



An tSeirbhís Náisiúnta Scagthástála
National Screening Service

Grade VI Executive Officer, Quality, Safety and Risk
National Screening Service
Job Specification & Terms and Conditions

Job Title and Grade	Grade VI Executive Officer, Quality, Safety and Risk (Grade Code 0574) <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>	
Campaign Reference	NSS202663	
Closing Date	Friday 25 th September 2026 at 12:00PM	
Proposed Interview Date (s)	To be confirmed	
Taking up Appointment	A start date will be indicated at the job offer stage.	
Location of Post	There is currently one permanent, whole-time vacancy available in Central Office, National Screening Service, Kings Inn House, 200 Parnell Street, Dublin 1, D01A3Y8 A panel may be formed as a result of this campaign for Grade VI Executive Officer, Quality, Safety and Risk from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.	
Informal Enquiries	Tom Dyer, Quality, Safety & Risk Manager Email: Thomas.Dyer@screeningservice.ie	
Details of Service	The National Screening Service (NSS), part of the Health Service Executive (HSE), delivers four free, national population-based screening programmes:	
	Programme	Aim
	BreastCheck	Detecting breast cancers at the earliest possible stage, when they can be easier to treat.
	CervicalCheck	To prevent cervical cancer by finding and treating changes to the cells in the cervix before they develop into cancer. Also to find cervical cancer at an early stage, before symptoms start, when it can be easier to treat.
	BowelScreen	To prevent bowel cancer by finding and removing abnormalities in the bowel (polyps). Also to find bowel cancer at an early stage, before symptoms start, when it can be easier to treat.
	Diabetic RetinaScreen	Early detection and treatment of sight-threatening retinopathy. When retinopathy is caught early, treatment is effective at reducing or preventing damage to your sight.
	Our mission: We deliver population screening programmes that help prevent, reduce the risk of, and assist the recognition of, disease in Ireland. Our vision: To work together to save lives and improve people's health through population screening. Screening programmes aim to reduce morbidity and mortality in the population by identifying those at risk of the condition/pre-condition, allowing free assessment, detection and treatment - Population screening can save lives. Evidence shows that detection, survival and death rates are all improved for people who have participated in screening. - Screening programmes play a significant part in cancer detection; 5% of all cancers in Ireland are detected during screening.	

	- Services are growing and dynamic, with exciting opportunities in the next 5 years for innovation and further benefits for the >1.5m population eligible. Our programmes focus on looking for early signs of disease in healthy people, so that we can: - detect health issues early - help prevent disease - ensure that anyone who does develop the disease being screened for has the best chance of early, more effective treatment - reduce people's risk of developing a disease or its complications - support people in making informed decisions about their health The NSS Strategic Plan 2023-2027 Choose Screening: Together we can make a difference sets out our areas of focus: - Engagement and partnership - Operational excellence - Service development - People and culture - Governance and quality assurance - Data and information On our website www.screeningservice.ie we report regularly on our activity, progress and performance. Read more about some of our work to deliver our strategy: Equity in screening Quality assurance - We highlight research that we have published, presented, authored and co-authored in the news section of our website - Our reports and publications provide more information about our work.
Reporting Relationship	Reporting to the NSS, Quality, Safety and Risk Manager or another nominated manager.
Key Working Relationships	The job holder will typically engage with colleagues in the wider Quality, Safety and Risk department and Quality Assurance teams, other project teams and vendors in the fulfilment of the duties and responsibilities of their role.
Purpose of the Post	To provide support in the delivery of operational functions of the Quality, Safety and Risk department

Principal Duties and Responsibilities	The position of Grade VI Executive Officer, Quality, Safety and Risk encompasses both managerial and administrative responsibilities which include the following: Operational Management • Support development and monitoring of NSS Quality Management Information System (QMIS) • Support the administration of the QMIS- including data input related to incidents, document control, audits, training and such other information as relevant on the QMIS. • Liaise with the QMIS vendor as the NSS point of contact for management of the system and any troubleshooting. • Support quantitative and qualitative reporting function in the NSS utilising data from the QMIS and the National Incident Management System (NIMS). • Co-ordinate and assist in data analysis, collation in particular, statistical information pertaining to Quality, safety and risk by provide reports on performance as required Compliance (HSE and internal governance) • Provide administrative/operational support to ensure audit activities align with HSE and internal governance/quality requirements • Coordinate collation of compliance information/data for timely reporting to NSS Management Teams • Support implementation of updated/new compliance obligations • Support development/maintenance of comprehensive NSS Internal Audit Framework (consistent/ coordinated approach across programmes/departments). • Coordinate the organisation and administration of the NSS internal audit schedule, encompassing both process and clinical audits, to support compliance with organisational, programme and regulatory requirements. • Assist in the establishment and ongoing maintenance of a central audit repository within the NSS Quality Management Information System (QMIS) (Q-Pulse), ensuring audit records and related documentation are appropriately captured and maintained. • Act as a key point of contact for audit-related coordination activities, liaising with internal stakeholders, service providers and external partners as required • Coordinate and monitor audit outcomes to support continuous quality improvement and audit readiness • Assist with development/maintenance of framework to monitor and track actions from audit and internal/external reports recommendations. Patient Safety, Incidents & Risk Management • Promote patient safety culture, including reporting/management of patient safety incidents • Support consistent management of incidents and/or incident trends within NSS • Support quality and patient safety initiatives (shared learning, compliance, Quality Assurance) • Support risk management using the HSE Risk Information System as required • Provide administrative support for meetings and attend as required • Assist with education and training related to Quality, Safety and Risk processes
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- Facilitate facilitating/ support online and onsite staff trainings (e.g., QMIS, Open Disclosure, Incident Management, Risk Management)
- Provide operational/project support to Head of Quality, Safety and Risk and QA Coordinators in NSS
- Provide administrative support for meetings and attend as required
- Ensure timely escalation of matters to the Head of Quality, Safety and Risk, Quality, Safety and Risk team & QA Coordinators in NSS.
- Provide operational and project support to the Head of Quality, Safety and Risk, Quality, Safety and Risk team & QA Coordinators in NSS.

Administration

- Implement service plan and business plan objectives within area of responsibility
- Ensure the efficient management and administration of area of responsibility
- Ensure deadlines are met and that service levels are maintained
- Ensure that the archives and records are accurate, maintained confidentially and readily available to the appropriate authority
- Ensure line management is kept informed of issues arising
- Ensure that stakeholders are kept informed and that their views are communicated to management
- Provide administrative support for meetings and attend as required
- Maximise the use of technology in ensuring that work is completed to a high standard
- Ensure the efficient management and administration of area of responsibility

Customer Service

- Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect
- Seek feedback from service users / customers and implement changes to incorporate same, in agreement with Line Manager

Human Resources / Supervision of Staff

- Supervise and enable other team members to carry out their responsibilities, ensuring appropriate delegation of responsibility and authority.
- Review the conduct and completion of assignments of staff in accordance with the operational plan and expected quality standards.
- Keep in touch with the workload of staff members to gauge levels of wellbeing and morale in the team.
- Manage the performance of staff, dealing with underperformance in a timely and constructive manner
- Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
- Promote cooperation and working in harmony with other teams and disciplines
- Identify and agree training and development needs of team and design plan to meet needs
- Pursue and promote continuous professional development in order to develop management expertise and professional knowledge

Service Delivery and Service Improvement

	• Ensure accurate attention to detail in own work and work of team • Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area • 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 processes • Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise Standards, Policies, Procedures & Legislation • Contribute to the development of policies and procedures and ensure 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. Incident Management framework, Enterprise risk management, Your service your say, NSS Quality assurance framework, financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other 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 • 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 him/her from time to time and to contribute to the development of the post while in office.
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Eligibility Criteria Qualifications and/ or experience	<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> Candidates must have at the latest date of application: - Have satisfactory experience as a clerical officer in 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 AND Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish¹. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination. Or Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction. Or Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI). Note1: Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable. Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme. The Leaving Certification Applied Programme does not fulfil the eligibility criteria. And Candidates must possess the requisite knowledge and ability, including a high standard of suitability and management ability, for the proper discharge of the office. Health A candidate for 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	• Experience supporting the administration and maintenance of a Quality Management Information System (QMIS) or similar quality, risk, or information management system. • Experience in data management, including data input, document control, audit tracking, incident management records, training records, and associated reporting functions. • Knowledge of quality, patient safety, incident and risk management, governance, and compliance principles within HSE, healthcare or regulated environment. • Experience liaising with internal and external stakeholders, including software vendors and service providers, to support system management, troubleshooting, and continuous improvement activities.

Skills, competencies and/or knowledge	<u>Professional Knowledge & Experience</u> <i>Demonstrate:</i> • Significant knowledge and understanding of quality, patient safety and risk management processes such as risk management, incident management, and compliance • Knowledge of national policies and guidance, new developments, statutory / legislative requirements relevant to Quality, Safety and Risk Management • Experience of working in a busy office environment which involves interacting in a professional manner with senior management and other key internal and external stakeholders e.g., clinical and non-clinical staff, service users, third party vendors etc. • Experience in the development of professional documents such as letters, reports, preparation of minutes of meetings, development of standard operating procedures, policies and guidelines etc. as relevant to the role • Experience of collating, analysing and storing data and producing summary reports using MS Excel or similar tools • Evidence of continued professional development • Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role • Maximise the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook, MS Teams etc. • Demonstrate the ability to work in line with relevant policies and procedures • Demonstrate commitment to developing own professional knowledge and expertise <u>Planning and Managing Resources</u> <i>Demonstrate:</i> • The ability to successfully manage responsibility for a range of different reports-managing work activities concurrently, utilising computer technology effectively and analysing data for executive reports • The ability to proactively identify areas for improvement and to develop practical solutions for their implementation • The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes • The ability to use resources effectively, challenging processes to improve efficiencies where appropriate • Demonstrate the ability to effectively plan and manage own workload and that of others in an effective and methodical manner within strict deadlines, ensuring deadlines are met • Prioritises effectively to manage multiple projects concurrently, structuring and re-organising own workload and that of others as needed • Demonstrates responsibility and accountability for the timely delivery of agreed objectives
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	Commitment to a Quality Service <i>Demonstrate:</i> • Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user • Proactively identifies areas for improvement and develops practical solutions for their implementation • Embraces and promotes the change agenda, supporting others through change and effectively seeing it through • Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks <u>Evaluating Information, Problem Solving & Decision Making</u> <i>Demonstrate:</i> • Demonstrate analytical, problem solving and decision-making skills • Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management • Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions • Ability to make sound decisions with a well-reasoned rationale and to stand by these as appropriate <u>Communications & Interpersonal Skills</u> <i>Demonstrate:</i> • 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. • Strong writing skills with the ability to produce professional documents to publication standard. • Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role • Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood <u>Teamworking</u> <i>Demonstrate:</i> • The ability to build and maintain relationships with colleagues and other stakeholders and to achieve results through collaborative working • The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment • The ability to lead the team by example, coaching and supporting individuals as required. • Flexibility, adaptability and openness to working effectively in a changing environment
Campaign Specific Selection Process Ranking/Shortlisting / Interview	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. 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> 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. The HSE is an equal opportunities employer.

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. For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at https://www.hse.ie/eng/staff/resources/diversity/
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 that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should 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. The CPSA Code of Practice can be accessed via 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.	

Grade VI
Terms and Conditions of Employment

Tenure	The current vacancy 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 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Remuneration	The Salary scale for the post is: DOH Standard GRADE VI (01/06/2026) €58,477 - 59,871 - 61,573 - 64,767 - 66,677 - 69,056 - 71,441 LSIs 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.
Working Week	The standard working week applying to the post is to be confirmed at Job Offer stage. HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).
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. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. For further information, guidance and resources please visit: HSE Children First webpage.
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