



Grade VII (Liaison Officer), Disability Services
Grád VII (Oifigeach Idirchaidrimh), Seirbhísí Míchumais
Dublin and North East Region
Job Specification & Terms and Conditions

Job Title and Grade Code	Grade VII (Liaison Officer), Disability Services, Grád VII (Oifigeach Idirchaidrimh), Seirbhísí Míchumais (Grade Code: 0582)
	The salary scale for the post is (01/06/2026): €61,219 €62,715 €64,462 €66,216 €67,975 €69,546 €71,147 €72,705 €74,251 €76,912 €79,583 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.
Campaign Reference	DNE26207
Closing Date	Friday 6 th November 2026 at 12 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 Appointment up	A start date will be indicated at job offer stage.
Location of Post	HSE Dublin and North East Region: There is currently one permanent whole-time vacancy available in Disability Services Department in the HSE Dublin and North East Region. A panel may be formed as a result of this campaign for DNE26207 Grade VII Liaison Officer Disability Services 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. For further information about the role contact: Name: Leane O'Loughlin Title: Assessment of Needs Manager Email: leane.oloughlin@hse.ie Phone: 087 2696784 Contact Sinead McGee at sinead.mcgee2@hse.ie for enquiries relating to the recruitment process.
Details of Service	The HSE has created six new health regions. Each region is responsible for providing both hospital and community care for the people in that area. Bringing community health services and hospitals together means we can take a more patient-centred approach to healthcare. HSE Dublin North East provides health and social care to North Dublin, Louth, Meath, Monaghan and most areas of Cavan.

	Community Healthcare Services are delivered through the HSE and its funded agencies to people in local communities, as close as possible to people's homes. Community Healthcare Services focus on keeping you well so that you can continue to live at home or close to home through our health promotion, disease screening, diagnosis, treatment, and rehabilitation programs. You can refer yourself to most Community Healthcare Services or through your GP, public health nurse, community mental health team, etc. Services include - Primary Care, Social Care - Older Persons, Social Care – Disabilities, Mental Health, Health and Wellbeing, Quality, Safety and Service Improvement. HSE Dublin North East Region includes the following hospitals; • Beaumont Hospital • Cavan General Hospital • Connolly Hospital • Louth County Hospital • National Orthopaedic Hospital Cappagh • Monaghan General Hospital • Mater Misericordiae University Hospital • Our Ladys Hospital Navan • Our Lady of Lourdes Hospital • Rotunda Hospital This post was established in line with Part 2 of the Disability Act 2005 and provides a service to all persons who fall within the definition of disability under this Act. The office holder will facilitate the carrying out of an assessment of need consistent with the provisions of the Disability Act 2005.
Reporting Relationship	The post holder will report to the General Manager Disability Services or designated other.
Purpose of the Post	Ensure HSE compliance with the Disability Act 2005 and subsequent regulations, by providing and reviewing Service Statements in line with the act. Manage and assist in all Assessment of Need processes, as required. Enhance services provided by the HSE to applicants of the Assessment of Need process. Develop HSE procedures as required. To cooperate with and contribute as required to service improvement in areas related to the post. Liaison Officers may be involved in the planning, arranging and subsequent co-ordination of services using individually tailored care plans, having a person-centred approach and a multi-disciplinary focus, subject to statutory and service demands.
Principal Duties and Responsibilities	• Work as part of the Disability service team. • Provide Service Statements where an Assessment Officer has determined that a child or adult has disability in line with the act, and has health needs occasioned by that disability in line with statutory requirements • Liaise with all relevant HSE/funded staff to ensure Service Statements are completed within timeframes in line with statutory requirements • Review Service Statements in line with statutory requirements • Develop relationships with the relevant stakeholders responsible for provision and delivery of services to ensure maximum service provision. • Refer clients to services as required by the role and in line with their needs • Establish processes that afford applicants, their spouses, families or advocates the opportunity to participate as fully as possible in the overall Assessment of Need process

	• Contribute to service development processes to inform developments where service gaps have been identified. • As required appraise and develop service options / proposals for individual clients who present as requiring service in conjunction with the client and / or family member / advocate, relevant professionals, agencies and management. • Convene, co-ordinate and / or attend multi disciplinary case management reviews as required. • Develop and promote multidisciplinary, interagency, intersectoral links with relevant statutory, voluntary and private service providers as appropriate. • 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. • Adhere to policies with regard to procurement of services. • Be responsible for the provision of statistics as requested • Provide necessary management information reports and data as required • Provide such reports as may be necessary in relation to complaints. • Participate in research and development as appropriate. • To support and advise team members on the operation of the Assessment of Need process as required • Work in line with the Children First Act 2015, report child protection concerns to TUSLA & to assist TUSLA, if required. • Deputise as required. General • Adequately identifies, assesses, manages and monitors risk within their area of responsibility. • Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate • 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. • To 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	<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> a) Eligible applicants will be those who on the closing date for the competition: (i) Have satisfactory experience in an office under 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 at a level not lower than that of Grade IV (or equivalent)

	And (ii) Have not less than two years satisfactory experience either in that office or in an office at a level not lower than that of 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 b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office. 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. * A list of 'other statutory health agencies' can be found: https://www.gov.ie/en/organisation-information/9c9c03-bodies-under-the-aegis-of-the-department-of-health/?referrer=http://www.health.gov.ie/about-us/agencies-health-bodies/
Post Specific Requirements	Significant experience of working with children and their families dealing with complex issues relevant to the role of Liaison Officer. Significant experience of working in a community health service within the public or voluntary sector. Experience of working with a multi-disciplinary team. Significant experience of working in Disability Services in the HSE or voluntary sector, as relevant to this role Significant experience working as part of a multi-disciplinary team in Disability Services
Other requirements specific to the post	Access to appropriate transport to fulfil the requirements of the role, as this post may 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	<u>Professional Knowledge & Experience</u> Demonstrates: • Knowledge and understanding of the Disability Act 2005 and EPSEN Act 2004 • Significant knowledge and understanding of clinical care pathways • Knowledge and a thorough understanding of the Assessment of Need processes • Knowledge of the provisions of the Health Act 2004 and 2007 • Knowledge of HIQA Standards relating to Assessment of Need • Knowledge of health service structures and social care services including a good knowledge of HSE reform • Knowledge of the Disability sector and other relevant care groups and an understanding of the range and extent of services needed / provided • A detailed knowledge and experience of working with relevant HSE and voluntary sector services • Experience in implementing change • Excellent MS Office skills to include, Word, Excel and PowerPoint • Knowledge and experience of using an email system effectively e.g. Outlook, Lotus Notes Planning and Managing Resources • Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively. • Demonstrate responsibility and accountability for the timely delivery of agreed objectives. • Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money. Commitment to a Quality Service • Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. • Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility. • Embraces and promotes the change agenda, supporting others through change. • Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks. Evaluating Information, Problem Solving & Decision Making • Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex 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 confidently explain the rationale behind decisions when faced with opposition. Team Working • The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment. • Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects. • Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development.
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	• Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others. Communications & Interpersonal Skills • Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written & verbal). Strong presentation skills. • Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment • Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood.
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.
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 VII (Liaison Officer), Disability Services

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 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 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.
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. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998.

	Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. You should check if you are 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/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.

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.