pass a Garda check
- The successful candidate will be required to be physically on site at the National Rehabilitation Hospital (NRH) for the majority of the hours of the post.

**Desirable**

- Previous experience of presenting to groups
- Experience in peer facilitation
- A proven interest in patient education and peer support

**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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**(Temporary, Part-time Post / Pilot Project SCSC Programme)**

**Title:** Patient Education and Peer Support Officer

**Purpose of the Position:** The Patient Education and Peer Support Officer will collaborate with the NRH Spinal Cord System of Care (SCSC) Programme Interdisciplinary Team (IDT) team to assist in the delivery of education programmes, peer support programmes and long term follow up of patients discharged from the SCSC Programme.

**Accountable to:** SCSC Programme Manager

**Liaison / Communication:**

- Patients, their families, friends and carers.
- The SCSC Programme Interdisciplinary team.
- The SCSC Programme Education Committee
- All stakeholders in the SCSC Programme.
- Members of other departments/programmes of the hospital as required.
- Patient Forum
- Accessibility Committee
- Spinal Injuries Ireland.
- Other stakeholders as required.



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**JOB DESCRIPTION**

**Overview of the Role**

The Patient Education and Peer Support Officer will work closely with the SCSC teams, to support clients of the NRH with spinal cord injuries to enable them to achieve their full potential, independence and integration.

The Patient Education and Peer Support Officer will work collaboratively with the SCSC Programme teams, ensuring that patient education and peer support sessions are provided in a variety of ways during a person's rehabilitation in the SCSC Programme.

It is envisioned that this 0.5 WTE post will be discharged by two persons to address the needs of both male and female patients of the Hospital. In this regard the 0.5 WTE post, which equates to 18.5 hours per week, would be divided into two posts (2 X 0.25 WTE) with each individual post holder discharging 9.25 hours per week.

**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.
- Act in compliance with agreed NRH protocols regarding rosters, break times, annual leave and other protocols as agreed.

**Specific Accountability**

- Report to the SCSC Programme Manager or designated Deputy.
- Collaborate with the SCSC IDT team to assist in the delivery of patient education programmes.
- Collaborate with the SCSC IDT team and other relevant stakeholders including SII to assist in the delivery of peer support programmes.
- Collaborate with the SCSC IDT team to assist in the delivery of long term follow up surveys.
- Actively manage and co-ordinate their designated area of work including the SCSC Education Room Level 2.

## **Outline of Duties and Responsibilities**

Liaise with NRH staff to ensure:

- General administration to support the delivery of patient education and peer support sessions
- Attend monthly SCSC Education Committee meetings.
- Arrange peer support volunteers as appropriate.
- Encourage and support patients to attend relevant information sessions.
- Monitor patient participation and satisfaction with patient education and peer support during rehabilitation in the SCSC Programme.
- Support quality improvement initiatives related to the development of patient education and peer support in the SCSC Programme.
- Engage in the planning and delivery of yearly patient education events e.g. Annual information days, Reunions for women with SCI, Farmers Event, etc.
- Carry out continuous evaluation and feedback to ensure that patient education and peer support provided meet the needs of the patients in the SCSC Programme.
- In collaboration with the SCSC Programme team follow up on long term outcomes.
- Participate in meetings with SII with other SCSC programme members, where appropriate.

## **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: \_\_\_\_\_