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| <b>Job Title &amp; Grade</b>      | Central Referrals Manager<br>Grade VI                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Campaign Reference #</b>       | 103073                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Closing Date</b>               | 14 September 2026 by 5 pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Duration of Post</b>           | Specified Purpose Contract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Advertisement Type</b>         | External                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Specific T&amp;C's of post</b> | 35 standard working week<br>Annual Leave: 28 days per annum<br><br>Remuneration is in accordance with the salary scale approved by the Department of Health: Current salary scale with effect from 1 <sup>st</sup> June 2026: Grade, Code 0574, starting at Point 1 € 58,477 and rising annually in increments: €71,442 LSIS.                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Location of post</b>           | CHI Cross site                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Reporting Arrangements</b>     | This post will report to the CHI Scheduled Care Manager with overall responsibility to the CHI Scheduled Care Lead.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Key Working Relationships</b>  | The post holder will work closely with: <ul style="list-style-type: none"> <li>• The CHI Scheduled Care Lead.</li> <li>• Scheduled Care Team members, including Scheduled Care Managers</li> <li>• Operations and Clinical Teams across CHI sites.</li> <li>• The Central Referrals Office and out-patient booking offices across all CHI sites</li> <li>• The Cross Site Clinical Leads.</li> <li>• The CHI Chief Operations Officer.</li> <li>• The executive team in Children's Health Ireland including the Children's Hospital Programme and project wide teams.</li> <li>• Key staff across all CHI sites including clinical staff, operations staff, ICT including the Business Intelligence Unit.</li> </ul> |

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|                                              | <ul style="list-style-type: none"> <li>Healthcare bodies external to CHI, including the Health Service Executive (HSE), National Scheduled Care Transformation Team and the National Treatment Purchase Fund (NTPF).</li> </ul> <p><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 &amp; transitioning to steady state.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Purpose of the Role</b>                   | <p>The purpose of this post is to manage the Central Referrals Office (CRO) and support the Scheduled Care initiatives to increase access to care and reduce wait times as it pertains to the specialities being managed by the CRO. To contribute to the identification and progression of new ways of improving access to clinical services for patients on waiting lists.</p> <p>The role will:</p> <ul style="list-style-type: none"> <li>Manage a large team of administrators responsible for referral registration, triage management and scheduling of patients. This staff may be located on different sites.</li> <li>Ensuring that the administrative management of referrals and triaging is focused on achieving national KPIs and internal audits of same.</li> <li>Support the Central Referrals Implementation Project with moving more specialties into a Central Referrals model and ultimately moving their waiting list management.</li> <li>Support evolving process changes within CRO and the team moves to the new EHR systems.</li> </ul> |
| <b>Principal Duties and Responsibilities</b> | <p><b>Professional Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>The post holder will be expected to live CHI values and be child-centered, compassionate, progressive and will act with respect, excellence and integrity.</li> <li>Manage a large team of administrators responsible for referral registration, triage management and scheduling of patients. This staff may be located on different sites.</li> <li>Monitor and track changes in the waiting times for CRO specialties and identify potential obstacles.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|  | <ul style="list-style-type: none"> <li>• Monitor, report and provide training to staff regarding data quality issues.</li> <li>• Monitor and action the untriaged reports from the NTPF.</li> <li>• Provide training to new staff.</li> <li>• Update SOP's and staff guidance in line with the NTPF OP protocol and CHI policy.</li> <li>• Promote change and upcoming process changes.</li> <li>• Support the Central Referrals Implementation Project with moving more specialties into a Central Referrals model and ultimately moving their waiting list management.</li> <li>• Support evolving process changes within CRO and the team moves to the new EHR systems.</li> </ul> <p><b>Auditing:</b></p> <ul style="list-style-type: none"> <li>• Use reports to monitor and audit clinic utilization.</li> <li>• Use reports to monitor Data Quality and provide training to CRO staff for these to be actioned.</li> <li>• Train Grade V staff in using QA Toolkits and DQ reports.</li> <li>• Monitor patient waiting times using the NTPF extract and use the information to influence booking patterns.</li> <li>• Monitor chronological scheduling and share performance reports with CD teams.</li> <li>• Be educated in NTPF Protocol and ensure staff are also educated and abiding by same.</li> <li>• Provide reports to Scheduled Care Managers and Scheduled Care Lead.</li> </ul> <p><b>Communications:</b></p> <ul style="list-style-type: none"> <li>• Maintain up-to-date team rosters.</li> <li>• Maintain regular contact with CRO Grade V staff.</li> <li>• Support Schedule Care Manager for CRO with project expansion and internal escalations.</li> <li>• Advise CD General Managers and Scheduled Care Lead regarding specific CRO specialty statistics to be used for reports and meetings.</li> <li>• Liaise with Cross Site Specialty leads regarding queries or issues within specialty.</li> </ul> |
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|                                                            | <p><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></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Specific Requirements / Exposures for this post:</b>    | <b>Includes (tick all that apply):</b><br><input type="checkbox"/> Driving<br><input type="checkbox"/> Working at height<br><input type="checkbox"/> Regular VDU work<br><input type="checkbox"/> Night working<br><input type="checkbox"/> Food handling<br><input type="checkbox"/> Working with Ionising radiation<br><input type="checkbox"/> Other (please specify):<br><input checked="" type="checkbox"/> None Applicable:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Exposure to (tick all that apply):</b><br><input type="checkbox"/> Noise (>80dBA)<br><input type="checkbox"/> Cytotoxic drugs<br><input type="checkbox"/> Respiratory sensitisers<br><input type="checkbox"/> Vibrating equipment<br><input type="checkbox"/> Other (please specify):<br><input checked="" type="checkbox"/> None Applicable: | <b>Consists of (tick all that apply):</b><br><input type="checkbox"/> Contact with patients<br><input type="checkbox"/> Patient moving and handling<br><input type="checkbox"/> Inanimate moving and handling<br><input type="checkbox"/> Exposure Prone Procedures (EPP)<br><input type="checkbox"/> Work in Haemodialysis<br><input type="checkbox"/> Work in confined spaces<br><input type="checkbox"/> Other (please specify):<br><input checked="" type="checkbox"/> None Applicable: |
| <b>Eligibility criteria, qualifications and experience</b> | <p><b><u>Essential Criteria:</u></b></p> <ul style="list-style-type: none"> <li>• Achieved QQI level 6 or any equivalent qualification.</li> <li>• Minimum of three years of relevant experience in a healthcare setting, with at least one of these in a supervisory role.</li> <li>• At least 2 years' experience of managing OPD waiting lists.</li> <li>• A knowledge of process mapping with a focus on lean processes and identification of gaps for improvement</li> <li>• Previous experience of ICT Administrative Systems.</li> <li>• Excellent IT skills and knowledge. Be a proficient user of MS Office (Word, Excel) and Hospital ICT systems.</li> <li>• Previous supervisory experience of a large team.</li> </ul> <p><b><u>Desirable Criteria:</u></b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Diploma in Health Services or Business Management or equivalent.</li> <li>• Qualification in Lean Six Sigma/Process Improvement</li> </ul> |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



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| <p><b>Information on “Non-European Economic Area Applicants” is available from <a href="https://dbei.gov.ie/en/">https://dbei.gov.ie/en/</a></b></p> <p>Children’s Health Ireland is legally required to verify that all staff <b>have the right to work in Ireland before they begin employment</b>, 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.</p> <p>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 <a href="#">General Employment Permit (GEP)</a> and to the <a href="#">Critical Skills Employment Permit (CSEP)</a>. The change is required to be completed as part of pre-employment clearance.</p> <p>All Permits and Change of Employer applications are processed on the <a href="#">Employment Permits Online</a>.</p> <p>Some recruitment campaigns may be open to candidates who are not citizens of the EEA, Switzerland, or United Kingdom. You can consult the <a href="#">Critical Skills Occupational List</a> see if your profession is currently eligible under this route.</p> <p><b>The programme outlined for Children’s Health Ireland may impact on this role and as structures change the job description may be reviewed.</b></p> <p><b>Children’s Health Ireland is an equal opportunities employer.</b></p> |                                                                                                                         |

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| <p align="center"><b>Does the post above identified for filling come within the definition of an Exposure Prone Procedure (EPP) Post? (Tick below as appropriate)</b></p>                                                                                                                                          |                                               |
| <p>YES <input type="checkbox"/></p>                                                                                                                                                                                                                                                                                | <p>NO <input checked="" type="checkbox"/></p> |
| <p align="center"><b>Exposure Prone Procedure (EPP) Post</b></p> <p align="center"><b>Assessment of Post in line with the ‘Integrated Guidance on Health Clearance of Healthcare Workers and the Management of Healthcare Workers Living with Bloodborne Viruses (Hepatitis B, Hepatitis C and HIV, 2025’)</b></p> |                                               |

Exposure Prone Procedures (EPPs) are defined in the national guidance as: 'invasive procedures where there is potential for direct contact between the skin, usually finger or thumb of the healthcare worker and sharp objects or surgical instruments – such as needles, sharp body parts (for example fractured bones) spicules of bone or teeth – in body cavities or in poorly visualised or confined body sites, including the mouth of the patient'.

All staff hired, transferred or promoted into an EPP post will be required to provide evidence via Occupational Health service of their freedom from infection in line with this national guidance. No appointment will be made in the absence of such evidence. EPP workers with previous EPP clearance prior to November 2025, may require further clearance in line with this updated guidance, so should submit details of previous clearance in line with section 9 of this form. The guidance is available here <https://www.hpsc.ie/a-z/bloodbornevirus/>

Detailed information on those categories of staff and procedures coming under the scope of the EPP definition is available from the Area Recruitment Unit. If there is any doubt about whether the post you have identified above comes within the definition of an EPP post, expert advice should be sought from the Occupational Health Service.