



**Home Support Resource Manager
Older Persons Services
Integrated Healthcare Area (IHA) Kerry
HSE South West
Job Specification & Terms and Conditions**

Job title, grade code	Home Support Resource Manager Comhordaitheoir Cúnaimh Baile (Grade Code: 6584)
Remuneration	The salary scale for the post is: (01/06/2026) €61,219 - €62,715 - €64,462 - €66,216 - €67,975 - €69,547 - €71,146 - €72,705 - €74,251 - €76,913 - €79,583 LSIs Salary Scales are updated periodically and the most up to date versions can be found here: https://healthservice.hse.ie/staff/pay/pay-scales/ 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	SWPC103043
Closing date	12th October 2026 at 12 noon. <i>We recommend that candidates submit their application a minimum of 1 hour before the closing date and time to ensure their application form has been uploaded successfully to Rezoomo. Applications will not be accepted after this date and time, no exceptions will be made.</i>
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	There is currently one permanent whole-time vacancy available in Older Persons Services, Integrated Healthcare Area (IHA) Kerry, HSE South West. A panel may be formed because of this campaign for Home Support Resource Manager, Older Persons Services, IHA Kerry, HSE South West 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. Contact the below for further information about the role. Name: Sharon Rennie, Home Support Manager, Kerry Email: Sharon.ennie@hse.ie Tel: 066 7199729 Contact Nicole.Griffin@hse.ie for enquiries relating to the recruitment process.
Details of service	The Home Support Service is an integral part of the delivery of Community Older Persons Services, delivering vital support services to people living in the community or returning to live in the community.

Reporting relationship	The Home Support Resource Manager reports to the Home Support Manager Older Persons Services.
Key working relationships	The role of a Home Support Resource Manager is significant in the delivery of service in the Integrated Health Area structure. The key working relationships are: <u>Internal to the HSE</u> Health Care Assistants (Home Support), The Home Support Resource Officer Grade V, The Clerical Administration Grade III, The Public Health Nursing Service, Health and Social Care Professionals and allied services within the organisation <u>External to the HSE</u> HSE Funded agencies inclusive of Private Providers and statutory and regulatory bodies
Purpose of the post	To manage the delivery of a Home Support Service to clients within approved budgetary allocation. The Home Support Resource Manager will have responsibility for the delivery of the service to a Community Healthcare Area (CHA), consisting of 3 – 4 Primary Care Teams. The Home Support Resource Manager will provide governance and supervision, together with HR management support, to the Health Care Assistants (Home Support) staff in the candidate's geographical area. The Home Support Resource Manager will work closely with other members of the Primary Care Teams to ensure that they are cognisant of other services which the client / family may be receiving and can ensure that Home Support services are delivered in an integrated and seamless manner.
Principal duties and responsibilities	The following are the principal duties and responsibilities of the Home Support Resource Manager: • To participate as a member of the Community Healthcare Area (CHA) and support Health Care Assistants (Home Support) in their role as members of primary and social care teams. • To input into the assessment and on-going monitoring of the non-clinical needs of Service Users (When the assessment of the clients' needs has been reported on, the Home Support Resource Manager will be responsible for the detailed specification of the Service users home support needs so that these can be matched to the work specification given to the Health Care Assistants (Home Support)). <u>Human Resources / Supervision of Staff</u> • To supervise, co-ordinate and support the work of Health Care Assistants (Home Support) clerical and administrative staff assigned to the candidate. • To assist in the recruitment of Health Care assistants (Home Support) as required. • To arrange induction and on-going training for Health Care Assistants (Home Support) staff members (when applicable) to ensure the delivery of a quality service. • To identify the training needs of Health Care Assistants (Home Support) and participate in training programmes as required. • Line Manager to Home Support Resource Officers, where applicable. • Manage the performance of staff, dealing with underperformance in a timely and constructive manner. • To allocate a Health Care Assistant (Home Support) service to an individual in accordance with the Standard Operating Procedure for Home Support Service.

	• To liaise with health professionals and voluntary organisations as necessary. • To convey as appropriate to other professions, concerns reported by the Health Care Assistant (Home Support) in relation to the client's condition. <u>Administration</u> • Ensure the efficient administration of area of responsibility. • To keep and maintain appropriate records of clients in receipt of the Home Support service. • To keep and maintain appropriate records in relation to all staff assigned to candidates including salaries, annual leave, sick leave, etc. • To prepare, certify and approve pay sheets and travelling expenses. • To manage the contracted hours of Health Care Assistant (Home Support) staff in accordance with the Labour Court regulations, 2013 and WRC 2018. • Responsible for providing clear, concise, accurate and timely reports using IT and available information systems for the Service Manager. • Make appropriate use of technology to advance the quality and efficiency of service provision. • Ensure deadlines are met and that service levels are maintained. • Represent the HSE on committees and care groups as required. • Contribute to service plans for own area and implement service plan objectives within own area. • To complete Incident Management Report Forms as required and report all complaints received in accordance with HSE policy. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <u>Change Management</u> Service delivery and service improvement • To work with team members in developing home support services within their designated area. • Embrace change and adapt local work practices accordingly by finding practical ways to make policies work. • Encourage and support staff through change process. • Support service changes and reconfigurations through participation on identified projects. • Contribute to the ongoing development and improvement of the HSE South West Regional structures and operations. Standards, regulations, policies, procedures & legislation • Contribute to the development of policies and procedures for the work area. • Effectively discharge the day-to-day operations, including compliance with HSE Financial regulations and all HSE policies and procedures. • Ensure accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility. • Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team • Maintain own knowledge of relevant regulations and legislation e.g., HSE Financial Regulations, Health & Safety legislation, Employment legislation, FOI Acts etc.
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	- To have a working knowledge of the Home Support Guidelines 2018, Home Support Authorisation Scheme 2025, 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. - Pursue continuous professional development in order to develop management expertise and professional knowledge. - Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. 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	1. <u>Professional Qualification, Experience etc.</u> Candidates must, on the latest date for receipt of applications, hold: - Have obtained such a standard of education as to enable the candidate to discharge the duties of the post satisfactorily. And - Demonstrate relevant management ability and experience within a health or social services setting And - Possess the requisite knowledge, ability and experience to fulfil the duties of the post 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.
Post specific requirements	Candidates must demonstrate: - Depth and breadth of experience as relevant to the role of Home Support Resource Manager dealing with health professionals and members of the public. - Significant experience of managing people. - Experience of managing competing priorities and deadlines, where the ability to analyse and interpret information to inform timely decisions was essential.
Other requirements specific to the post	- Access to appropriate transport to fulfil the requirements of the role. - A flexible approach to work as some out-of-hours work may be required.

Additional eligibility requirements:	Citizenship requirements Eligible candidates must be: (i) EEA, Swiss, or British citizens OR (ii) Non-European Economic Area citizens with permission to reside and work in the State Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status. To qualify candidates must be eligible by the closing date of the campaign.
Skills, competencies and/or knowledge	<i>Candidates must demonstrate:</i> <u>Professional Knowledge & Experience</u> • Comprehensive understanding of the Irish Health system and structures. • Understanding of legislation relevant to the role e.g., Health and Safety, Employment Legislation. • Excellent MS Office skills to include, Word, Excel and PowerPoint. • Knowledge and experience of using an email system effectively e.g., Outlook, Lotus Notes. • Financial awareness and ability to operate service within budget. • Good knowledge on managing and implementing service plans and budgets. <u>Planning & Managing Resources</u> • Strong planning and organising skills including, structuring and organising own workload and that of others effectively. • The ability to use computer technology effectively for the management and delivery of results. • The ability to take responsibility and be accountable for the delivery of agreed objectives. • A logical and pragmatic approach to workload, delivering the best possible results with the resources available. • Demonstrate experience in managing challenging deadlines and effectively handling multiple tasks. • Demonstrate excellent organisational skills in the area of general administration, resource allocation etc. <u>Commitment to a Quality Service</u> • Evidence of incorporating the needs of the service user into service delivery. • Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. • Commitment to deliver a high quality, person centred service. <u>Evaluating Information, Problem Solving & Decision Making</u> • The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate. • Ability to make sound decisions with a well-reasoned rationale and to stand by these. • Initiative in the resolution of complex issues. • A capacity to develop new proposals and put forward solutions to address problems.

	<u>Team Working / Management Skills</u> • The ability to lead the team by example, coaching and supporting individuals as required. • The ability to work with the team to facilitate high performance, developing clear and realistic objectives. • The ability to address performance issues as they arise. • Flexibility and willingness to adapt, positively contributing to the implementation of change. • Ability to supervise, manage and motivate a team of home Support service providers. • Ability to plan and manage change. <u>Communications & Interpersonal Skills</u> • Excellent communication and interpersonal skills in order to deal effectively with a wide range of stakeholders. • The ability to present information clearly, concisely and confidently when speaking and in writing. • The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.
Campaign specific selection process Ranking/shortlisting / interview	A ranking and or shortlisting exercise may be carried out based on 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. 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.	



**Home Support Resource Manager
Older Persons Services
Integrated Healthcare Area (IHA) Kerry
HSE South West
Terms and conditions of employment**

Tenure	The current vacancy available is permanent and whole time. The post is 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, 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. * Public Servants not affected by this legislation: 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. In the HSE, all Mandated Persons under the Children First Act 2015 are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act 1998. You should check Schedule 2 of the Children First Act 2015 to see if you are a Mandated Person, and therefore a HSE Designated Officer, 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 need 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 managed appropriately 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.

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

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