Cope Foundation in Cork Communities

Clerical Officer Grade III

Job Specification & Terms and Conditions

Job Title and Grade	**Clerical Officer Grade III**
Reporting Relationship	The post holder will report to the site Manager.
Details of Service	Horizons, *Cope Foundation in Cork Communities*, one of the largest providers of services and supports to people with intellectual disabilities and/or autism in Ireland is on a journey of transformation and change. Horizons currently supports over 2,800 children and adults of every ability to live 'Your Life, Your Way'. We work to enhance the lives of people with an intellectual disability and/or autism; working in partnership with them, their families and local communities to provide a broad range of person-centred services and supports. These services and supports are currently provided through our network of over 70 locations across Cork City and County.
Purpose of the Post	To support the administration process in Horizons which aligns to the goals and objectives outlined by the service.
Principal Duties and Responsibilities	In line with Horizons policies, procedures and best practice standards the Clerical Officer will: <u>Administration</u> • Provide office support, answer queries and provide a reception / telephone service • Keep themselves appraised of the relevant documentation / procedures as relevant • Manage data - including maintaining, correcting, collating, interrogating, validating and processing data • Maintain accurate up to date records filing systems and records (computerised / paper copy) • Assist in and / or prepare reports as necessary • Provide required information and support to Service Managers and teams, • team members, people we support, members of the public etc. • Action all communications in a timely manner • Undertake any other administrative support and assignments as directed • Represent Horizons in a positive manner <u>Customer Service</u> • Promote and maintain a customer focused environment • Ensure that the people we support are treated with dignity and respect • Act on feedback from people we support/customers and report same to Line Manager • <u>Service Delivery and Improvement</u> • Actively participate in innovation and support change and improvement initiatives within the service • Identify potential problems / inconsistencies in a timely manner and consult with Line Manager as appropriate <u>GDPR</u> • Maintain the highest levels of confidentiality and data protection.

	Standards, Policies, Procedures and Legislation • Maintain own knowledge of relevant employer policies, procedures, guidelines and practices, to perform the role effectively • 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 Horizons protocols for implementing and maintaining these standards as appropriate to the role • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service ***The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.***
Eligibility Criteria Qualifications and/ or experience	Candidates must have at the latest date of application: 1. Professional Qualifications, Experience, etc. (a) Eligible applicants will be those who on the closing date for the competition have: (i) Obtained at least grade D (or 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 (ii) Passed an examination of at least equivalent standard Or (iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills and (iv) Candidates must possess the requisite knowledge and ability, including a high standard of suitability and administrative ability), for the proper discharge of the office. 2. 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 4 efficient service. 3. Character Each candidate for and any person holding the office must be of good character

Skills, Competencies and/or Knowledge	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 • 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 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 Team working • 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
Shortlisting for Interview	**Candidates shortlisted** A shortlisting exercise will be carried out on the basis of information supplied in your application form.