

NATIONAL REHABILITATION HOSPITAL

CLERICAL OFFICER (Grade IV)

Particulars of Office

- 1.** The appointment is temporary part-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 will apply to the position.
- 4. Duties**
The incumbent will perform such duties as are outlined in the attached Job Description.
- 5. Hours of Work**
The whole time standard weekly working hours for this grade are 35 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. However this post provides support within the hospital management structure, and as such it is inappropriate to specify rigid hours of attendance and a certain degree of flexibility, including the possibility of evening or weekend work on occasion will be required.
- 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 65 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 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.

11. 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 individuals. Depending on the nature of the post, a Garda Vetting Check may be sought for an employee where it is considered they may have significant interaction with children and/or vulnerable adults in the course of their duties. This is done for the protection of these vulnerable groups.

12. 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.

13. 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.

14. 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.

15. 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 legalisation.

National Rehabilitation Hospital

CLERICAL OFFICER IV - Internal Communications Post

1. Qualifications

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

- Excellent interpersonal and communication skills.
- Excellent administration and organisational skills.
- Capacity for responsibility and individual initiative
- A proficient knowledge of computer packages, including
 - Sharepoint
 - Publisher (or other Desktop Publishing software)
 - Microsoft Word, Powerpoint, Excel, & Outlook.
- Have at least three years satisfactory experience in a clerical officer, administration post and possess sufficient administrative capacity to discharge the functions of the grade.
- Strong team working skills and ability to liaise with colleagues across the organisation
- Excellent process-focused experience evidenced by follow-through of tasks to completion
- Professional Social Media content management and Scheduling experience is desirable
- Wordpress Content Management System skills are desirable.
- A qualification in Event Management, Desktop Publishing or Adobe Suite, Business Administration or Media Studies is desirable, however opportunities to study for these qualifications may arise in time.

Skills & Interests

In addition to the above, Internal communications officers need:

- Excellent written communication and editing skills;
- good project management skills;
- accuracy and a good eye for detail;
- an ability to clearly communicate complex issues in accessible formats including Person-to-Person, Digital and Print methods.

2. Health & Safety

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.

3. Character

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

NATIONAL REHABILITATION HOSPITAL

CLERICAL OFFICER GRADE IV

JOB DESCRIPTION

- Title:** **CLERICAL OFFICER GRADE IV**
(Support to the Communications Manager)
- Purpose of the Position:** **This is a key post with responsibility and accountability for the provision of administrative support to the Communications Manager of the NRH with a focus on Internal Communications**
- Accountable to:** **Communications Manager**
- Liaison / Communication:** **The proper performance of these duties will require a high degree of liaison and communication with the NRH Communications Manager and the PA to the CEO as well as the NRH Senior Management Team and Staff throughout the hospital in the course of their normal duties and responsibilities.**

National Rehabilitation Hospital

Clerical Officer - Support to the NRH Communications Department

JOB DESCRIPTION

Overview of the Role

The person appointed will operate as a generalist and provide a comprehensive and efficient administrative service to the NRH Communications Manager, as well as providing some secretarial and administrative support to members of the NRH Senior Management Team.

Accountability, Duties and Responsibilities

General Accountability

The person chosen will:

- Demonstrate behaviour consistent with the 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 person chosen will report to and be accountable to the Communications Manager.

Outline of Duties and Responsibilities

The person chosen will provide the following administrative and secretarial support in the following areas:

- The post-holder will be required to provide **all administrative and operational support** to the NRH Communications Manager (and CEO Admin Office as necessary).
- Information gathering and **briefing the Communications Manager** on issues pertaining to relevant hospital communications activity and operations.
- Provide administrative and operational **support to any Communications-related working groups** as may be set up from time to time to ensure the NRH Communications and Organisational Strategies are successfully implemented.
- **Handle enquiries** via phone and e-mail; logging all required information and contact details of caller, **following through** on actions as required.

Outline of Duties and Responsibilities (continued)

- Disseminate approved information throughout the hospital campus using the **CASCADE System** and other hospital communications channels which include a comprehensive list of Person-to-Person, Digital and Print communications methods.
- **Maintain comprehensive filing systems** for the NRH Communications Department for all relevant documentation, and ensure that file maintenance is carried out as required. Ensure that confidential files are secure.
- Maintain the **Media Monitoring file** and compile quarterly report.
- Keep an **inventory of leaflets, booklets and patient and staff information literature** which has been produced through the Communications Office, and maintain sufficient stock levels.
- Manage information, posters and notices displayed on **NRH Notice Board Systems across the campus**, Composition or editing of notices for hospital communications as required.
- Be aware of the NRH **Brand Guidelines** and accessibility standards, and ensure that these are followed by hospital employees creating posters, notices or documents for publication.
- **Maintain internal forms or document templates** to ensure they comply with the NRH brand guidelines, accessibility standards, and approved hospital formatting.
- Maintain system for **gathering and collating information** for production of the **Monthly Events Calendar**, and updating of the NRH Intranet and Website. Subsequently produce the Events Calendar and liaise with Communications Manager on other associated tasks for the Communications Department.
- Maintain the **Staff Emergency Contact Lists (by Surname and by Department)** with information on ‘Starters and Leavers’ provided on a monthly basis by the HR Department.
- Manage the monthly **“TALKTIME”** staff briefing sessions.
- Assist in the **co-ordination of events** for the NRH as required by the Communications Department, Senior Management or Board. Some of these activities may require work commitments outside of normal hours.

- Gather information for **‘News’ site on the Intranet and Social Media platforms** and liaise with Communications Manager to prioritise and schedule posts

The above list is not exhaustive and the post holder may be required to undertake additional duties and responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

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 at this level. 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 successful applicant upon appointment.

Employee Name: _____ *Line Manager Name:* _____

Employee Signature: _____ *Manager's Signature:* _____

Date: _____ *Date:* _____