An tOspidéal Náisiúnta Máithreachais
The National Maternity Hospital

PERSON SPECIFICATION

&

JOB DESCRIPTION

Grade IV – Patient Service – Neonatal

NATIONAL MATERNITY HOSPITAL
ABOUT US, OUR MISSION AND VISION

THE HOSPITAL

The National Maternity Hospital is one of Europe's largest maternity hospitals and a leading provider of maternity, women's health and reproductive care, established over 130 years ago. Our expert multidisciplinary team is dedicated to providing the highest standard of care to women and their families, through a range of services including maternity, women's health and neonatology. Over the years subspecialties have expanded to include expert, evidence-based care for women and babies incorporating fetal medicine, maternal medicine, anaesthetic care, perinatal genetics, perinatal mental health and bereavement care, pathology, radiology.

Our women's health services have also expanded exponentially and our gynaecology team treats over 10,000 outpatients annually. Our colposcopy service is funded by the National Cancer Screening Service and has one of the largest units in Europe. We have also developed specialist services catering for urogynaecology, gynaecological cancer, complex menopause care, paediatric adolescent gynaecology, pain management, fertility and also transgender care.

The Neonatal Intensive Care Unit is recognised as a national tertiary referral centre for care of very premature babies and sick infants, with expertise in all advanced therapies such as neonatal therapeutic hypothermia. The hospital is also contributing to the National Neonatal Transfer Service which offers a national 24 hour service for the nineteen maternity units in Ireland.

The NMH established a community midwifery service in 1998, offering domino birth, early transfer home programmes and homebirth. This service covers Dublin and North Wicklow and continues to be the busiest community midwifery service in Ireland. Over the decades, the hospital has built up an international reputation for undergraduate and postgraduate training and education for the multidisciplinary team of healthcare providers in all related specialties. Staff are also able to avail of extensive professional development which is facilitated in association with our education providers including University College Dublin and the Royal College of Surgeons of Ireland.

MISSION STATEMENT

We are the national centre of clinical excellence in maternal, neonatal and gynaecological health. Our mission as leaders in women's healthcare is to deliver the highest quality of safe, evidence based care. We are committed to providing choice, listening to and learning from our patients' experiences. Through excellence and innovation in research and education, we drive the advancement of women and babies' healthcare in Ireland. Our team is our greatest asset, and we are dedicated to investing in and supporting our people.

VISION

To continuously advance the health of women and babies through excellence in healthcare led by our dedicated teams.

VALUES; Quality, Compassion, Respect Collaboration, Innovation, Sustainability

"Delivering the future"

The National Maternity Hospital
Vita Gloriosa Vita ~ Life Glorious Life

WHY WORK AT THE NMH?

STAFF BENEFITS INCLUDE:

FLEXIBLE WORKING / WORK LIFE BALANCE:

- Exceptional Annual leave allowance
- Recognition for long service (once off 5 extra A/L days for 25years service)
- Access to flexible working options
- Access to Career Breaks & Sabbaticals
- Family Friendly Policies

SUSTAINABILITY:

- Access to bike to work tax saver scheme
- Access to Annual tax saver travel tickets
- The NMH was the 1st ISO accredited Maternity Hospital in Ireland

FINANCIAL:

- Generous statutory defined benefit Pension scheme (including for monthly AVC's)
- Paid Sick Leave
- Fully Paid Maternity Leave
- Employee Discounts (through staff app & WRKIT app)
- Subsidised Staff Restaurant with access to a hot meal Mon - Sun
- Access to Health Service Staff Credit Union
- Financial Planning advice and support (through our EAP service and Pension team)
- Access to Parking
- Death in Service payment

EDUCATIONAL:

- Access to co-funding for relevant courses
- Access to paid study leave
- NMH Staff App
- Access to The NMH's eLearning Hub & App
- Alumni Network

WELLBEING:

- Social Committee
- The NMH are in partnership with WrKit who offer a number of wellbeing supports
- Drop in clinics with our Occupational Health team
- Employee Assistance Programme
- Employee Schwartz Rounds

JOIN US | DEVELOP WITH US | EXCEL WITH US

JOB SPECIFICATION / TERMS AND CONDITIONS	
PURPOSE OF THE POST:	To work as a member of the administration team in the Patient Services Department and ensure the smooth running of the service on a day to day basis. He/She is responsible for the maintenance of the iPims, MNMCS and TPRO system, which includes validating all patient information and also has an individual responsibility to promote and maintain high standards of professional care of patients and relatives
JOB TITLE:	**Grade IV –Patient Services**
GRADE:	**Grade IV**
DEPARTMENT	**Patient Services – The Neonatal Administration Office**
REPORTS TO	**Patient Services Supervisor**
TERMS & CONDITIONS	**TENURE:** This is a Full Time permanent contract of employment. **REMUNERATION:** Remuneration is in accordance with salary scales approved by the Department of Health / Health Service Executive. The salary scale for this post currently ranges from €36,470 to €56,018, gross per annum (Grade IV Scale). Assimilation onto the scale is based on relevant work experience and in accordance with circular 17/0213 for existing permanent employees. Payment is made on a monthly/fortnightly basis by credit transfer. **HOURS:** 35 hours per week, exclusive of unpaid rest breaks. **ANNUAL LEAVE:** 189 working hours per annum. **SUPERANNUATION/SPOUSES & CHILDREN'S CONTRIBUTORY PENSION SCHEMES:** All employees must join the Superannuation Scheme. An explanatory booklet on the Superannuation Scheme you are aligned to is attached. If you require further details on the scheme please contact the Superannuation Officer, Human Resources on ext. 3360. **RETIREMENT AGE:** Persons who entered the Public Service **before the 1st April 2004** must retire at the age of 65 years and are eligible for their pension entitlements from the age of 60 onwards. Persons who entered the Public Service **on or after the 1st April 2004** will be eligible for their pension entitlements from the age of 65 onwards. Persons entering the Public Service **from 1st January 2013,** i.e. New Entrants, must retire at the age of 70 and are eligible for their pension entitlements from the age of 66 onwards.

	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. **GARDA VETTING:** Satisfactory Garda (Police) vetting is a condition of employment for this position. It is expected, that you fully disclosed all information pertaining to any convictions recorded against you in the Republic of Ireland or elsewhere, or a statement of all convictions and/or prosecutions, successful or not, pending or complete, in the State or elsewhere as the case may be. Failure to do so will result in instant dismissal.
RESPONSIBILITIES & ACCOUNTABILITIES *(IN NO PARTICULAR ORDER OF PRIORITY)*	• Have passed an examination at the appropriate level within the QQI qualifications framework which can be assessed as being comparable to Leaving Certificate standard or equivalent or higher, i.e. FETAC Level 6 • Previous experience of working in an administrative capacity. • Previous customer service experience. • Excellent communication and interpersonal skills with experience of dealing with the public and staff at all levels within the organisation. • Excellent team player. • A positive customer focused approach in dealing with the general public. • Excellent organisational and time management skills • Ability to display initiative during the course of work. • Ability to multi-task and process work professionally and efficiently in a busy department. • Understand the need for and demonstrate flexibility during the course of duties. • Proficient in using computer based systems e.g. iPims/PAS/TPRO/ MN-CMS/Agfa scheduler and Agfa Impax viewer. • Demonstrate behaviours consistent with the values of the hospital • In conjunction with clinical/medical staff set up clinics, advice and literature, ensuring that a top quality service is provided. • Establish clinics on iPims and ensure information is accurate and up to date. • Ensure the hospital website is updated as required. • Ensure adequate supplies of literature/leaflets for clinics, patients, staff, etc.

	• Establish clear processes for referrals and appointments, taking into consideration the time-sensitive nature of the services and the timelines as per guidelines, and the catchment area. • Establish a base and put in place clear processes for managing phone lines, emails, etc. • Provide support to clinical/medical staff as required. • Liaise with Hospital Heads of Department including within Patient Services, Nursing & Midwifery and other areas where necessary. • Attend courses, seminars and meetings as may be appropriate to the post. • Act as an information source and deal with queries from GPs, staff, patients, etc. • Where requested/appropriate participate on internal and external committees. • Ensure the smooth running of the clinic on a daily basis and to ensure that queues and waiting times are minimised as much as possible. • Maintain and update all patient information both on patient chart and IPMS system to comply with Data Protection Act and hospital guidelines. • Display initiative and good communication skills. • Maintain healthy working relationships. • Demonstrate behaviours consistent with the values of the Hospital. • Ensure hospital policies and procedures in all aspects of care are adhered to. • Ensure that all new policies and procedures are read and understood. • Perform any administrative duties necessary for the running of the clinic/office. • Maintain accurate and up to date information / data and appropriate records on patient chart and iPims System. • Ensure the correct administration and recording of new patients. Validate this information. • Flexibility to work in the Neonatal Baby Clinic when required. • Be knowledgeable of the Patient Charter, Freedom of Information Act 2014, GDPR and Data Protection Act and the implications of these with regards to hospital records.

	• Ensure clinic preparation procedures for the retrieval of charts and reports at all times are in order to ensure smooth running of the department. • Bring any medical or nursing queries to the attention of the Nursing / Medical Staff or Unit Manager. • Ensure that Health and Safety policies and procedures are adhered to within the Department. • Contribute towards staff motivation and satisfaction within the team framework. • Ensure that high standards of work performance, timekeeping and attendance are maintained. • Book all new and follow-up appointments received by email, post and phone. • Ensure confidentiality of all information on patients and in charts within the hospital. • Staff may be rotated for the purposes of training to ensure knowledge of all areas of Patient Services. Any other duties deemed appropriate to the post. Please note that the duties of this post may change over time.
POLICIES AND PROCEEDURES:	For a full list of all the Hospitals Policies and Procedures please refer to q-pulse. In particular, those as outlined within the Contract of Employment which you are required to familiarise and comply with, during the course of your employment. **QUALITY:** To ensure the provision of the highest possible quality of service to our patients, all employees at the National Maternity Hospital have a responsibility to ensure adherence to and participation in internal and external quality control and assurance programmes on an ongoing basis. **HEALTHCARE ASSOCIATED INFECTIONS (HCAIS):** In order to reduce the risk of HCAIs, compliance with Infection Prevention and Control policies and the attendance at infection control training, are essential for all staff members. It is paramount that each staff member

	practice good hand hygiene techniques. Staff members have a responsibility to report any obstacles to maintaining high standards of Infection Control and hand hygiene to their line manager or Infection Control Team **REMINDER ON CONFIDENTIALITY:** In the course of his / her employment, the person appointed may have access to or hear information concerning the medical or personal affairs of patients or staff or other health service business. Such records or information are strictly confidential and unless acting on instructions of an authorised officer on no account must information be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required.

Note: This job description is an outline of current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. As the role develops in the Hospital this job description may be reviewed in light of possible new structures and/or changing needs of the Hospital.