



EXECUTIVE ASSISTANT TO THE CLINICAL DIRECTOR AND MEDICAL DEPARTMENT (Grade V, Permanent, Full Time)

Particulars of Office

1. The appointment is temporary, whole time 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**
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. **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.
7. **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 revett employees at any future point, as deemed appropriate by Hospital Management.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.



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1. Qualifications

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

- Excellent secretarial and organisational skills gained supporting senior medical practitioners
- An excellent working knowledge of computer packages, including Microsoft Word, Excel, Access and Outlook.
- Have at least two year's satisfactory experience in a clerical officer / medical administration post and possess sufficient administrative capacity to discharge the functions of the grade.
- Capacity for responsibility and individual initiative
- Have excellent interpersonal and communication skillsA sound background in and knowledge of the Health Services Sector

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:	Administrative Support to the Clinical Director – 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 Clinical Director’s office and assisting with the strategic development of the service to meet changing organisational needs. The postholder may have particular responsibility for the administrative aspects to a range of Projects, Committees or Associations of which the Clinical Director is involved or is Chairperson. The person appointed may also undertake other duties as directed by the Clinical Director, such as provision of administrative support to the Clinical Directors nominee and where necessary the Senior Management Team.
Accountable to:	Clinical Director
Liaison / Communication:	The proper performance of these duties will require a high degree of liaison and communication with the Clinical Director, the CEO, the Board of Management, 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 Clinical Director and the Medical Team, with particular responsibility for the managing of the Clinical Director Office as well as administrative aspects of Projects, Committees or associations of which the Clinical Director is member or is Chairperson. The postholder will also provide secretarial / administrative support to the Clinical Director'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

Specific Accountability

The post holder will report to the Clinical Director or nominee on all matters relating to the day to day administration the Clinical Director's office.

Responsibilities include:

- Managing the office of the Clinical Director to ensure it functions effectively and efficiently to benefit the Clinical Director and the wider organisation.
- Supporting senior members of the medical and therapy teams with work associated with clinical issues, as required
- Providing assistance and support where necessary for various matters including recruitment of staff, review of office procedures and structures, management of staff.
- Deputise for administrative colleagues 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 and providing a comprehensive handover to the colleague on their return.

- Act as the Clinical Director's representative on the following groups; QSR, QID, Clinical Forum as required. This involves accurately reflecting views and opinions of Clinical Director, updating groups accordingly and reporting back to Clinical Director on items that are relevant to him.
- Assist Clinical Director in managing regulatory and compliance obligations placed on organisation e.g. CARF Standards, Safer Better Healthcare Standards, Ethics in Public Office Acts, reviews and audits etc. Provide updates and administrative assistance to Clinical Director in relation to these items and any ad-hoc requests.
- Manage Core system on behalf of the Clinical Director. This includes weekly sign off of hours, approving training and leave requests, managing absences, managing Clinical Directors hours and leave and liaising with Core Support Team regarding reporting requirements.
- Management of the Clinical Director'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.
- Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the office of the Clinical Director. Act as first point of contact for Clinical Director and develop very good working relationships with Heads of Departments, Board members, Clinical Directors in other Hospitals, Senior Managers in the HSE and other external organisations, as required.
- Ensuring you are up to date on all relevant matters (clinical and non-clinical) throughout the organisation so that a very good corporate knowledge is maintained.
- Read and understand all communication sent to CD including emails, letters, minutes of meetings, reports and updates provided by staff. Ensure that you are up to date on all relevant issues within the organisation, and update Clinical Director accordingly.
- Management of travel arrangements as required by the Clinical Director.
- Advance actions on correspondence received, as far as is possible, for example;
 - Acknowledging correspondence in his/her absence on leave and re-submitting for follow-through on his/her 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 Clinical Director to enable him/her to compile a response or report as appropriate
 - Prepare draft responses for review and sign off / modification by the Clinical Director.
- Information gathering and briefing of the Clinical Director / his Nominee on issues pertaining to hospital activity and operations. Follow up on actions which arise as a result of providing updates to the Clinical Director.
- Communicate strategic, management and operational information from the Clinical Director / his Nominee to designated personnel for action and follow up to completion.

- Maintain a comprehensive filing system (manual) for all relevant documentation and ensure that file maintenance is carried out as required.
- To provide timely, relevant information and reports as required by the Clinical Director, Chief Executive or members of the Senior Management Team
- 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 daily re-prioritisation of matters, keeping on top of same and informing Clinical Director of all items he/she needs to be aware of.
- Provision of Secretarial and administrative support to the following:
 - Clinical Forum
 - ad-hoc committees as may be assigned.
- 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.
- Maintain a robust system for responding to media enquiries, complaints, PQs and representations from Public Representatives, Department of Health and HSE. Ensure they are responded to appropriately in accordance with relevant NRH SOP and all relevant staff (CEO, Programme Managers, Consultants) are informed of same. Ensuring Clinical Director is given copy of only those that are relevant e.g. sensitive patient issues, media related, more than 2 representations / PQs received.
- Complete specific projects as assigned by the Clinical Director
- Preparation and maintenance of relevant CARF Standards Manual (e.g. Leadership, Governance & Set Strategy) for CARF survey.
- Organising and co-ordinating ad-hoc events instigated by the Chief Executive, the Board or its sub-committees on behalf of the organisation

Shared Responsibilities – Administration Team

Medical Administration:

- Provide cross cover with Medical Administrator as required.
- Planning for annual or cyclical events such as the Clinical Director report to Hospital Board, Annual Report, Annual General Meeting and associated tasks
- In conjunction with the Medical Administrator 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 Clinical Director and based on the confirmed or revised Board Meeting dates, organise the other Clinical Director committee meeting dates accordingly. This cyclical duty should be done a year ahead commencing September of each year.

Communications Department:

- Proof-reading of patient & family, staff, and general information literature as requested by Communications Manager
- Ensure that Standard Operating Procedures for the Clinical Director Office are reviewed and updated as required.
- Work with the Communications Manager to ensure that Communications Policies and Standard Operating Procedures are adhered to by stakeholders of the hospital.
- Liaise with Communications Manager regarding enquiries pertaining to the organisation or regarding information submitted to the Clinical Director 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. 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 and service development.

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.

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.
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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: _____