



SLRON/07-2026/861
Clerical Officer - Patient Services Department
Job Specification & Terms and Conditions

Job Title and Grade	Clerical Officer, Patient Services Department SLRON (Grade Code: 0609)
Remuneration	The salary scale for the post as of 01/06/2026 is: €31,934 - €33,702 - €34,137 - €35,020 - €36,311 - €37,602 - €38,895 - €39,835 - €40,897 - €42,130 - €43,004 - €44,225 - €45,458 - €47,771 - €49,416 LSI New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.
Campaign Reference	SLRON/07-2026/861
Closing Date	12:00pm on Tuesday 4 th August 2026
Proposed Interview Date (s)	To be confirmed
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	St. Luke's Radiation Oncology Network A panel is being formed to fill current/future, permanent and temporary vacancies across St. Luke's Radiation Oncology Network. The post holder will be assigned to the designated site based on the needs of the Patient Services Department SLRON.
Informal Enquiries	Name: Jenny Rogers Position: Deputy Patient Services Manager, SLRON Tel: 01 406 5217 Email: jenny.rogers@slh.ie
HR Point of Contact	SLRON is committed to providing information and services which are accessible to all, if you require accessibility assistance throughout any stage of the recruitment process, please contact: Name: Ruairi Fortune Position: HR Officer Email: recruitment@slh.ie Tel: 01- 4065209
Details of Service	Established in 2010, St Luke's Radiation Oncology Network (SLRON) operates across three sites – St Luke's Radiation Oncology Centre at St. Luke's Hospital (SLROC SLH), St Luke's Radiation Oncology Centre at St James's Hospital (SLROC SJH) and St Luke's Radiation Oncology Centre at Beaumont Hospital (SLROC BH). St Luke's Radiation Oncology Network is dedicated to being a world class leader in cancer treatment, patient care, research and education. In striving for this excellence, the holistic needs of our patients and their families are our greatest concern.

	Multidisciplinary teams, consisting of medical, nursing, allied health professionals, management and general support staff play a pivotal role in the development, delivery, monitoring and evaluation of services within the hospital.
Reporting Relationship	Reports to Grade V Line Manager or other nominated manager.
Principal Duties and Responsibilities	Communication Skills • Good Communication skills and ability to deal with people from all disciplines in the health service. • To communicate effectively with those affected by cancer, chronic illness and bereavement. • To have full understanding of the electronic systems in place Aria, PAS, IPMs, PIPE, NIMIS. • To update and maintain knowledge of relevant legislation, policies and procedures and adhere to Network Policies. • Upskill on a regular basis to keep au fait with current changes and upgrades with systems. • Previous hospital/unit experience is desirable Duties • As assigned by the direct supervisor/line manager • Uploading documents from clinics including clinical notes, prescriptions and blood reports. • Uploading, copying and sending urgent consultant letters. • Uploading signed correspondence and all other documentation. • Editing, printing and sending radiotherapy completion letters. • Typing, <u>processing and printing</u> dictated letters by Consultants and their teams from T-Pro. • Assisting with inventory control. • Assisting with tasks such as photocopying, laminating and printing. • Assisting secretaries with ad hoc tasks. • Reporting to the line manager on all non-routine matters. • Flexibility to train and cover different areas under the patient service umbrella across the network such areas include -Ward clerk, Patient transport desk,secertail work inc typing and filing and also Reception desk with rotated shifts from 8am -6pm Additional • To participate in staff development and in service training relevant to the post as may be organised from time to time. • To be fully familiar with the terms of the Safety Health and Welfare at Work Act, and all relevant policy documents of the SLRON Network i.e. Employee Handbook, Safety Statement. • To respect and operate within the framework of the policies and procedures of the HSE • To ensure all departmental reports, and hospital records are confidential to the service and to maintain confidentiality in respect of matters, which come to your knowledge in the course of your official duties.

Eligibility Criteria Qualifications and/ or experience	Each candidate must possess at the latest date of application: 1. <u>Professional Qualifications, Experience, etc.</u> Each candidate must possess at the latest date of application: a) Have satisfactory experience as a Clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 OR b) Obtained at least grade D (or pass) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish. Candidates should have obtained at least Grade C on higher papers in three subjects in that examination OR c) Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction OR d) Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland (QQI) 2. <u>Age</u> Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age. 3. <u>Health</u> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. 4. <u>Character</u> Each candidate for and any person holding the office must be of good character
Post specific requirements	The following skills are also required • Candidates must demonstrate sufficient knowledge and ability, (including a high standard of suitability and administrative ability), for the proper discharge of the office • Knowledge of medical terminology would be an advantage • Demonstrate sufficient experience of their ability to work on their own initiative and willingness to work as part of a team. • Demonstrate sufficient knowledge and experience of I.T. systems including Microsoft Office, Excel, Word & Outlook.
Campaign Specific Selection Process Ranking/Shortlisting Interview	A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.

	<u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u> Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.
Code of Practice	The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled "Code of Practice, Information for Candidates". Codes of practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled "Code of Practice, Information for Candidates" or on www.cpsa.ie.
The reform programme outlined for the Health Services may impact on this role and as structures change the job specification may be reviewed. This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.	

**Clerical Officer, Patient Services Department
Terms and Conditions of Employment**

Tenure	The current vacancy available is part time and permanent. These posts are pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Working Week	The standard working week applying to the post is to be confirmed at Job Offer stage. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent. You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.
Annual Leave	The annual leave associated with the post will be confirmed at Contracting stage.
Superannuation	This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004
Age	The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants. <u>* Public Servants not affected by this legislation:</u> Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age. Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.
Probation	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.

Protection of Children Guidance and Legislation	The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. Visit HSE Children First for further information, guidance and resources.
Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
Health & Safety	It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include: • Developing a SSSS for the department/service¹, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures². • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.