



**General Manager, Older Persons Service
HSE Mid West Health Region
Job Specification & Terms and Conditions**

Job Title, Grade Code	General Manager, Older Persons Service HSE Mid West Health Region (Grade Code: 0041)
Remuneration	The salary scale for the post is (01/06/2026): €87,471 €89,679 €93,178 €96,703 €100,200 €103,706, €108,804 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	HSEMW249-26
Closing Date	Friday 4th of September 2026
Proposed Interview Date (s)	Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	HSE Midwest Acute and Older persons service , Limerick, Clare & North Tipperary/Luimneach, An Clár, agus Thiobraid Árann Thuaidh. Initial assignment to HSE Midwest Older persons service . There is currently 1 permanent whole-time vacancy available in Older Persons Service A panel may be formed as a result of this campaign General Manager Older Persons Service from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	We welcome enquiries about the role. Please contact Claire Collier claire.collier@hse.ie for information on the post. Contact UHLRecruitment@hse.ie for queries relating to the Recruitment process.
Reasonable Accommodations	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email Sophie McCann Campaign Lead sophie.mccann@hse.ie
Details of Service	Six Health Regions have been established within the HSE, on the basis of the geographical boundaries agreed by the Government in July 2019 and they will be fully operational from 2024.

Each Health Region will be tasked with population specific planning resourcing and delivery of health and social care services for the needs of its unique population. This will result in improved accountability and governance in terms of finance and performance, while also bringing decision-making closer to the frontline.

Health Regions will enable and empower staff to provide services that are:

- Integrated, locally planned and delivered
- Easier to access and navigate
- Available closer to home

Health Regions are geographically-based units with clearly defined populations. They align community and hospital services within specific areas. The HSE will retain a strong but leaner central organisation, with more service provision developed at a local level.

HSE Mid-West Health Region

The newly established HSE Mid-West Health Region will manage and deliver all public health and social care services for Limerick, Clare and North Tipperary serving a population of over 413,059 people. The redesign of services will allow new pathways to be developed between acute hospitals, community services, primary care, health & wellbeing and voluntary sectors to develop more integrated, patient-centred care.

HSE Mid-West includes all hospital, community healthcare and public health services in the region. This includes:

- Acute Hospitals Midwest, consisting of
 - University Hospital Limerick
 - University Maternity Hospital Limerick
 - Ennis Hospital
 - Nenagh Hospital
 - Croom Hospital
 - St John's Hospital (voluntary)
- Mid-West Community Healthcare
 - Deliver a broad range of community services, provided within and outside of the acute hospital system, and includes Primary Care, Older Persons, Disabilities, Mental Health, and Health & Wellbeing. Community services are delivered through a range of direct and indirect services delivered directly or through partnerships with HSE teams, Section 38/39 agencies, and private providers under SLA agreements.
- Public Health Mid-West

	- The Public Health team works to protect, support, enable, and advise on the health and wellbeing of the population. They deliver services across four public health domains: - Health Protection - Health Improvement - Health Service Improvement - Health Intelligence HSE Mid West provide a broad range of services that include Acute, Primary Care, Older Persons Services, Disabilities Services, Mental Health Services and Health & Wellbeing Services. These services are delivered through the HSE and its funded agencies to people in local communities, as close as possible to peoples' homes. Please note the current structure is subject to change in the future. Full details of the services provided can be found at: http://www.hse.ie/eng/services/publications/corporate/CHORReport.html
Reporting Relationship	The post holder will report to the Head of Service, or other nominated manager.
Key Working Relationships	The General Manager will work collaboratively with the following as required. General managers, Acute services, Heads of Service, The Integrated Health Area Managers, and the Regional Executive Officer
Purpose of the Post	The post holder will be responsible for the day to day management of Older persons Services within HSE Mid-West with an initial assignment to community Older persons service The post holder will play a key role in contributing to both the strategic development and operational implementation of the HSE Mid-West Community Health Organisations annual service plan. S/he will be responsible for supporting line management in the development and execution of appropriate policies/strategies in line with national objectives. S/he will be responsible for ensuring the most effective use of the resources available for the services s/he is responsible for
Principal Duties and Responsibilities	Leadership and Accountability - Provide the necessary leadership and direction to ensure that the overall purpose and objectives of strategic and service plans are understood by staff within area of responsibility in order to secure their active participation in the delivery of high quality, efficient and cost-effective services. - Manage the services and programmes assigned to him/her and establish with the Head of Service agreed objectives for their delivery. - Deputise for the Head of Service when needed. - Act as spokesperson for the Organisation as required - Maintain knowledge of HSE HR policies, procedures, guidelines and Employment Legislation. - Demonstrate pro-active commitment to all communications with internal and external stakeholders - Put systems in place to ensure all relevant legislation and policies and procedures for the assigned area of responsibility are adhered to. - Ensure that agreed standards for service delivery are established and maintained in the interests of providing a quality service.

- Participate in other Group/National working groups, as required.
- Responsible for maximising staff engagement.

Risk Management, Quality, Health & Safety

- Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
- Have a Strong working knowledge of the Health Information and Quality Authority (HIQA) Standards and HIQA Older persons service regulation 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.
Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.
- Promote a safe working environment in accordance with Health and Safety legislation

Administrative / Management

- Supervise and enable team members to carry out their responsibilities.
- Review the conduct and completion of assignments of other staff in accordance with the operational plan and expected quality standards.
- Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
- Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
- Identify and agree training and development needs of team and design plan to meet needs.
- Conduct regular staff meetings to keep staff informed and to hear views.
- Keep in touch with workloads of staff members to gauge levels of stress and morale in the team.

Change Management

- Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice structures.
- Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
- Encourage and support staff through change process.
- Lead out on the development of new clinical programmes.
- Take a lead role in the service improvement programme for the service.
- Overall responsibility for working with Human Resources to ensure timely recruitment process for new and replacement staff.

Customer Service

	• Promote and maintain a customer focused environment by ensuring service users are treated with dignity and respect. • Seek feedback from service users to evaluate service. • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. • Actively promote staff engagement initiatives Finance • Manage minor capital budget to ensure that the budget is appropriately deployed to support the service improvement programme. • Manage the HSE Midwest Minor capital projects . • Key point of contract with the Finance Department in respect of budgetary controls management. Standards, Regulations, Policies, Procedures & Legislation • Have a strong working knowledge of regulatory standards as they apply to the area of responsibility. • Contribute to the development of policies and procedures for own area. • Effectively discharge the day to day operations, including compliance with HSE Financial regulations and all HSE policies and procedures. • Assess and analyse compliance with National and EU legislative obligations, and national policies and procedures. • Will hold statutory compliance role for the service in accordance with the Health Act • Act as a provider nominee for the approved centres. Education & Training • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. • Maintain a training matric to ensure all staff within the service are fully compliant with mandatory training requirement as set out by the regulator. The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.
Eligibility Criteria Qualifications and/or experience	Candidates must have at the latest date of application: <i>This campaign is confined to staff who are currently employed by 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 as per Workplace Relations Commission agreement -161867</i> * A list of 'other statutory health agencies' can be found: https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/.

	• Significant operational experience working at a senior level in a health related service as relevant to this role, including experience of budget planning and resource management processes. • Significant Older persons service experience working at a senior level in a health related service as relevant to this role. • Proven ability in developing and implementing plans at a strategic and operational level. • A track record of delivering significant change in a complex multi stakeholder environment, as relevant to this role. • Capacity to achieve results through cross sectoral working. • The requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office. • Significant experience of leading and managing a team. • Leadership in the delivery of a safe and quality service through multi-disciplinary working. Health 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. Character Each candidate for and any person holding the office must be of good character.
Other requirements specific to the post	• Access to appropriate transport to fulfil the requirements of the role as the post will involve travel.
Skills, competencies and/or knowledge	Professional Knowledge & Experience • Knowledge of the role of community based services in the broader health service structure and its relationship with external agencies. • Knowledge of the relevant service and policies related to same. • A clear understanding of the concept of the relevant service and how it relates to other areas of health service delivery. • Knowledge of and clear understanding of the Social Determinants of Health. • Detailed knowledge of the issues, developments and current thinking on best practice in relation to healthcare delivery and reform. • Knowledge and experience of project management. • Report writing skills. • Demonstrate an understanding of the performance systems needed to manage in community health services. Operational Excellence – Managing and Delivering Results • A proven ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.

	• Strong evidence of excellent planning and implementation of programmes of work. • A capacity to negotiate and then ensure delivery on objectives. • Strong focus on achieving high standards of excellence and measurement of performance. • A proven commitment to delivering a safe and quality service. • Ensure that agreed KPIs are met. • Ensure that all Service Level Agreements and Grant Aid Agreements are managed appropriately. Critical Analysis and Decision Making • The ability to rapidly assimilate and analyse complex information; considering the impact of decisions before taking action and anticipating challenges. • Have the ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions. • Demonstrate knowledge and application of evidence based decision making practices and methodologies. Leadership and Direction/Influencing to achieve • Capacity to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes. • Effective leadership in a challenging and busy environment including a track record of innovation / improvements. • The capacity for management responsibility and demonstration of initiative, including decision making. • Demonstrate team building and management skills including the ability to work collaboratively with multi-disciplinary/ multi-sectoral team members. • Participate as a member of the management team relevant to the area of responsibility. Building and Maintaining Relationships – Communication • Excellent interpersonal and communications skills to facilitate work with a wide range of individuals and groups. • A track record of building and maintaining key internal and external relationships in achieving organisational goals. • The ability to lead, direct and influence multiple stakeholders and ensure buy-in to plans and their implementation. • An ability to influence and negotiate effectively in furthering the objectives of the role. Personal Commitment and Motivation • Be driven by the values, aims and ethos of the HSE. • Demonstrate a service user centred approach to provision of health and personal social services. • Be capable of coping with competing demands without a diminution in performance. • Demonstrate personal commitment to self-development
Campaign Specific Selection Process	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.



Ranking/Shortlisting / Interview	Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. 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.
Diversity, Equality and Inclusion	The HSE is an equal opportunities employer. Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE's commitment to Diversity, Equality and Inclusion
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 CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. Read the CPSA Code of Practice.
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.	



General Manager Older Persons Service Terms and Conditions of Employment

Tenure	The current vacancy available is permanent whole time. The post is pensionable. A panel may be formed as a result of this campaign for Head of Human Resources (Head of Service) from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. 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 weekly working hours of attendance for your grade are 35 hours per week. Your normal weekly working hours are 35 hours. 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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are 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.

¹A template SSSS and guidelines are available on [writing your site or service safety statement](#).

² Structures and processes for effective [incident management](#) and review of incidents.

	• 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.
Ethics in Public Office 1995 and 2001	Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below: A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year. B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer. C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website.