Social Care Worker, Mental Health and Disability Services
HSE South West
Job Specification & Terms and Conditions

Job Title, Grade Code	**Social Care Worker (Grade Code: 3029)** Oibrí Cúraim Shóisialta *(Cód Grád: 3029)*
Remuneration	The salary scale for the post is: as at 01/06/2026 €41,260, €42,832, €44,769, €46,186, €47,618, €49,058, €50,520, €52,015, €53,528, €55,098, €56,717, **€57,789 LSI** 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	SWHS103821
Closing Date	Wednesday 02nd December 2026 at 12pm (Noon)
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 are currently 8 permanent whole-time vacancies available in Disability Services. A panel may be formed as a result of this campaign for Social Care Worker, Mental Health and Disability Services, HSE South West from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	For Disability Enquiries: Susan Wall, Director of Services, St Raphael's Centre. Email: susan.wall@hse.ie Tel: 087 2498724 Rosarie Horgan, HR Lead for Disability Services. Email: Rosarie.horgan@hse.ie Tel: 0872334715 For Mental Health enquiries: Cork: Louise Cronin, Social Care Leader, CAMHS North Lee North Louise.Cronin@hse.ie Tel: 0214659730 Kerry: Carol Connaughton, Principal Social Worker, North Kerry CAMHS Carol.connaughton@hse,.ie Tel: 066 710 4857
Reasonable Accommodations	Candidates who require a Reasonable Accommodation(s) to support their participation, at any stage in the recruitment and selection process, should email, Campaign Lead Valentine.Healy@hse.ie

Details of Service	Six Health Regions have been established within the HSE, on the basis of the geographical boundaries agreed by the Government in July 2019 and they will be operational from 2024. Each Health Region will be tasked with population specific planning, resourcing and delivery of health and social care services for the needs of its unique population. This will result in improved accountability and governance in terms of finance and performance, while also bringing decision-making closer to the frontline. Health Regions will enable and empower staff to provide services that are: • Integrated, locally planned and delivered • Easier to access and navigate • Available closer to home Health Regions are geographically-based units with clearly defined populations. They align community and hospital services within specific areas. The HSE will retain a strong but leaner central organisation, with more service provision developed at a local level. The HSE South West Health Region will manage and deliver all public health and social care services in Cork and Kerry. HSE South West includes all hospital and community healthcare services in the region. This includes: • South/South West Hospital Group (SSWHG) • Cork Kerry Community Healthcare (CKCH) The Department of Population and Public Health is also now aligned with this health region. **Services in the South West Health Region** HSE Services working within this region include: • Acute Hospitals • Primary care services • Community services • Social care services • Health and social care professionals • Voluntary sector services South/South West Hospital Group and Cork Kerry Community Healthcare became part of HSE South West Health Region from 3rd March, 2025. **<u>Mental Health Services</u>** Mental Health Services in HSE South West serve a total population of 689,750 (provisional census 2016) over a large geographic area. The services provided span community, outpatient, inpatient and residential care with a focus on the delivery of recovery orientated supports. A number of specialised Mental Health Teams are in place in both Cork and Kerry. For the purpose of service delivery Cork has 10 sector-based Community Adult Mental Health Teams with 8 CAMHS teams and Kerry has 3 sector-based Community Adult Teams with 2 CAMHS teams. The Child and Adolescent Mental Health Service is a dynamic service that provides a specialist mental health service to those aged up to 18 years old who have moderate to severe mental health disorders that require the input of a specialist multidisciplinary mental health team (MDT). The MDT consists of staff from the disciplines of social work, social care, mental health nursing, occupational therapy, speech and language therapy, psychology, and psychiatry, as well as experienced and committed administrative staff. **<u>Disability Services</u>** St Raphael's Service is an adult Intellectual Disability Service situated in East Cork. It currently caters for circa 80 adults with an ID and / or Autism. The service has a base in Youghal and has

	a number of Community Houses in the surrounding environment of West Waterford and East Cork. The aim of our services for people with an ID and physical or sensory disabilities is to promote and maintain better health both in the person with a disability and their carer. We deliver day and residential services. This is a service, which has undergone significant changes in line with National Policy and has progressed from an institutional model of care to a community based person-centred model.
Reporting Relationship	• For mental Health, the post holder will report to the Social Care Leader. • For Disability Services, the post holder will report to the Nurse/Team Member in Charge, Clinical Nurse Manager (CNM) and Director of Service or designated officer.
Key Working Relationships	The person appointed to this post will work as part of a multidisciplinary team delivering a co-ordinated approach to service user/client care.
Purpose of the Post	**Disability Services** To provide a social care service to individuals living in a variety of community settings as part of a multidisciplinary team. The Social Care Worker will support the effective delivery of services to individuals in all aspects of their daily lives as per their individual needs and in accordance with their personal plans to enable them to live a good life. The post holder will be required to establish and maintain effectively relationships with individuals to help promote their independence, and in doing so treating them with dignity, respect and equality. **Mental Health Service** The purpose of the post is to provide a social care worker service within a multidisciplinary team to children and adolescents experiencing mental health difficulties and their family. The post holder will be required to establish and maintain effectively relationships with individuals to support their mental health help promote their independence, and in doing so treating them with dignity, respect and equality.
Principal Duties and Responsibilities	The Social Care Worker will work with the South West Mental Health Services Team or Disability Services Team and service providers in both the statutory and non-statutory sector and will: - **Professional** • Deliver a quality service ensuring professional standards are maintained in accordance with professional, national and local requirements. • Work within current legislation and policies, procedures, guidelines and protocols as laid down by the employer. • Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020, if applicable • Support the management and co-ordination of the services in respect of people with disabilities / disabled people in conjunction with the Disability Team, relevant agencies and multiple departments within the HSE • Treat service users and their families with dignity and respect, promoting a culture of unconditional positive regard at all times. • Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and therapeutic environment. • Work consistent with and promote a rights-based approach. • Participate in the convening, coordination and / or attend multi-disciplinary case management reviews. • Develop and promote multidisciplinary, interagency, and intersectional links with relevant HSE Departments, relevant statutory, voluntary and private service providers as appropriate.

	• Plan, implement and evaluate care plans, placement plans and treatment programmes as part of a multi-disciplinary team, ensuring the written and verbal reporting of general and individual treatment programmes. • Work constructively and in a positive manner within the team to deliver services which are safe, progressive, individualised and meet the needs of those using the service. • Recognise service users as expert through experience, promoting their participation in care planning, placement planning, decision-making and service delivery. • Ensure that the primary care needs of the service user are met e.g., support the service user to ensure high-quality well-balanced meals are consumed. (Relevant to Disability Services) • Undertake various aspects of home management including the household budget, upkeep, cleaning, hygiene etc. (relevant to Disability Services) • Support the service user in the organisation of personal documents, information and finance. (Relevant to Disability Services) • Support with Medication administration (relevant to Disability Services) • Participate in meetings in relation to the care and development of the service user. • Work in partnership with the parent, family, and other agencies on behalf of the service user. • Promote the rights and responsibilities of each service user within the service. • Promote physical, emotional, social, cultural, ethnic and spiritual welfare of each service user in the service. • Encourage attendance at training centres, medical and clinical appointments. • Accompany clients / residents and drive HSE owned vehicles to accommodate social and community activities. (Relevant to Disability Services) • Ensure that the care of the service user both on and off site is risk assessed and compliant. • Supervise service users on outings from the centre. (Relevant to Disability Services) • Actively participate in crisis management including physical intervention in line with local / national policy and procedure (currently Therapeutic Crisis Intervention). (Relevant to Disability Services) • Provide verbal and written feedback on the progress of the service user as required. • Assist with transfer / referral to other services where appropriate. • Work as a keyworker for the service user as required. • Remain calm and manage self when faced with volatile and potentially violent situations. • Ensure that the service users are not subject to any forms of abuse and, in particular, ensure that they are not subject to bullying or the threat of bullying. • Be available, as appropriate, to relatives or people of significance to service user, to offer information, support and guidance. **Education, Training & Professional Development** • Participate in regular professional supervision. • Engage in reflective and evidence-based practice. • Participate in ongoing professional training and development. • Provide guidance and education for work experience students. • Keep abreast of legislation and professional social care knowledge. • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. **Risk, Health & Safety** • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • Document appropriately and report any near misses, hazards, accidents or significant events and bring them to the attention of designated individual(s) in line with best practice. • Be responsible for own health and wellbeing in order to carry out the duties of the role / is committed to managing own work / life balance. • Work in a safe manner with due care and attention to the safety of self and others.

- Be aware of risk management issues. Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
- Promote a culture that values diversity and respect.
- Be familiar with emergency procedures and know who to contact in an emergency.
- Have a working knowledge of the Health Act 2007 (Care and support of residents in designated centres for persons (Children and Adults with Disabilities) Regulations 2013 S.I. No 367 of 2013.(relevant to Disability Services)
- Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
- Have a working knowledge of the 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.
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

Administration

- Plan, implement and evaluate support plans, placement plans and support programmes as part of a multi-disciplinary team, ensuring the written and verbal reporting of general and individual support programmes.
- Maintain records of cases and support the review implementation of support/care plans and service statements.
- Be familiar with Governance Arrangements and other contractual arrangements entered into by the HSE with service providers.
- Develop links to the service development process to inform the prioritisation of developments where service gaps have been identified.
- Support the review and evaluation of client/carer satisfaction with services.
- Maintain appropriate, up to date written and electronic records and activity data in accordance with professional service standard and provide reports and data as required.
- Ensure that all administrative systems are in accordance with guidelines and to the highest standards.
- Efficiently and effectively manage and monitor budgets/expenditure and resources as may be assigned and prepare detailed financial management reports in accordance with HSE policies, procedures and guidelines.
- Ensure audit recommendations are implemented.
- Be responsible for the provision of statistics as requested.
- Provide such reports as may be requested, for example in relation to complaints.

Administrative

- Contribute to the ongoing development of the service in keeping with good practice and HSE objectives.
- Assist in the administration and day to day operation of the service.
- Participate in team meetings and report to the Social Care Leader / Manager on matters affecting the delivery of service.
- Effectively plan and manage resources, within budget. Be accountable for any money spent on behalf of the HSE during the course of duty.
- Maintain a high standard of documentation, including service user files in accordance with local guidelines, the principles of confidentiality, the Freedom of Information (FOI) and GDPR Acts.
- Contribute to the development and implementation of information sharing protocols and audit systems.
- Co-operate with external monitoring and statutory inspections and implement their recommendations.
- Deputise for Social Care Leader/ management as and when required.
- Assist in ensuring that the service makes the most efficient and effective use of developments in IT.

	• Keep up to date with organisational developments within the Irish 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**	**Candidates must have at the latest date of application:** **1. <u>Statutory Registration, Professional Qualifications, Experience, etc.</u>** a) Eligible applicants will be those who on the closing date for the competition: i) Hold professional registration, or be eligible for registration, on the Social Care Workers Register maintained by the Social Care Workers Registration Board at CORU. See list of recognised Social Care qualifications at https://coru.ie/health-and-social-care-professionals/education/approved-qualifications/social-care-workers/ **(see note 2 below*)** **Or** ii) Have a schedule 3 qualification. See list of recognised Schedule 3 qualifications at: https://coru.ie/health-and-social-care-professionals/registration/registration-requirements/approved-qualifications/schedule-3-qualifications/schedule-3-qualifications.html **(see note 1 & 2 below*)** **Or** iii) Have a comparable qualification recognised by the Social Care Workers Registration Board at CORU. **Or** iv) Applicants who satisfy the conditions set out in <u>Section 91</u> of the Health and Social Care Professionals Act 2005, **(see note 3 below*),** must submit proof of application for registration with the Social Care Workers Registration Board at CORU. The acceptable proof is correspondence from the Social Care Workers Registration Board at CORU confirming their application for registration as a Section 31 applicant was received by the 30th November 2025. **Or** v) Provide proof of statutory Registration on the Social Care Workers Register maintained by the Social Care Workers Registration Board at CORU **<u>before a contract of employment can be issued.</u>** **And** (b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the role. **And** **2. Annual Registration** i) On appointment practitioners must maintain annual registration on the Social Care Workers Register maintained by the Social Care Workers Registration Board at CORU. **And**

	ii) Practitioners must confirm annual registration with CORU to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC). **3. 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. **4. Character** Each candidate for and any person holding the office must be of good character. **Note 1 *** Schedule 3 Qualifications. This is a qualification listed in Schedule 3 of the Health and Social Care Professions Act 2005 for existing practitioners under section 91. Candidates who hold Schedule 3 qualifications can apply to register with CORU during the two-year period after the Register opens up to the 30th November 2025. Once the transitional period is over – 30th November 2025, only qualifications approved by the Registration Board will be considered. **Note 2 *** If your qualifications are not listed within criterion (i) and (ii) please contact socialcare.workers@coru.ie **Note 3 *** Under the Health and Social Care Professionals Act 2005 candidates are considered Section 91 applicants if they qualify before 30th November 2023 and have been engaged in the practic profession in the Republic of Ireland for a minimum of 2 years (or an aggregate of 2 years (Full-time) during the 5-year period prior to the Register opened on 30th November 2023.
Post Specific Requirements	Demonstrate depth and breadth of experience working in the area of Disability/Mental Health Services and/or with persons with disabilities/mental health difficulties, as relevant to the role of Social Care Worker.
Other requirements specific to the post	Access to appropriate transport to fulfil the requirements of the role as post will involve travel
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	**Professional Knowledge & Experience *(including evaluating information and judging situations)*** • Demonstrates a high level of professional knowledge to carry out the duties and responsibilities of the role. • Demonstrates the knowledge and ability required to provide safe, efficient and effective service in the area of practice. • Demonstrates knowledge of the various theoretical models and approaches that apply in current practice. • Demonstrates knowledge of a range of appropriate interventions relevant to the service user group and an ability to apply knowledge to best practice. • Demonstrates an ability to consistently deliver a high-quality service according to standards of best practice.

	• Integrates professional judgement with the application of models of practice. • The ability to evaluate information and make effective decisions in a timely manner. • Thinks ahead to the consequences of decisions, and considers precedence to ensure consistency. • Demonstrate evidence of computer skills including use of Microsoft Word, Excel, email systems and the use of the internet as a research tool and a willingness to develop IT skills relevant to the role. **Planning and Managing Resources** • Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money. • The ability to manage self in a busy working environment including the ability to prioritise workloads. • Demonstrate ability to manage deadlines and effectively handle multiple tasks. **Team Skills** • Demonstrate an ability to work on own initiative as well as part of a wider team. • Demonstrate the ability to create networks and establish partnerships and linkages with other community workers and organisations. • Demonstrates the ability to both give direction / feedback, and take direction / feedback, from others. • Demonstrate flexibility and openness to change and supports others in a changing environment. **Commitment to providing a Quality Service.** • Demonstrate initiative and innovation, identifying areas for improvement. • A commitment to assuring high standards and strive for a user centred service. • Demonstrate ability to advocate effectively for the rights, decisions and needs of service users and promote service user access to resources, supports and services. • Demonstrate a commitment to continuing professional development. **Communications & Interpersonal Skills** • Empathises with and treats clients, relatives and colleagues with dignity and respect. • Demonstrate effective communications and interpersonal skills including the ability to resolve conflict and empower people with sometimes quite divergent points of view. • Tailors' communication to meet the needs of the service user. • Presents information in a clear and concise manner.
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. 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.	

Social Care Worker, Mental Health and Disability Services
HSE South West
Terms and Conditions of Employment

Tenure	The current vacancies available are 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.
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 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. You should check if you are a Designated Officer and / or a Mandated Person 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/service[1], 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 procedures[2]. • 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 writing your site or service safety statement.
[2] Structures and processes for effective incident management and review of incidents.