



Health Care Assistant (Home Support)
Campaign Reference: HSEMW255-26
Job Specification & Terms and Conditions

Job Title and Grade Code	Health Care Assistant (Home Support) - Cúntóir Cúraim Sláinte Tacaíocht Baile (Grade Code: 6494)
Remuneration	The salary scale for the post as at (01/06/2026) is: €36,651 €38,130 €39,687 €40,101 €41,118 €41,998 €43,264 €44,577 €45,939 Salary scales are updated periodically and the most up to date versions can be found here: https://www.gov.ie/en/publication/7d87b-department-of-health-circular-102022-and-consolidated-pay-scales/
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Closing Date	Sunday 31st of December 2026 @ 17:00
Proposed Interview Date (s)	Proposed interview dates will be indicated at a later stage. Please note that interviews may be held at short notice due to the urgency of filling the posts.
Taking up Appointment	A start date will be indicated at job offer stage.
Location of Post	The post will be located in HSE Mid West, Acute and Older Persons Services A panel may be formed as a result of this campaign for Health Care Assistant Home Support from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	We welcome enquires about the role. Name: Catherine Gleeson E-mail: catherine.gleeson@hse.ie Tel: 061 461192
Details of Service	The HSE Home Support Service for Older People works in partnership with service users and their families to support them to remain in their own homes for as long as possible. The Home Support Service is a 7-day service, which may include evening; night-time and weekend cover and provides essential support to family carers. The purpose, level and range of care and supports are designed in a personalised way and will change according to the changing assessed needs of the person.
Reporting Relationship	The successful candidate will report to the Home Support Resource Manager or Designated Officer.
Purpose of the Post	To enhance quality of life and wellbeing primarily for older people by providing access to integrated care and support that is planned around their needs and choices, supporting them to live well in their own homes and communities. The Health Care Assistant Home Support is a key member of the multi-disciplinary team responsible for the provision of a quality service to support people in the community to remain in their own home for as long as possible. The Health Care Assistant Home Support provides the assistance, support and direct personal care required to maximise the independence and wellbeing of service users. They work under delegation, direction and supervision, of health care professionals:

	• To look after the physical, emotional, cultural and psychosocial needs of service users using a person centred approach. • To observe and promote service user's choice, independence, dignity, privacy, fulfilment and other rights. • To create and maintain good professional relationships with service users, their careers, family, friends, and other team members. • To adhere to all Health Service Executive policies, procedures and guidelines. • To promote a positive, personal and professional profile, ensuring the good reputation of the HSE at all times.
Principal Duties and Responsibilities	Service users may require assistance in some or all activities of daily living (ADLs) and instrumental activities of daily living (IADLs) as identified by an individualised care needs assessment. The primary role of the Health Care Assistant Home Support is to assist in the implementation of the service user's individual care plan. Duties will vary depending on the assessed needs of the service user and may include the following functions: <u>Care Provision</u> • To provide personal care and support to service users with a wide range of assessed needs, illnesses and disabilities. • To know and understand the care and support needs of the service user. • To deliver the care detailed in the service user's care plan using a person centred enabling approach. • To assist service users with the activities of daily living (ADLs) and instrumental activities of daily living (IADLs) as indicated by the service user's care plan, including but not limited to: • Personal care and hygiene e.g. bathing, dressing and showering. • Maintain skin integrity. • Assist with continence care. • Assist with mobility and exercise programmes, as directed by the service user's care plan. • Provide medication prompts as directed by the service user's care plan. • Assist with eating and drinking. • To support the service user's social needs as well as physical care needs as set out in the individual care plan i.e. supporting participation in meaningful social activities including: maintaining interests, hobbies, and roles that are important to the person. • On occasion, accompany the service user in activities outside of the home where such assistance is central to improving or maintaining function, independence and wellbeing as directed by the service user's care plan. • Domestic cleaning specific to service user as directed by the Home Care Co-ordinator where non-performance of such duties impacts on the health & safety and well-being of the individual. The Health Care Assistant Home Support will, where appropriate, assist the person with these tasks i.e. 'doing with' rather than 'doing for' where such assistance is central to improving or maintaining function, independence and wellbeing for the service user. <u>General</u> • To work as part of the multi-disciplinary team in order to deliver Home Support Services. • To provide the highest quality care by delivering support in a manner which is sensitive to the service user's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status or religion/belief. • Be courteous and helpful to service users and their carers at all times, ensuring respect for each person's dignity, confidentiality and individuality.

Recording and Reporting

- To complete and maintain a daily work schedule as part of the overall care plan.
- To maintain appropriate records to meet the needs of the service, observing and promptly reporting back any changes or concerns in the service user's circumstances or condition.
- To regularly read care and support plans, acknowledging changes.
- To continue to monitor where concerns have been reported and recorded.
- To recognise the signs of abuse and immediately report abuse or suspected abuse.
- To report any complaints to their line manager.
- To ensure that timesheets are accurate and submitted on time.

Communication and Team Work

- Ensure all actions support the enhancement of a person-centred service and a personal-centred culture within the team.
- Maintain good communication and develop effective working relationships with service users, carers and other team members.
- Communicate effectively with service users taking into account their differing levels of ability to understand and their specific care needs and condition.
- Report to the line manager any changes in the service user's physical and emotional condition or behaviour.
- Participate in and contribute to the team including handovers/meetings/care planning on service related issues.
- Co-operate with quality reviews/service evaluations and assist with the implementation of any necessary corrective action.
- Respect diversity within the team.

Risk Management, Infection Control and Hygiene Services

The management of Risk, Infection Control and Hygiene Services is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

- To adhere to Safeguarding Vulnerable Persons at Risk Policy and Procedure.
- Contribute towards the provision of a safe environment for service users and other team members whilst respecting the service user's choice and rights.
- To adhere to guidelines on PPE and infection prevention and control policies and procedures.
- Apply universal precautions at all times to minimise the risks of cross infection.
- Comply with hygiene service requirements, incorporating environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste and equipment.
- Work within own role and understand and adhere to all Health Service Executive policies, guidelines and procedures.
- Undertake assigned duties under the direction of the Home Support Co-ordinator in such a way as to ensure that care is of a high standard.
- Report all complaints in accordance with service policy.
- Maintain a safe and healthy environment for one's own self and others in accordance with infection control policies and procedures.
- Is familiar with and adheres to all waste management policies and procedures.
- Is familiar with the relevant Organisational Policies, Procedures and Standards and attend training as appropriate.
- Foster and support a quality improvement culture in relation to hygiene services.
- To take responsibility for the safe handling of property and equipment belonging to the service user.

	<u>Workplace Health and Safety</u> In accordance with the Health and Safety at Work policy, it is each staff member's responsibility to observe all rules relating to health, safety and conduct at work, and to use any equipment provided in a safe and responsible manner. • Report any incident or potential incident, which may compromise the health and safety of the service user. • Not undertake any duty related to the service user for which he/she is not trained. • Bring to the attention of a responsible person any perceived shortcoming in the safety arrangements or any defects in work equipment. • To observe all health & safety rules and take reasonable care, raising any concerns to the Home Support Co-ordinator. • To use safely and efficiently, equipment provided in the work place. • To adhere to safe procedures in the movement and handling of service users. <u>Confidentiality</u> In the course of this employment, the post holder may have access to, or hear, information concerning the medical or personal affairs of service users or other health services' business. Such records and information are strictly confidential. Unless acting on the instructions of an authorised officer, on no account must information concerning staff, service users 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 persons can obtain access to them and they must be kept in safe custody when no longer required. <u>Continued Professional Development</u> • Be prepared to undertake training/certification as may be required and deemed necessary to meet the requirements of the post going forward. • Ensure that knowledge and skills are updated to maintain safe standards of care for service users. • Participate in appraisal and the development of a performance development plan in agreement with the Home Support Co-ordinator. • Participate in in-service education and training programmes and avail of other learning activities, as requested, to maintain/develop competence. This job description indicates the main functions and responsibilities of the post, is subject to review and amendment in light of changing circumstances, and may include other duties and responsibilities as may be determined from time to time by the designated Line Manager.
Eligibility Criteria Qualifications and/or experience	Candidates must, on the latest date for receiving completed application forms for the office possess: (1.) <u>Qualifications</u> (i) Possess a relevant* health skills QQI Level 5 Major Award qualification (formerly FETAC) on the National Framework of Qualifications (NFQ) which must include - Care of the Older Person AND - Care Skills Or (ii) Possess an equivalent relevant healthcare qualification or a comparable healthcare qualification not less than QQI Level 5 Major Award on the National Framework of Qualifications (NFQ) Or

	(iii) Be currently employed as a Healthcare Assistant Home Support, Healthcare Assistant, Care Assistant, Attendant, and Multi Task Attendant or in a comparable role for at least 2 years and give an undertaking to acquire an appropriate Healthcare qualification at not less than QQI Level 5 Major Award programme on the National Framework of Qualifications (NFQ) within 2 years of taking up the post which must include - Care of the Older Person AND - Care Skills Or (iv) Or currently undertaking a relevant health skills QQI Level 5 Major Award qualification on the National Framework of Qualifications (NFQ) with a commitment to complete the appropriate health skills QQI Level 5 Major Award within 2 years of taking up the post which must include - Care of the Older Person AND - Care Skills Or (v) An equivalent qualification from another jurisdiction. And Must have the requisite knowledge and ability to enable him/her to discharge the duties of the post satisfactorily. Where candidates have completed 2 Modules at QQI Level 5 (per 1. (i) of the Eligibility Criteria) candidates may be offered an initial Fixed Term Contract of Employment pending completion of the full QQI Level 5 Major Award (8 modules), to be completed within 2 years of taking up the post. Following completion of all modules and satisfactory service, a Permanent Contract of employment may be offered. (2.) <u>Health</u> Candidates 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. (3.) <u>Character</u> Candidates for and any person holding the office must be of good character. Note With regard to criterion 1, the list below is considered relevant health skill QQI Major Award (formerly FETAC) level 5* qualifications QQI Level 5 Healthcare Support QQI Level 5 Nursing Studies QQI Level 5 Community Care QQI Level 5 Health Service Skills QQI Level 5 Community Health Services. • (A full QQI/FETAC Level 5 Major Award requires a minimum of 120 credits/8 modules - please note a component certificate will not suffice).
Post Specific Requirements	• Full unendorsed Irish drivers licence and access to own transport is required to fulfil requirements of the HCSA post • Experience in a caring role in an informal/formal setting.

	• Candidates must be available for evening and weekend work on a five over seven basis.
Skills, competencies and/or knowledge	<u>Professional Knowledge & Experience</u> • Demonstrate knowledge of the service provided in the home by Home Support Services. • Demonstrate knowledge of community care services. • Demonstrate knowledge of the role of the Home Care Support Assistant in the community. • Demonstrate knowledge of care of the older person. • Demonstrate knowledge of care of persons with disabilities. • Demonstrate experience of housekeeping/cooking. • Demonstrate experience in a caring role in an informal/formal setting. • Show awareness for actual and potential risk in the work place. • Demonstrate knowledge of health and safety procedures e.g. manual handling, PPE and infection control. • Demonstrate a full understanding of the importance of confidentiality in the role. <u>Teamwork Skills</u> • Demonstrate the ability to work on one's own initiative as well as work within a rostered team of Health Care Assistants Home Support. • Demonstrate the ability to work in a challenging and busy environment. • Motivation and an innovative approach to the job within a changing working environment. <u>Commitment to Providing a Quality Service</u> • Demonstrate the ability to work in a client focused environment. • Demonstrate basic management skills to maintain clean equipment and to maintain a clean and tidy environment. • Demonstrate the ability to maintain confidentiality. • Demonstrate evidence of empathy and the ability to ensure that all service users are treated with dignity and respect and ensure that the welfare of the service user is a key consideration at all times. • Demonstrate the ability to use sound practical judgement and decisiveness. • Demonstrate understanding of the service user's diversity, cultural and ethnic needs. • Demonstrate a kind, caring disposition and an understanding of the impact of stress on clients, families and carers during illness. • Motivation to fulfil the role and contribute to improving the service. • A core belief in and passion for the provision of high quality care. <u>Planning and Organising Skills</u> • An ability to plan and complete tasks allocated and to organise workload in a methodical manner. • The ability to manage competing or unexpected demands and prioritise the most important task at the time. • Ability to plan and complete care allocated in the care plan and to organise workload in a methodical manner and deal with the unexpected should it arise. <u>Communication & Interpersonal Skills</u> • Excellent communication skills to engage with clients, families, carers and colleagues and maintain the confidentiality of the service.

	The ability to understand and communicate effectively with clients who may have communication difficulties.
Campaign Specific Selection Process Shortlisting / Interview	A shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for 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> The HSE is an equal opportunities employer.
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 https://www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled 'Code of Practice, Information for Candidates' or on https://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.	



**Health Care Assistant Home Support
HSE Mid West – Campaign Number HSEMW 255-26
Terms and Conditions of Employment**

Tenure	The current vacancy available is permanent Where candidates have completed 2 Modules at Fetac Level 5 (per 1. (i) of the Eligibility Criteria) candidates may be offered an initial Fixed Term Contract of Employment pending completion of the full Fetac Level 5 award (8 modules). Following completion of all modules and satisfactory service, a Permanent Contract of employment may be offered. This post is pensionable. A panel may be formed as a result of this campaign for Health Care Assistant Home Support 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 39 hours per week. Your normal weekly working hours are 39 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 is 23 days per annum.
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 1st 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 for Persons Reporting Child Abuse Act 1998	As this post is one of those designated under the Protection for Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.
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.

¹ A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

² See link on health and safety web-pages to latest Incident Management Policy

