Grade VII Scheduled Care Manager
Job Specification & Terms and Conditions

Job Title and Grade code	**Grade VII Scheduled Care Manager** *Grade Code: 0582*
Competition Reference	OLH2025/141(2)
Remuneration **HSE Terms and Conditions**	Salary scale €61,219 to €79,583 (as at 01/06/26) https://www.hse.ie/eng/staff/resources/terms-conditions-of-employment/
Closing Date	Thursday 12th November 2026 at 16.00 CVs will not be accepted
Proposed Interview Date	TBC
Taking up appointment	A start date will be indicated at job offer stage.
Location of Post	Our Lady's Hospital Navan Dublin and North East There is currently one permanent, pensionable, whole-time Scheduled Care Manager vacancy available in Our Lady's Hospital Navan. A panel may be formed as a result of this campaign for Grade VII Scheduled Care Manager from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	Ms Anita Brennan Hospital Manager, Our Lady's Hospital Navan (046) 9078503 Email: anitam.brennan@hse.ie
HR Contact	Geraldine Kenny HR Department, Our Lady's Hospital Navan (046) 9078519 Email: geraldine.kenny1@hse.ie
Details of Service/Background to the post	Our Lady's Hospital, Navan is part of the HSE Dublin and North East (DNE) Health Region. Our Lady's Hospital Navan currently has a total of 134 beds and provides a General Acute Hospital Service to the catchment area of Meath. The hospital also provides a Regional Rheumatology Service and a Regional Elective Orthopaedic Service for the counties of Meath, Louth, Cavan and Monaghan. The Acute General Medicine Services are as follows: Emergency Department, ICU/HDU, Medical Assessment Unit, Cardiology, Respiratory, Endocrinology, Care of the Elderly and Outpatients. The Hospital also provides rehabilitation services in the 10 bed unit on site. Theatre day services include elective Orthopaedic, Gynaecology and General Surgery as well as Endoscopy. Clinical support services include Pathology, Radiology, Occupational Therapy, Physiotherapy, Speech & Language Therapy, Dietetics, Pre-op Assessment and Anaesthetic Services.

	The Hospital forms part of the Louth/Meath Integrated Health Area under the governance of Dublin and North East Health Region (DNE). The DNE provides health and social care to Dublin North, Louth, Meath, Cavan and Monaghan. 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. Hospitals with Dublin North East include; • Beaumont Hospital • Cavan General Hospital • Connolly Hospital • Louth County Hospital • National Orthopaedic Hospital Cappagh • Monaghan General Hospital • Mater Misericordiae University Hospital • Our Lady's Hospital Navan • Our Lady of Lourdes Hospital Drogheda • Rotunda Hospital
Reporting Relationship	The post holder will have a direct reporting relationship to the Hospital Manager, Our Lady's Hospital Navan (OLHN).
Key working relationships	The Scheduled Care Manager will liaise with IHA Manager DNE and participate at Our Lady's Hospital Performance Meeting with the Dublin and North East Region
Purpose of the Post	The Scheduled Care Manager is accountable for the leadership, management and development of the Scheduled Care Department. The Scheduled Care Manager will manage the effective day to day operational aspect of the scheduled care service including; hospital admissions and management of all scheduling for elective care; including outpatients, inpatient / day case surgery and endoscopy etc. The Scheduled Care Manager will ensure the OLHN patient waiting list is managed appropriately in line with waiting list protocols, ensuring all patients added to a waiting list are ready, willing, clinically suitable and available for admission. The Scheduled Care Manager will work closely with key stakeholders to support the delivery of the scheduled services in OLHN in line with national best practice while contributing to improvements through performance management and service standardisation.
Principal Duties and Responsibilities	**The Scheduled Care Manager will/is** **General** • Required to lead and manage the Scheduled Care Department at OLHN under the principle that the care of the patient comes first at all times. The Scheduled Care Manager will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree. • Be responsible for the day to day operations and effective management of the Scheduled Care Department.

	• Continually implement, monitor and review service quality standards for the Scheduled Care Department and all other services under the remit, in line with legislation, national standards, guidelines and best practices for the management of waiting lists. • Promote awareness of good patient care pathways to improve access within the hospital for outpatient appointments, and elective surgeries • Ensure patients on the waiting list are managed appropriately with data accuracy, integrity and confidentiality at the core of all efforts in line with national/regional KPIs. • Identify, record and manage any risks related to Scheduled Care Department in the Hospital and liaise with the Data Protection Officer on related issues. • Manage and deliver change in the transition to the new Electronic Health Record. Include and collaborate with internal and external stakeholders in preparation for and during the implementation of the Electronic Health Record. • Manage budget and other resource allocation in accordance with hospital requirements and cooperate with Hospital Cost Containment initiatives as required. • Represent the Scheduled Care Department on Hospital and National/Regional committees as required. • Research, resource and implement innovative redesign solutions to improve existing health records processes and systems. • Support and work with key stakeholders in the areas of record management and other key hospital development programmes. • Attend bed management meetings, as required to guide, assist and action as appropriate the implementation of the Hospital admission and discharge policies in consultation with Senior Nursing Management, AHPs and Consultants. • Work with key stakeholder to ensure IDPP (Inpatient/Day case planned procedure) waiting list protocols are in place and adhered to; Categories are: 1. Active: waiting for a scheduled date for admission in the future. 2. TCI-scheduled date to come in. 3. Suspended – temporarily unavailable or clinically unsuitable for their procedure • Ensure that complaints relating to scheduled care are dealt with in accordance with hospital policy and to take prompt action as required. • Implement and monitor all service level agreements pertaining to the Department. Oversee the management of external vendors to the service. E.g. external healthcare records and transportation companies. • Engage in continuous professional developmental activities consistent with the seniority of the position • Ensure the management of capacity and demand planning in line with clinical priorities and identifying variances in capacity. Liaise with key stakeholders to ensure optimal use of available capacity. Review on a quarterly basis and escalate deficits to hospital management/regional level • Implement risk mitigation / contingency planning in order to ensure minimum hospital waiting times, sound capacity planning and the achievement of nationally set waiting time targets. • Report breaches and scheduled care data to the Senior Management Team. • Attend / Chair committee meetings as required by the Hospital Manager. • Deputise for the Hospital Manager as required; including participation in the Hospital's Management on Call Rota.

Legislative Compliance and Record Keeping:

- Continually implement, monitor and review service quality standards for all areas under their remit.
- Coordinate and manage department audits to ensure healthcare standards and QIP's are being met and developed in co-ordination with Senior Nursing, Management and Clinicians.
- Be aware of employment legislation and ensure compliance when issuing advice and documentation.
- Ensure compliance with the Data Protection Act, National Records Retention Policy, HSE Standards and Recommendation Practices for healthcare Records Management, Health Information and Quality Authority (HIQA), Data Protection Commission and in accordance with the GDPR principle of storage limitation.
- Assist and manage the implementation of new legislation and associated reports and tasks.

NTPF

- Achieve and maintain NTPF data completeness data quality compliance
- Monitor and verify NTPF weekly reports and analysis and distribution of waiting list /data information from NTPF
- Liaise with NTPF website re protocol, toolkits and supporting documentation
- Comply with audits that have been developed in line with international best practice guidelines and seek to provide assurance that each hospital is adhering to the IDPP National Protocol and returning complete, accurate and validated patient information.
- Undertake audits and quality improvement initiatives to ensure compliance with audit action plans within agreed timelines.
- Escalate as appropriate all non-compliances concerned with the NTPF waiting list protocol.

Administration

- Ensure the efficient administration of waiting lists, hospital admissions through the hospital admissions office, manage admissions staff and ensure IDPP (Inpatient/Day case planned procedure).
- Ensure deadlines are met and that service levels are maintained
- Make appropriate use of technology to advance the quality and efficiency of service provision.
- Maintain relationships with key stakeholders for continuation of quality service and to gather support for new initiatives.
- Escalate issues and areas of concern as required to management

Human Resources/ Supervision of Staff

- Select, manage, motivate and develop staff across all allocated service areas.
- Supervise and support their teams to carry out their responsibilities.
- Encourage a culture of learning and the sharing of new ideas and initiatives within the Health Records function.
- Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.

	• Adhere to HSE policies on the management of absenteeism, underperformance and dignity at work. • Identify and agree training and development needs of team and design plan to meet needs • Conduct regular staff meetings to keep staff informed and to hear views **KPI's** The management and delivery of KPIs is a routine and core business objective at OLHN. In this regard the following duties will apply: • The development of Action Plans to address KPI targets. • Driving and promoting a Performance Management culture. • In conjunction with line manager assist in the development of a Performance Management system for your profession. • Ensuring the completion of waiting list validation and return of all information required for the DNE Region dashboard of metrics in the form of scheduled care KPIs as follows: 1. Chronological scheduling 2. DNA rates 3. TCI dates over six weeks 4. Suspension rates 5. DNAs and CNAs **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. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR. • 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 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. **Health & Safety** • Monitor on an ongoing basis the health and safety standards within the Department.

	• Comply with the policies, procedures and safe professional practice of the Irish Healthcare System by adhering to relevant legislation, regulations and standards • Document appropriately and report any near misses, hazards and accidents and bring them to the attention of relevant / designated individual(s) in line with best practice • Work in a safe manner with due care and attention to the safety of self and others • Be aware of risk management issues, identify risks and take appropriate action • Ensure compliance with mandatory training amongst the team • Promote a culture that values diversity and respect **This Job Description is not intended to be definitive or restrictive and may be altered / modified to reflect the needs or changes to the service in line with the evolving role of the Hospital Region.**
Eligibility Criteria **Qualifications and/or Experience** **Desirable Qualifications and Experience**	Significant experience of managing staff and operational experience working at a senior level in an environment relevant to this role. And Hold a relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI). And Have had at least five years' satisfactory & relevant experience in effective and efficient management in a hospital/healthcare setting. And Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office. **Applicants who do not meet the full eligibility criteria set out above on the closing date will be deemed ineligible and their application will not be processed for this competition.** • Hold a relevant third level qualification of at least level 7. • Have significant knowledge and experience of healthcare services.
Post Specific Requirements	• At least 2 years' experience in managing patient waiting lists. • Significant experience in data analysis and managing complex datasets such as IPIMS, Excel and other statistical software packages. • A record of planning, organising and managing complex projects and delivering results. • Track record of team management and development. • Experience in relationship management and working collaboratively with multiple internal and external stakeholders. • Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.

Skills, competencies and/or knowledge	**<u>Professional Knowledge & Experience</u>** *For example:* • 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 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>** *For example:* • 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 **<u>Commitment to a Quality Service</u>** *For example:* • 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>** *For example:* • 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>Building & Maintaining Relationships (including Team Skills & Leadership Skills)</u>** *For example:* Demonstrate leadership skills and ability to influence others.

	Demonstrate flexibility and openness to change and ability to lead and support others in a changing environment. Demonstrate ability to manage, motivate and develop staff to maximize performance at work. Demonstrate the ability to foster a learning culture amongst staff and colleagues to drive continuous improvement in services to patients. Demonstrate ability to work effectively with multi-disciplinary teams. **<u>Communications & Interpersonal Skills by global assessment</u>** *For example:* • Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written) • 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 The interview board will examine you on the knowledge and skill areas outlined above and will ask questions about your experience using these skills.
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 <u>Diversity, Equality and Inclusion</u>
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.
Health/ Character	**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
The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed. This job description 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.	

HEALTH SERVICE EXECUTIVE
Terms and Conditions of Employment
Grade VII –Scheduled Care Manager

Tenure	The current Scheduled Care Manager vacancy available is permanent, whole-time and pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. 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 as at: 01/06/2026: €61,219, €62,715, €64,462 €66,216, €67,975, €69,547, €71,146, €72,705, €74,251, **€76,913, €79,583 (LSIs)**
Working Week	The standard working week applying to the post is 35 hours. 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 30 days.
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 Persons Reporting Child Abuse Act 1998	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. In the HSE, all Mandated Persons under the Children First Act 2015 are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act 1998. You should check Schedule 2 of the Children First Act 2015 to see if you are a Mandated Person, and therefore a HSE Designated Officer, 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.
Confidentiality	In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business 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 left in safe custody when no longer required.
Please note the following General Conditions:	Employee must attend fire lectures and drills periodically and must observe fire orders. All accidents with the department must be reported immediately in line with the Safety, Health and Welfare at Work Act, 1989, and all staff must comply with all safety regulations. In line with the Public Health (Tobacco) Acts 2002 & 2004, smoking within buildings of the Health Service Executive is not permitted. The Health Service Executive is not responsible for the loss or theft of personal belongings.
Pre-Employment Health Assessment	**What to expect following the interview stage :** Prior to commencing in this role a person will be required to complete a form declaring their health status which is reviewed by the hospital's Occupational Health Service and if required undergo a medical assessment with this department. Any person employed 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.

References	Any credit given to a candidate at interview, in respect of claims to qualifications, training and experience is provisional and is subject to verification. The recommendation of the interview board is liable to revision if the claimed qualification, training or experience is not proven.
Garda Vetting	Garda vetting is role dependent and may be carried out. An employee will not take up employment until the Garda Vetting process has been completed and the hospital is satisfied that such an appointment does not pose a risk to clients, service users and employees. You will be contacted post interview to complete a form, provide ID and engagement in the online Garda Vetting process.
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 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/H&S web-pages

[2] See link on health and safety web-pages to latest Incident Management Policy