Ospidéal Naomh Eoin
St John's Hospital
Cúram Gairmiúil agus Atruacha
Professional and Compassionate Care

St. John's Hospital, Limerick
Clerical Officer – Grade III

Job Specification, Terms and Conditions:

Job Title, Grade and Grade Code	Clerical Officer Administrative Grade III Grade Code: 0609
Competition Reference	SJL11-2026-01
Whole Time Equivalent	1 WTE – 35 Hours Per week
Closing Date	**Thursday 9th November 2026 at 12.00 noon**
Proposed Interview date(s)	Due to the urgent filling of this post, interviews may be held at short notice.
Taking up Appointment	A start date will be indicated at job offer stage. Successful candidates will be required to take up post at the earliest possible opportunity.
Duration of Post	Permanent Whole-time Whole-time
Location of Post	Patient Services Dept., St. John's Hospital, John's Square, Limerick, V94 H272
Organisational Area	St. John's Hospital Limerick, HSE Mid-West
Post Specific Information	Details on this campaign can be found at https://www.stjohnshospital.ie/jobs/
Official Languages (Amendment) Act 2021	Section 18C. (3)(b) of the Official Languages (Amendment) Act 2021, provides that the National Plan for Irish Language Public Services shall include the objective: "that, by 31 December 2030, at least 20 per cent of persons recruited to public bodies shall be competent in the Irish language." Staff may be requested to undertake Irish language training, as required, to support the provision of patient-centred services and compliance with the organisation's Irish language commitments.
Details of Service	St John's Hospital, Limerick is Voluntary Hospital founded in 1780 by the Little Company of Mary Sisters. It is a Model 2S, acute general hospital funded by the HSE and member of University of Limerick Hospitals Group (ULHG). It is a longstanding teaching hospital for medical, nursing and allied healthcare professional staff and is an academic partner of the University of Limerick. The hospital provides a wide range of inpatient and outpatient services, including general medicine, general surgery, urology, gynaecology and endoscopy services. The hospital also has an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit. The Injury Unit is the busiest in the Midwest region and second busiest Unit nationally after the Mercy Hospital (Source: HSE BIU data October 2022). We are committed to providing the highest quality service to all our patients in a professional, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner at all times with equal access for all our patients. We aim to provide individual patient centred care to each patient and their families and to promote patient participation in their care. We encourage good interpersonal relationships and we collaborate extensively with key external stakeholders including the HSE, Voluntary Healthcare Forum and other local healthcare providers. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for both present and future health service staff.

	The Hospital has a total of 99 beds – 89 In-Patient beds and 10 Day Care beds. The In-Patient specialties are General Medicine, General Surgery and Gynaecology. We also have an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit. We are a Teaching Hospital affiliated to the University of Limerick. Our 5-year Strategy (2022-2027) includes a key business plan for a new in-patient bed block to be built on site. We are working with the HSE to support our business plan by approving funding for the development and resources needed for the additional bed capacity. Other clinical services provided on site include: • Consultant Out-Patient Clinics • Diagnostic Radiological and Laboratory services • Day Surgery • Clinical Nurse Specialists in the areas of Diabetes, Continence Management, Respiratory Care, Tissue Viability, Infection Control, Palliative Care and Pain Management • A Dietetic service providing nutritional assessment, dietary advice, education and evaluation • Occupational Therapy • Speech and Language Therapy • Social worker support • Physiotherapy services • Chaplaincy Service Clinical Research and Innovation: We have an active Audit, Research and Innovation Committee and access to a Rapid Innovation Unit which collaborates with clinical staff across UL Hospitals to enhance patient experience, producing many pioneering quality improvement initiatives. This "Science Foundation" sponsored unit uses 3D printing and other engineering pathways to find live patient-centric digital manufacturing solutions to bedside care issues.
Service mission, vision and values	**Our Purpose** Together we work to enhance the health and wellbeing of all those in our care and inspire those who deliver it every day. **Our Vision** To be a leading provider of healthcare services where innovation and excellence are at the heart of the patient experience. **Mission statement** Faithful to our tradition, we provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services. **Our Values** To listen to each other and seek opportunities to help and support one another To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment. To provide healthcare based on the assessed needs and preferences of our service users which ensures mutual respect, holistic care and continuous learning and training.

	To deliver excellence in care through monitoring, evaluating and continually improving our services.
Reporting Arrangements	The post holder will report to: Patient Services Manager/Patient Services Deputy Manager and assigned Supervisor. Department Head with responsibility for the area of assignment.
Purpose of the Post **Job Summary**	Clerical Officers may be assigned to different departments and/or required to work in any area of the hospital as the exigencies of the services require. This may include shift work, over a 7-day week cycle, 8am – 9pm.
Principle Duties and Responsibilities	**Main Duties & Responsibilities**. • Undertake the duties appropriate to the grade, under the supervision of the designated Supervisor/Line Manager. • Assist in the development of the administrative/secretarial systems to ensure the efficient operation of all assigned services and to always communicate effectively and respectfully with our patients and staff members. • Provide a full secretarial service to the allocated Department. This will include typing, filing, chart preparation/tracking and all other administrative duties assigned. • Maintain an effective administrative/secretarial system to process all paperwork within the designated department/area. • Alert your Supervisor to any back logs or other difficulties which may arise from time to time. • Support the assigned Supervisor in ensuring the relevant department/area operates effectively and efficiently. • Participate in/assist with induction, training and the implementation of agreed clerical practices. • Communicate effectively with all departments within the Hospital and with external bodies, maintaining a high standard of customer care at all times. • Be familiar with the Hospitals major emergency plan and promote an awareness of Health and Safety in the work place. • Deal with the public in face-to-face, telephone, written and electronic correspondence. • Maintain an adequate supply of in-house stationary. • Maintain confidentiality at all times, in all manners, e.g. electronic, physical paperwork, all communication etc. • Provide support and assistance to other clerical officers, and/or designated supervisor as requested by Supervisor/Patient Services Manager. • Attend team meetings as required. • Represent the Patient Services Department as required/assigned in various forums. • Participate in any organisational restructuring as required.

	• Participate on project teams seeking to initiate and improve services for hospital staff as required. • Any other duties as may be assigned from time to time by the designated Supervisor/Line Manager or the Chief Executive/Deputy Chief Executive. • Co-operate with the maintenance and future development of ICT within the Hospital. **Policies and Procedures** • Be aware of and comply with and adhere to all Hospital policies and procedures. **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. You are required to comply with the legislation in respect of the General Data Protection Regulation (GDPR). This job description outlines the main duties and responsibilities of the post and is subject to review and amendment to reflect the changing needs of the hospital service. The extent and speed of change in the delivery of health care is such that adaptability is essential. The incumbent will be required to establish, maintain, enhance and develop their professional knowledge, skills and aptitudes in order to respond to a developing service situation. **It is not intended that the above job description be a comprehensive list of all duties attached to the post. Consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time. Flexibility is required when dealing with new/emerging situations and emergencies.**
Eligibility Criteria **Qualifications and/or experience**	**1. Education, Experience Requirements etc.:** **Each candidate must, at the latest date for receipt of completed applications for the post:** • Have obtained at least Grade D (or a Pass), in Higher or Ordinary Level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied ***Or*** • Have passed an examination of at least equivalent standard **Or** • Have satisfactory relevant experience which encompasses demonstrable equivalent skills. ***And***

- Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability, for the proper discharge of the office.

And

- Have a proficiency in word processing skills.

2. Desirable

a) Experience in a hospital setting

b) Knowledge of medical terminology

c) Knowledge / experience of Hospital or Patient Care Environment

d) Experience working with and dealing with people, patients or clients/customers in situations such as face-to-face verbal or telephone and/or written queries

e) Relevant Diplomas or Professional Qualifications

3. 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 recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.

Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.

4. Garda Vetting

Applicants who do not comply with the Hospitals requirements in this regard will be excluded from the competition.

5. Health

Candidates 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.

6. Character

Candidates for and any person holding the office must be of good character.

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 being called forward 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.
Post Specific Requirements	• Candidates must possess a proficiency in word processing. • Experience working with and dealing with people, patients or clients/customers in situations such as face-to-face verbal or telephone and/or written queries.
Essential Skills, competencies and/or knowledge	**Candidates will demonstrate through their application form and at the interview that they have:** **Professional Knowledge & Experience** • Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. • Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc. • Demonstrates the ability to work in line with policies and procedures. • Excellent time keeping and time management skills. • Will to progress in own professional development. **Planning and Managing Resources** • Demonstrates the ability to plan and organise own workload in an effective and methodical manner. • Delivers within timescales and to a quality standard. • Takes responsibilities for work and sees it through to completion. **Commitment to a Quality Service** • Demonstrates a commitment to providing a quality service e.g. pays close and accurate attention to detail in their work. • Demonstrates awareness and appreciation of the service user. • Embraces the change agenda; demonstrates the ability to be flexible and adaptable in a changing work environment. • Demonstrates capability to complete tasks and deliver results effectively and in a timely manner. • Has desire and drive to acquire new knowledge and skills necessary to continuously improve. • Dedication to providing quality and excellent service • Flexibility regarding changing needs, working hours and occasional unsociable hours including weekends **Evaluating Information, Problem Solving & Decision Making** • Demonstrates strong analytical and numeracy skills, including the ability to analyse data to inform decisions. • Thinks through decisions to make sure they are in line with policy and local practice. • Gathers information from enough sources and other people to make well-founded decisions. • Develops a reputation of being solution focused. **Team work** • Demonstrates the ability to work on own initiative as well as part of a team. • Contributes to a positive team spirit.

	• Demonstrates a willingness to become involved and help team members if they are under pressure. **Communication & Interpersonal Skills** • Effective communication skills including the ability to present information in a clear and concise manner. • Strong written communication skills. • Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect. • Demonstration excellent attention to detail.
Other requirements specific to the post	Flexible to changing needs Willingness to progress own professional development.
Competition Specific Selection Process **Short listing / Interview**	Applications should be submitted by completing the St. John's Hospital's online digital application form. Online application forms and full particulars relating to the post are available on St. John's Hospital website. Details on this campaign can be found at https://www.stjohnshospital.ie/jobs/ **Application Process** **Applications must be completed on-line please use the following link** https://www.stjohnshospital.ie/jobs/ **and apply via the Apply Now tab** Completed applications must be completed online no later than **12 noon Thursday 19th November 2026.** An official application form must be completed in full by the closing date for the competition. **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 being called forward 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.
Code of Practice	St. John's Hospital will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, feedback facilities for candidates on matters relating to their application, when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process, and review in relation to allegations of a breach of the Code of Practice. Codes of Practice are published by the CPSA and are available on www.hse.ie in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on www.cpsa-online.ie.
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. It is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

Ospidéal Naomh Eoin
St John's Hospital
Cúram Gairmiúil agus Atruacha
Professional and Compassionate Care

Clerical Officer – Administrative Grade III

Terms and Conditions of Employment

Tenure	The appointment will be permanent, Full Time & Pensionable. 1 WTE- 35 Hours per week A panel may be formed from which permanent, full-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 Appointment) Act 2004.
Remuneration	The salary scale for this post is in accordance with DOH approved salary scales 01/06/2026 Clerical Officer Grade III, code 0609: €31,934; €33,702; €34.137; €35.020; €36.311; €37.602; €38.895; €39,835; €40.897; €42.130; €43,004; €44.225; €45.458; €47,771; **€49,416 LSI**
Working Week	The standard working week applying to the post is: 35 hours This may include shift work, over a 7-day week cycle, 8am – 9pm and may include weekends and out of hours Flexibility in consideration of service needs is required. 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-9pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).
Annual Leave	The annual leave associated with the post will be confirmed at contracting stage in line with HSE policy.
Terms of Employment	All persons employed will be required to sign a contract of employment, which will set out the terms and conditions of the employment. A job description will form part of the contract documentation.
Superannuation	All pensionable staff become members of the pension scheme.
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	Employment will be probationary for the first six months, during which time the Department Head will carry out periodic probation assessment reviews. The appointee will cease to hold office at the end of or during the probationary period unless during such period the Hospital has certified that their service is satisfactory
Termination of Employment	One months' notice in writing, on either side, except in circumstances where the Hospital authority is of the opinion that the holder of the office has failed to perform satisfactorily the duties of his/her office or has misconducted himself/herself in relation to such office or is otherwise unfit to hold office. The mandatory retirement age for new entrant staff in employment in the public service after 1st January 2013 is 70 years. All other appointees in accordance with HR Circular 029/2018 who have not already reached their retirement age before 26th December 2018 will have the choice to work beyond the age of 65 to age 70 if they so choose.
Protection of Children Guidance and Legislation	The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities. For further information, guidance and resources please visit: HSE Children First webpage.
Mandatory Training and Health and Safety at Work Act	The post holder is obliged to fulfil mandatory training requirements in line with this post. All staff must comply with all Hospital Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (2005), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
Children First Act	Schedule 2 of the Children First Act 2015 specifies that this post falls under the classes of persons as "Mandated Persons" for the purpose of the Act. As a mandated person, under the legislation you are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. It is a requirement of this post that you complete the HSELand training in relation to Children First and any other training the Hospital deems appropriate in this regard
Sick Leave	There is a discretionary sick pay scheme, details of which are available from the Human Resources Department. Sick pay is contingent on full cooperation and compliance with the Hospital's absence management procedures.
GDPR	The post holder is obliged to adhere to General Data Protection Regulations 2018. All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Hospital's Confidentiality Policy. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they

	are accessible to patients in line with FOI and GDPR 2018. Hospital policies and procedures at all times. Details of the Hospital's policies are available on the intranet
Infection Prevention and Control	During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St John's Hospital's quality system to ensure the safety and wellbeing of its patients and staff and plays a role in the prevention and control of healthcare associated infection.
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, 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. 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.
Place of residence	The person appointed will be required to reside within a reasonable distance of the Hospital.
Proficiency in the English Language	Fluency in the English language is a requirement of this role. Proficiency in spoken English is assessed during the interview process.