Social Worker, Medical (Acute Services)
HSEMW299-26
Job Specification & Terms and Conditions

Job title, grade code	Social Worker - Medical (Acute Services) *(Grade Code: 3557)*
Remuneration	The salary scale for the post as at **01/06/2026** is: **€51,127; €54,510; €56,321; €58,972; €61,647; €64,339; €67,028; €69,715; €72,407; €73,811 LSI** New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.
Campaign reference	**HSEMW299-26**
Closing date	**Monday 30th November 2026 @ 5pm**
Proposed interview date (s)	Candidates will normally be given at least one weeks' notice of interview. The timescale may be reduced in exceptional circumstances.
Taking up appointment	A start date will be indicated at job offer stage.
Location of post	**HSE Mid West Acute Services** A panel will be formed as a result of this campaign for Social Worker, Medical (Acute Services) vacancies and will be used to fill current and future, permanent and specified purpose posts of whole-time or part-time duration that arise. Individual sites/ location will be indicated at expression of interest stage to panel members for each individual job.
Informal enquiries	We welcome enquiries about the role. **Name:** Anne Hegarty, Principal Medical Social Worker, University Hospital Limerick, HSE Mid West Acute Services **Tel:** 061-482965/ **Email**: annej.hegarty@hse.ie For any Recruitment queries, please email UHLRecruitment@hse.ie
Reasonable Accommodations	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email aisling.olearyab@hse.ie
Details of service	**HSE Mid West** The HSE Mid West Health Region manage and deliver all public health and social care services for Limerick, Clare and North Tipperary serving a population of over 400,000 people. The redesign of services will allow new pathways to be developed

	between acute hospitals, community services, primary care, health and wellbeing and voluntary sectors to develop more integrated, patient-centred care. HSE Mid-West includes all hospital, community healthcare and public health services in the region. **HSE Mid West Acute Services consisting of:** • University Hospital Limerick • University Maternity Hospital Limerick • Ennis Hospital • Nenagh Hospital • Croom Hospital • St. John's Hospital (Voluntary)
Reporting relationship	The professional & operational reporting relationship for clinical governance and clinical supervision will be in line with the operating model of the service - This will be outlined to you at job offer stage.
Purpose of the post	A Medical Social Work (MSW) service is provided to patients across all five of the region's acute hospitals. Consequently, this work is broad and varied depending on the service context and the patients' needs and wishes. A core aspect of the MSW role is to support patients and their families with any psychological, emotional, social or practical difficulties that may arise during their interactions with Acute Services. To guide and underpin this work, MSWs, in partnership with our patients, undertake biopsychosocial assessments, develop care or discharge plans, and complete a variety of reports and onward referrals to meet patients' needs. MSWs also provide direct practical support, emotional support, advocacy, and psychosocial support. The MSW service works collaboratively with acute service and community service colleagues to ensure our patients receive a high-quality, integrated care which meets their identified needs. The MSW service is a trauma-aware service and is cognizant of the impact of the social determinants of health on our patients' well-being. We aim to help identify and respond to concerns pertaining to child protection, domestic violence, homelessness, addiction, mental health and safeguarding concerns which may arise for a patient.
Principal duties and responsibilities	**<u>Professional / Clinical</u>** The Social Worker Medical will: • Provide a direct point of access for the local community/designated service area and offer initial and holistic social assessment and intervention to individuals, families and groups. • Provide an initial assessment service to all care groups and to develop referral procedures with other social work networked services. • Identify service users' individual and collective needs in partnership with them and co-create early interventions and/or social action strategies to meet those needs. • Provide a psychosocial assessment and formulate a care plan in conjunction with the client/carer/family and the multidisciplinary team. • Manage and prioritise a caseload appropriate to the post.

	• Provide supportive counselling, emotional and practical support, and information to service users and their families. • Adopt a holistic approach aimed at enhancing the quality of life, health and social well-being of all persons within the designated service area. • Promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups. • Make it possible for service users to advocate for their own needs, or where appropriate advocate on behalf of service users. • Link individuals with the services/resources appropriate to their particular needs. • Staff will work in accordance with the principles of the Assisted Decision Making Act 2015 and the values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020. • Plan, deliver and engage in systemic interventions as appropriate with individuals, families, groups, organisations and communities. • Participate and take leadership in community needs assessment and ongoing community involvement including initiating and participating in prevention and health promotion activities. • Deliver social work service in collaboration with other disciplines / agencies as required, in appropriate settings reflecting the needs of the service user. • Assess where social conditions are a major factor in health and social wellbeing, consult and plan with the service user/ relevant team/ service and arrange appropriate social services for those who need them. • Monitor and evaluate outcomes of person-centred care plans for individual service users. • Actively participate as a member of the relevant team/ service in team building and change management initiatives. • Attend case conferences, meetings and other relevant fora as required. • Attend court, tribunals etc. as required. • Work within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the employer. • Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions. • Implement models of best practice / evidence-based practice. • Work within a key worker / case worker system, providing a co-ordinating role for case management where appropriate. • Take direction from his / her line manager/ clinical supervisor. • Take an active role in an appropriate level of planned professional supervision, in accordance with the local/ national Supervision Policy. • Engage in reflective practice. • Deputise for the Social Work Team Leader or Senior Social Worker as agreed / appropriate. • Promote a culture that values diversity and respect in the workplace. • Keep the Principal Social Worker/Team Leader or Senior Social Worker fully informed and up-to-date on all significant matters.

	• As a mandated person under the Children First Act 2015 you will have a legal obligation to report child protection concerns at or above a defined threshold to TUSLA & to assist Tusla, if requested, in assessing a concern which has been the subject of a mandated report. • As this post is one of those designated under the Protection for Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a Designated Officer in accordance with Section 2 of the Act. You will remain a Designated Officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment. • Comply with professional obligations under the HSE Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures (2014) **<u>Education & Training</u>** The Professionally Qualified Social Worker / Social Worker Medical will: • Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate. • Engage in career and Performance Achievement Planning collaboration with the Social Work Team Leader / Senior Social Worker / Principal Social Worker. • Keep up to date with advances in Social Work research, and ongoing review and evaluation of literature relevant to the assigned area. • Keep abreast of developments in national policies and strategies and international best practice. • Keep up to date with organisational developments within the Irish Health Service. • Act as a resource by participating in the induction, education and training of Social Work colleagues, other health professionals and service user groups as required. • Participate in the practice education of student Social Workers. • Support and train other staff in accordance with professional standards as appropriate. • Foster an understanding of the role and contribution of social work by providing professional consultation and education to other members of the service. • Take an active role in professional clinical supervision and engage in reflective practice in accordance with CORU requirements and the local / national Supervision Policy **<u>Health & Safety</u>** The Professionally Qualified Social Worker / Social Worker Medical will:

- Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
- 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.

Administrative

The Professionally Qualified Social Worker / Social Worker Medical will:

- Maintain a high standard of documentation, including service user files in accordance with local guidelines and the Freedom of Information (FOI) Act.
- Maintain accurate up to date records and files, and submit activity data as required.
- Write accurate, clear, concise and purposeful reports.
- Ensure the maintenance of service user and data confidentiality.
- Contribute to the development and implementation of information sharing protocols and audit systems.
- Contribute to policy development, performance monitoring and budgetary control of service in conjunction with the Senior Social Worker / Social Work Team Leader/ Principal Social Worker.
- Collaborate with the Senior Social Worker / Social Work Team Leader / Principal Social Worker or designate in developing the role of the Social Worker and the service e.g. through planning, audit, production of standards, continuing education, quality improvement initiatives and research.
- Assist in ensuring that the social work service makes the most efficient and effective use of developments in IT.

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 him/her from time to time and to contribute to the development of the post while in office.

Eligibility criteria **Qualifications and/ or experience**	***Candidates who are graduating in 2026 are eligible to apply for this campaign.*** **Eligible applicants will be those who on the closing date for the competition:** **Statutory Registration, Professional Qualifications, Experience etc.** Be registered, or be eligible for registration, on the Social Workers Register maintained by the Social Workers Registration Board at CORU. **And** Have the requisite knowledge and ability (including a high standard of suitability and professional ability) for the proper discharge of the duties of the office **And** Provide proof of Statutory Registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU **before a contract of employment can be issued.** **Annual Registration** On appointment practitioners must maintain annual registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU. Practitioners must confirm annual registration with CORU to the HSE by way of the annual Patient Safety Assurance Certificate (PSAC) **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. **Character** Candidates for and any person holding the office must be of good character.
Post specific requirements	Demonstrate depth and breadth of social work experience as relevant to the role.
Other requirements specific to the post	The Medical Social Work Department supports a rotational approach to service delivery for Patients in our Hospitals amongst the Medical Social Workers. This enables our Medical Social Workers to broaden their clinical experience in working across different wards and clinical areas. This is supported through supervision, appropriate training and continuous review.
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. Read more about Department of Enterprise, Trade & Employment Work Permits.
Skills, competencies and/or knowledge	**Knowledge / Experience Relevant to the Role** • Demonstrates sufficient professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession. • Demonstrates experience of applying evidence-based practice. • Demonstrates knowledge and understanding of the application of relevant risk assessment tools, techniques and resources • Demonstrates an ability to apply knowledge to best practice. • Demonstrates ability to utilise supervision effectively. • Demonstrates a willingness to engage with ICT and develop ICT skills relevant to the role. • Demonstrates commitment to continuing professional development • Demonstrate depth and breadth of social work experience as relevant to the role. • Demonstrate the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care. • Demonstrate the ability to manage self in a busy working environment including the ability to prioritise caseloads. • Demonstrate a commitment to assuring high standards and strive for a user centred service. • Demonstrate initiative and innovation in identifying areas for service improvement. • Display awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in safeguarding planning, decision-making and service development. • Demonstrate knowledge of legislation and best practice guidelines relevant to social work practice issues and a clinical caseload • Demonstrate ability to use theoretical evidence to support all work undertaken. • Demonstrate ability to use different clinical approaches in responding to patient needs. • Demonstrate an understanding of the emotional, physical and cognitive impact of a chronic or acute illness that may require the patient to be admitted into a hospital setting. • Demonstrate an understanding of the adverse impact, due to illness or injury, on the psychosocial functioning of the patient.

	Planning & Managing Resources • Demonstrates the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care. • Demonstrates an ability to handle a varied caseload in a flexible and responsive manner and to effectively handle multiple tasks. • Foresees potential problems or competing priorities and takes appropriate action to ensure service standards do not suffer / deadlines are met. • Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service. • The ability to manage self in a busy working environment including the ability to prioritise caseloads. • Good organisational skills in managing workload • Good time management skills in maximising the use of their time • Devotes energy and time to the most important task at any given time • An appreciation of value for money • Professional knowledge and evidence-based practice when planning and organising **Team Skills** • Demonstrates an ability to work on own initiative as well as part of a multidisciplinary team. • Demonstrates a willingness to get involved and assist others as appropriate. • Reacts constructively to setbacks, is able to maintain professionalism and manage situations where conflict arises. • Empathises with others and seeks to understand their frustrations. • Effective team skills. • Makes time to get to know other team members individually • The ability to both give direction / feedback, and take direction / feedback, from others • Leadership potential • An ability to facilitate and manage individuals/ groups through the learning process • Is committed to managing own work/ life balance • *Professional knowledge and evidence-based practice when working as part of a team* **Commitment to Providing a Quality Service** • Demonstrates a commitment to the delivery of a high-quality, person-centred service. • Demonstrates initiative and innovation in identifying areas for service improvement.

	• Demonstrates an ability to be flexible and embrace change in order to enhance service delivery and improve service user care. • Displays an awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in care planning, decision-making and service development. • The ability to empathise with and treat others with dignity and respect. • Commitment to providing quality results • An ability to motivate oneself and others in order to facilitate change and improve service delivery • Ability to advocate effectively • Ensures that welfare of the service user is a key consideration at all times • Takes immediate action and informs superiors when problems arise or standards slip • Ensures that all records and technical data are up to date and available if required • A willingness/ aptitude to develop IT skills relevant to the role • Is sufficiently aware of policy, legislative and professional requirements to ensure appropriate standards in their area of responsibility • Professional knowledge and evidence-based practice when providing a service **Evaluating Information and Judging Situations** • Demonstrates the ability to critically analyse, evaluate information, and make effective decisions with regard to service user care. • Demonstrates the ability to think ahead to the consequences of decisions and considers precedence to ensure consistency. • Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input. • Recognises when it is appropriate to refer decisions to a higher level of authority or to include other colleagues in the decision. • Flexibility and openness to change • Ability to utilise supervision effectively • Gathers information from enough sources and other people to make well-founded decisions • Takes information on board quickly and accurately • The ability to engage with service users and carry out comprehensive family assessments • The ability to critically analyse and evaluate family systems as a basis for making recommendations for interventions • The ability to make recommendations in the context of planning services to meet needs and manage risks • Pays attention to detail, ensuring that records are accurate and up-to-date • Communicates decisions comprehensively

	• Display awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in safeguarding planning, decision-making and service development • Show awareness of the medical social work role in addressing and challenging anti-discriminatory practice. • Professional knowledge and evidence-based practice when evaluating information and judging decisions **Communication & Interpersonal Skills** • Displays effective communication skills (verbal & written). • Tailors the communication method and the message to match the needs of the audience. • Demonstrates effective interpersonal skills. Is sensitive to issues arising from multiple stakeholders, is patient and understanding. • Display effective interpersonal and communication (verbal and written) skills. • Demonstrates the ability to empathise with and treat others with dignity and respect. • Anticipates and recognises the emotional reactions of others when delivering sensitive messages. • Demonstrates good negotiation skills, is assertive as required. • A broad vocabulary, particularly in the use of clinical terms • Actively communicates with the wider team • The ability to maintain confidentiality • Professional knowledge and evidence based practice when communicating and interacting with others
Campaign specific selection process **Ranking/shortlisting / interview**	A ranking and or shortlisting exercise may be carried out based on information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process. Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.
Diversity, equality and inclusion	The HSE is an equal opportunities employer. Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of

	the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience. The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE's commitment to Diversity, Equality and Inclusion
Code of practice	The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. Read the CPSA Code of Practice.
The reform programme outlined for the health services may impact on this role, and as structures change the job specification may be reviewed. This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.	

Social Worker, Medical (Acute Services)
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Terms and Conditions of Employment

Tenure	The current vacancies available are permanent/temporary and whole time/part-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, 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. You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.
Annual leave	The annual leave associated with the post will be confirmed at Contracting stage.
Superannuation	This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004
Age	The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants. *** Public Servants not affected by this legislation:** Public servants joining the public service or re-joining the public service with a 26-week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age. Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.
Probation	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.

Protection of children guidance and legislation	The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. 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. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
Health & safety	It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include: • Developing a SSSS for the department/service[1], as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training need 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 managed appropriately and investigated in accordance with HSE procedures[2]. • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.

	• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.