

Job Title & Grade	Clerical Officer/Operative Administrative Support – Panel Grade IV
Campaign Reference #	102584
Closing Date	10 September 2026 at 5 pm
Duration of Post	All Contracts available Part-time contracts available
Advertisement Type	External
Specific T&C's of post	35-hour standard working week & Shift work may be required in some roles 28 days Annual Leave Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1 st June 2026: Grade, Code 0558, starting at Point 1 €36,470 and rising annually in increments: €56,018 LSIS.
Garda Vetting	Garda vetting is required for this role
Location of post	All CHI Sites – Temple Street, Crumlin, Tallaght, 700 SCR, Heberton, Connolly, NCHI
Reporting Arrangements	This post will report to the area manager and/or another manager as appointed.
Key Working Relationships	The post holder will work closely with: • Hospital administration staff • Nursing Staff • Consultants • NCHD's • Household staff • Pottering staff • Patient Flow team • External stake holders • Pediatric Outpatient and Urgent Care Centre CHI Connolly Operations Lead • Pediatric Outpatient and Urgent Care Centre CHI Connolly Operations Officers • Wider administrative teams at the Pediatric Outpatient and Urgent Care Centre CHI Connolly • CNM3 at Pediatric Outpatient and Urgent Care Centre Connolly • CNM2 at Pediatric Outpatient and Urgent Care Centre Connolly • Clinical and clinical support staff at the Pediatric Outpatient and Urgent Care Centre • Consultants in Emergency Medicine and Radiology

	<i>Please note that this list is not exhaustive and key working relationships will change as the project moves from service development, construction completion, commissioning & transitioning to steady state.</i>
Purpose of the Role	The post holder will provide Administration Support to allocated department(s). if in Connolly the post holder will support the delivery of the day-to-day operation of services Paediatric Outpatient and Urgent Care Centre CHI Connolly, which will be operational between the hours of 8am – 12pm, 7/7, 365 days a year. As required, the post holder will rotate across the Paediatric Outpatient and Urgent Care Centre at Connolly to support cross-cover and service needs.
Principal Duties and Responsibilities	Professional Duties and Responsibilities: • The post holder will be expected to live CHI values and be child-centered, compassionate, and progressive and will act with respect, excellence and integrity • Ensure all charts and reports are available for clinics and maintain records in a timely, accurate and comprehensive manner. • Provide competent contingency support in the event of ICT systems failure. • Participate in training as required (systems training and professional development) and make recommendations as required to line Management. • Ensure that good morale always exists. • Ensure that all patients, visitors and Hospital staff are treated with respect and courtesy. • Maintain Patient confidentiality on all aspects of Health Records. • Carry out all other duties appropriate to the post as may be assigned from time to time by the Deputy Directorate Operations Manager in conjunction with the Operations Manager. • Willingness to participate in Projects and associated Change Management where required. • Willingness to participate and act as a champion in Projects where required. • Liaising with a wide variety of stakeholders to support the delivery of clinical care within the Urgent Care Centre and Paediatric Outpatient Departments • Provision of quality reception service at the Urgent Care Centre and Paediatric Outpatient departments • Providing excellent customer service to patients, parents and other service users • Supporting in-patient admission of patients to CHI Connolly Day Ward • Managing queries via phone, email and in-person from patients, parents, clinicians, centre staff and other stakeholders • Scheduling and management of patient waiting lists and outpatient appointments • Patient Transcription • Supporting with wayfinding and directions within the Paediatric Outpatient and Urgent Care Centre CHI Connolly • Supporting the Operations Team Lead, Operations Officer and other internal stakeholders (e.g., clinical staff) as required • Managing patient check in and registration via the Paediatric Outpatient and Urgent Care Centre CHI Connolly ICT systems (e.g., iPMS, Symphony, NIMIS/RIS)

	• Collecting the Urgent Care Centre Charge from patients • Facilitating the delivery of clinical support services (e.g. arranging interpreters, coordinating hospital transport), as required • Participate in training, as required • Rotate across the Paediatric Outpatient and Urgent Care Centre CHI Connolly to support cross-cover and service needs, as required <i>The above 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.</i>
Eligibility criteria, qualifications and experience	<u>Essential Criteria:</u> • Achieved Leaving Certificate or QQI Level 5 or equivalent qualification from another jurisdiction. • Have at least two years' secretarial/administrative experience in a busy healthcare environment. • Dictaphone experience • Typing test may be required for some roles. • Excellent IT skills, with experience in working with ICT packages and proficient with using Microsoft Office, including Word, Excel, and Outlook <u>Desirable Criteria:</u> • Excellent interpersonal skills and the ability to communicate successfully and sensitively with patients, multidisciplinary staff, and outside agencies. • A clear understanding of the adherence to patient/staff confidentiality. • Excellent planning, problem-solving, organisational and administrative skills • Demonstrate a high Level of flexibility and working on own initiative. • Experience of managing and working collaboratively with multiple stakeholders • Experience on clinical systems within a hospital setting • Ability to communicate fluently both written and orally • Experience working with Electronic Healthcare records • Experience using iPMS, the patient administration system • Experience using G2 or similar patient dictation system • Experience using RIS, the radiology information system • Experience using Symphony • Experience working in a fast-paced, rapidly changing environment

Competition Specific Selection Process How to Apply & Informal Enquiries	Applications for this post <u>must be accompanied by a cover letter</u>, setting out relevant experience that illustrates how the essential criteria listed above is met. The criterion for short listing is based on the requirements of the post, as outlined in the eligibility criteria. * Please note that you must submit a cover letter with your CV, this forms part of your application and CV's will not be accepted without a detailed cover letter. The closing date for submissions of CV's and cover letter is 22nd June 2026 by 5pm. Applications must be completed through the advertised post on CHI.jobs by clicking 'Apply for Job'. Applications will not be accepted through direct email or any other method. For informal enquiries for this role, please contact taurai.machuwe@childrenshealthireland.ie PLEASE NOTE: CHI has transitioned to a process of a one commencement day per month for all new employees, CHI internal transfers and Secondments. This update to our Onboarding process is aligned to changes in our monthly/fortnightly payroll and with the launch of our new corporate induction program. This process enhancement ensures that we can thoroughly prepare for your arrival and facilitate a smooth transition in your onboarding journey. It is important for you to note that if you do not have your pre-employments and mandatory training completed in time, your commencement date will be deferred to the next available date. Below, you'll find the list of commencement dates for 2026 for your information. • 10th August 2026 • 7th September 2026 • 5 October 2026
Information on "Non-European Economic Area Applicants" is available from https://dbe.gov.ie/en/ Children's Health Ireland is legally required to verify that all staff have the right to work in Ireland before they begin employment, regardless of nationality or immigration status. This right-to-work check is also necessary when an individual re-joins CHI or when their immigration permission or employment permit is due to expire.	

Permit holders can change their permit employer to CHI after a period of nine months has passed since commencing their first employment permit in the State. The change of employer applies to the [General Employment Permit \(GEP\)](#) and to the [Critical Skills Employment Permit \(CSEP\)](#). The change is required to be completed as part of pre-employment clearance.

All Permits and Change of Employer applications are processed on the [Employment Permits Online](#).

Some recruitment campaigns may be open to candidates who are not citizens of the EEA, Switzerland, or United Kingdom. You can consult the [Critical Skills Occupational List](#) see if your profession is currently eligible under this route.

The programme outlined for Children's Health Ireland may impact on this role and as structures change the job description may be reviewed.

Children's Health Ireland is an equal opportunities employer.