



## Additional Campaign Information

### HSE Mid-West Acute and Older Persons Services

Thank you for your interest in pursuing a career with HSE Mid-West Acute and Older Persons Services.

This is additional important information regarding this recruitment campaign. We highly recommend that you read this document in full before applying for this campaign.

#### 1. Who should apply?

Applications are welcomed from all suitably qualified individuals who meet the eligibility criteria for this role. Information on the eligibility criteria is available within the Job Specification.

For information on “Non-European Economic Area Applicants” - please see Appendix 1.

#### If I have a disability, can I still apply?

The Disability Act 2005 sets out a legal obligation on public service bodies to take all reasonable measures to promote and support, in so far as possible, the employment of persons with a disability.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need. Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for any competition.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.

#### 2. How do I apply for this post?

- You must submit a completed application form for this post – please see Appendix 6.
- Applications submitted via Rezoomo will receive an automated response.
- Please ensure you read the instructions for the completion of the application form and complete all areas, including the supplementary questions section in full - please see Appendix 5. Failure to complete all areas of the application form may result in you not being brought forward to the next stage of the selection process.
- We will contact you mainly via your Rezoomo Profile. We recommend that you specify in your application form your personal mobile number. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Rezoomo Profile. Please also ensure that you have registered your profile with an email address that you have access to outside of working hours. If you use your work email and do not have access to this at all times you may miss communications and deadlines.
- Applications must be submitted as a Microsoft Word / PDF format only. Applications stored on personal online storage sites, e.g. OneDrive, Cloud, Dropbox, Google Drive etc. will not be accepted.
- We can only accept one complete application received by the closing date and time for this campaign. If you submit more than one application the last one received prior to the closing date and time is the version that will be considered.
- Please pay particular attention to the closing date and time for receipt of applications. The onus is on the candidate to ensure the application form is submitted on time, unfortunately we are unable to accept late applications under any circumstances.

### 3. How will the selection process be run?

- The purpose of this recruitment process is to fill current and anticipated vacancies, during the lifetime of the panel, should one be formed. Please refer to the job specification for details on panel formation.
- A position on a panel is not a job offer and does not necessarily mean that you will be offered a post.
- A selection board of relevant managers in conjunction with recruitment personnel will assess your application form against the eligibility criteria to see how your experience and skills match the post.
- Those successful at the ranking stage of this process may be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.
- Where qualifications are deemed essential within the eligibility criteria, unless otherwise stated on the job specification all essential qualifications must be completed in full at the closing date of application. Candidates who are unable to show that they hold the required qualifications are therefore ineligible and will be withdrawn from the campaign at any stage.
- Any applicant who does not meet the eligibility criteria / is not shortlisted will be informed of that decision and the reason why.
- It is common that the number of applications received for a position exceeds that required to fill existing vacancies to the position. While you may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, it may be decided to employ a short listing process to select a group for interview who, based on the content of the application form, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable, or incapable of the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience. During any short listing exercise that may be employed, the shortlisting board examines the application forms and assesses them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications/ experience on the application form.

### 4. Interview Notes

Interview notes are created for the interview board member for use as an aide memoir to support board discussions. The relevant interview notes can be provided to a candidate on request. Typed copies of notes are not created and therefore cannot be provided. It is important to remember the sole purpose of any notes produced, therefore a verbatim or complete record of the interview overall should not be expected.

### 5. Marking System

Candidates are given marks for areas of skill during the interview, provided on the interview marking sheet.

Weighting may take place in situations whereby two or more candidates are placed in the same position on a panel. The candidate with the highest score in professional knowledge will be ranked highest.

Where candidates have the same mark on the secondary ranking, an additional ranking will be applied and so forth. Please note in order to be deemed successful for a panel you must be awarded a minimum score of 40 for each competency area.

The below Scoring Guide is provided to illustrate the breakdown of the Scoring Bands used by the Interview Board when scoring a candidate following interview. It is important to note that the description used to identify each of the Scoring Bands is for illustrative purposes only and the wording could vary slightly on your interview marking sheet. For example, if you received a score anywhere between 40 – 69 for a competency area, the comment on the interview marking sheet might include the **word sufficient/adequate/satisfactory/reasonable or other variation to describe the evidence presented by the candidate in answer to the question they were asked**. Please see Appendix 4 for a full outline of the panel management rules.

Certain campaigns may also require a skills match assessment following the interview, this will be outlined within the job specification.

<b>Scoring Guide</b>			
<b>Little Evidence of this key skill area presented</b>	<b>Adequate / Satisfactory evidence of this key skill area presented</b>	<b>Good evidence of this key skill area presented</b>	<b>Strong evidence of this key skill area presented</b>
<b>1 – 39</b>	<b>40 - 69</b>	<b>70- 89</b>	<b>90 - 100</b>

## **6. Formation of Panels**

### **What is a panel?**

A panel is a list of candidates successful at interview placed in order of merit. Candidates are awarded a mark during the interview process and the candidate who scores the highest mark is placed first on the panel. Subsequent vacancies are then expressed to the panel in order of merit. If the number one successful candidate that expressed an interest on the panel refuses the job offer, it is then offered to the second candidate who expressed interest on the panel. Once a panel is formed, it remains in existence for one year and may be extended at the discretion of management for a maximum duration of three years. The HSE may modify panel management rules in line with service need during the life time of the panel and will notify all remaining candidates of any changes.

A candidate's panel placement does not change, regardless of the number of appointments made from a panel.

Please note that the Recruitment Department is unable to disclose to any candidate the number of candidates on a panel or the number of appointments made from a panel.

### **Future Panels**

If there is an existing panel in place this may take precedence over the newly formed 'supplementary' panel for this campaign.

Please note that candidates successful at interview and placed on the panel formed through this campaign may not be considered as applicants for any supplementary campaign to this panel.

## **7. Acceptance / Declining of a recommendation to proceed**

The timelines and panel management rules (i.e. how posts are offered) for each individual post will be included in the Rezoomo communication sent to you for each individual post that arises and is relevant to your order of merit on the panel.

## **8. HR Clearances**

All appointments will require satisfactory HR clearances. Below is a list of mandatory HR Clearances that may be required for all initial appointments within HSE Mid-West Acute and Older Persons Services:

1. Garda Vetting
2. Copies of Photo ID's (one with proof of address)
3. Statutory Declaration
4. Overseas Police Clearance (for all countries resided in for over 6 months)
5. Occupational Health Clearance
6. Two or more satisfactory references covering a five year period (where applicable)
7. Copy of Qualifications as relevant to the role
8. Copy of Professional Registration where applicable (e.g. CORU, NMBI, PSI, IICMP, IMC etc.)
9. Verification of Service

Failure to actively engage with the Recruitment Department in a timely manner throughout the HR Clearance process may result in you being removed from the panel / not being progressed for the post in you have expressed an interest in.

HSE Mid-West Acute and Older Persons Services must be satisfied that it has a full and comprehensive suite of HR Clearances which assures it that the applicant's past performance and behaviours are appropriate to the post. The HSE determines the merit, appropriateness, and relevance of references. The HSE reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note the HSE may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. The HSE reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions/criteria of the specific post in line with service needs.

Please see Appendix 2 for a full outline of what is required during the Garda Vetting and Overseas Police Clearance process.

## **9. Appeal Procedure**

Appointments in the HSE are made under a recruitment license and are subject to the Code of Practice established by the Commission for Public Service Appointments (CPSA). Full details in relation to the Code of Practice and review and complaints procedures are available on the CPSA Website ([www.cpsa.ie](http://www.cpsa.ie)).

### **Section 7**

If a candidate is unhappy with a decision made at any stage while a selection process is ongoing, or believes that it was made on incorrect information or that documented procedure was not followed, they can request a review under Section 7 of the Code. The decision may be reversed if it is found to have been incorrect, to have been based on incorrect information or as a result of documented procedure not being followed.

### **Section 8**

If a candidate believes there has been a breach of the Code of Practice and the selection process followed was, in itself, unfair they can make a complaint under Section 8 of the Code.

A candidate can submit a request for a review of a decision under Section 7 of the Code or a complaint about the process under Section 8 of the Code **but not both**.

#### **How to submit a request for a review or complaint**

In order for the Recruitment Department to deal with your request, you will need to do the following before submitting a request:

1. Identify which procedure is appropriate to your particular circumstance (Section 7 or Section 8)
2. Advise if you wish to avail of an informal or formal review via the Rezoomo Profile
3. Clearly outline how the selection process was unfair or has been applied unfairly to you. Requests for a review or submission of a complaint without providing any facts or grounds to support the request will result in the Recruitment Department being unable to examine the matter.

It is recommended that candidates should pursue an informal review/complaint in the first instance. However should a candidate not wish to engage in the informal review/complaint process, they can proceed directly to the formal process.

We encourage you to visit [www.cpsa.ie](http://www.cpsa.ie) for further information on the code of practice and informal and formal review procedures.

#### **Timeframes for submitting a Review/Complaint**

Request must be submitted via Rezoomo within **5 working days** of receipt of a decision.

## 10. Support modules for candidates engaging in the HSE Recruitment Process

Three support modules, for candidates engaging in the HSE recruitment process, are now available on the HSE Website. You can access the modules by using the following link: [Recruitment Process - HSE.ie](#)

- **Module 1: [Applying for a job in the HSE](#)** This first module is all about the initial application (~15 mins).
- **Module 2: [About interviewing in the HSE](#)** This module is all about the interview process (~20 mins).
- **Module 3: [Practising for an Interview in the HSE](#)** In this module you will conduct an actual practice interview and evaluate it (~10 mins).

Throughout the modules, you will gain an understanding of the various elements of the recruitment process and glean hints and tips on how to best prepare for each stage. You will also have an opportunity to learn from the more common mistakes that candidates make.

The e-Learning modules are also available on HSeLand. They can be accessed by entering '*Getting a Job in the HSE*' in the search function.

## 11. How to contact the Recruitment Department

For generic queries regarding the recruitment process within HSE Mid-West Acute and Older Persons Services please contact the Recruitment Department via the following:

By email: [UHLRecruitment@hse.ie](mailto:UHLRecruitment@hse.ie)

For queries specifically relating to the role please contact the named person on the Informal Enquiries section on the Job Specification.

## Appendix 1

### **(i) Are you an EEA/Swiss or British National?**

Applicants who are EEA nationals, Swiss nationals, or British nationals do not require work permits/visas. EEA nationals who do not require work permits/visas/authorisations are nationals of the following countries: Austria, Belgium, Croatia, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Republic of Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Switzerland, Bulgaria and Romania.

### **(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE**

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

1. A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration Stamp 1, Stamp 1G, Stamp 4, Stamp 5, or Stamp 6 showing you have permission to be in this State.

**OR**

A scanned copy of your current Irish Residence Permit showing Stamp 1, Stamp 1G, Stamp 4, Stamp 5, Stamp 6.

**OR**

2. For permissions related to your graduate or marital/partnership status a scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration Stamp 1G showing you have permission to be in this State.

**OR**

A scanned copy of both the front and back of your current Irish Residence Permit (IRP) showing Stamp 1G and your Marriage/Civil Partnership Certificate.

**And**

- A scanned copy of your spouse's passport showing their identification and current immigration stamp and a copy of their Critical Skills Employment Permit.

**Or**

- **A scanned copy of both the front and back of your spouse's current Irish Residence Permit showing Stamp 4 and a copy of their Critical Skills Employment Permit.**

**Or**

- If your spouse holds a Stamp 2 for the purposes of PhD study, please include a copy of their passport showing their identification and current immigration Stamp 2, OR a scanned copy of both the front and back of their current Irish Residence Permit (IRP) showing Stamp 2.

Applications not accompanied by the above documents, where necessary, will be considered incomplete and not processed any further.

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview.

More information for non-EEA applicants resident in the State visit [Department of Justice Immigration Permissions](#)

#### **Please note:**

The HSE welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. At the time of application you will need to submit documentary evidence which confirms your refugee status.

## Appendix 2

If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland it will be mandatory to provide security clearance for each jurisdiction in which you have resided stating that you have no convictions recorded against you while residing there. All appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK excluding Northern Ireland, USA etc.) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career within the HSE we would strongly advise that you commence seeking international security clearances now.

Note: Candidates who studied outside of the Republic of Ireland or Northern Ireland e.g. in the UK (excluding Northern Ireland), please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated **after** you left the UK.

The following websites may be of assistance to you in this regard:

### United Kingdom

<https://www.acro.police.uk/s/>

<https://www.police.uk/pu/your-area/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

### Australia

[www.afp.gov.au](http://www.afp.gov.au) This website will provide you with information on obtaining a national police clearance certificate for Australia

### New Zealand

<https://www.justice.govt.nz> This website will provide you with information on obtaining police clearance in New Zealand.

### United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**,

<https://www.fbi.gov/services/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

### Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who accept a job offer will have specified timeline within which to produce the required documentation; otherwise the job offer will be withdrawn. These timelines are communicated to you at proceed to pre-employment clearances stage – typically this is 5 working days.

When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

**Note: Any costs incurred in this process will be borne by the candidate.**

## **Appendix 3**

### **Persons in receipt of a pension from specified Superannuation Schemes**

Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

Incentivised Scheme of Early Retirement (ISER)  
Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed by the Health Service Executive before applying/competing for posts to be filled through this recruitment campaign.

### **Abatement of Pension (Section 52 of Public Service Pensions Act 2012)**

Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

## Appendix 4

### Panel Management Rules

The time lines and panel management rules for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel.

### Frequently used terms:

- Expression of Interest: An expression of interest simply means that you indicate that you would be interested in this job should it be offered to you.
- Recommendation for Post: A recommendation to proceed simply means that you are the candidate who expressed an interest in a post and is highest in order of merit and will be invited to proceed to the next stage of the recruitment process (pre-employment clearances).
- Order of Merit: The order of merit is initially decided by your score achieved at assessment/ interview i.e. candidates are listed in order determined by their score, the highest score achieved is no.1 on the panel, the second highest score is no.2 etc.

### Permanent Posts

You will have a specified deadline in which to express an interest in a permanent post. You will be advised via Rezoomo information regarding the details of the post and the last date by which you may express an interest. You will also receive a description of the post/service as well as the contact details for the Service Manager to discuss the service/department. We strongly recommend that you do so.

This office may notify more than one candidate, in order of merit that a permanent post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will then be invited to proceed to the next stage of the recruitment process i.e. pre-employment clearances. Candidates who do not express an interest or who reject a post when formally invited to proceed to pre-employment clearances will not be moved on the panel and their ranking on the panel will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification email.

Candidates who formally proceed to pre-employment clearances for a permanent post will no longer be eligible for any further expressions of interest and will be removed from the panel.

The time span and deadline for expressing interest will be clearly indicated in the expression of interest email. We strongly advise candidates to pay due attention to expiry times.

Candidates who formally proceed to pre-employment clearances for a part-time permanent post will no longer be eligible for any further expressions of interest and will be removed from the panel.

Please note that candidates successful at interview and placed on the panel formed through this recruitment campaign will not be considered as applicants for future recruitment campaigns to supplement this primary panel. This applies if you are still active on the panel. Panel members who have accepted a specified purpose contract are considered active panel members.

### Specified Purpose Posts

Candidates who proceed to pre-employment clearances for a specified purpose post will not receive any further expressions of interests for specified purpose posts and will be classified as "dormant". This means that you will not be contacted regarding any further specified purpose posts, which arise unless you notify this office. At any time, after you take up duty should you become available for specified purpose work again, you can contact this office, who will reactivate your status on the panel confirming your availability for specified purpose posts.

Candidates who take up specified purpose positions remain on the panel for permanent offers, should one arise. Candidates who do not take up or express an interest in specified purpose vacancies will not forfeit their ranking on the panel. Regardless of whether a candidate's status on the panel is dormant (due to accepting a specified purpose post) or active, it will not affect in any way expressions of interest for permanent positions.

## Appendix 5

### Guidelines for Completing the Supplementary Questions

Supplementary Questions are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you 'fit' the requirements of a particular role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it**.

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks.

So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

Some guidelines for presenting yourself well are given below:-

- **Give specific examples** – most questions will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**. This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
- **Give a range of examples** – if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a 'one off' situation.
- **Be concrete rather than theoretical** – a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

Examples on how to complete this section of the application form:

**Skill Area: Communication Skills:** *able to adapt your communication style to particular situations and audiences..... able to produce clear and concise written information....*

**Example 1:** *I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients' needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

#### **Example 1 (above):**

This is **not** a good example because it:

- Does not give sufficient details of exactly what the person did or how they actually demonstrated their "*effective communications skills*"
- Is not clear where the information requested at (a), (b) and (c) (supplementary section) is presented.

**Example 2:** (a) The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.

(b) I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.

(c) The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued. 80% credit

**EXAMPLE 2 (ABOVE):**

This is a **better** example because it:

- Describes exactly what the person did and how they communicated, for example  
*“.....consultation, mainly over the phone and face-to face” & “developed a format for a summarised report, reducing the average length from 40 pages to just 10” “achieved this through careful editing of the information and increased use of graphs”. “encouraged clients to ask questions”*
- It is clearer where the information requested at (a), (b) and (c) of the supplementary question section is presented.

## Appendix 6

[Rezoomo](#) is the Talent Acquisition software where you will submit your application.

When you create your Rezoomo profile kindly enter your correct details as this will be used throughout the campaign process.

All communication from the Recruitment Department will be made via Rezoomo and you will receive an email communication on the email address you have used to set up your Rezoomo Account. We strongly recommend you use a personal email address to which you have regular access as you might not always have access to your work email while on leave or if you move Company.

As previously advised, all communication from the Recruitment Department will be made via Rezoomo. Therefore, in order to reply to correspondence from us, please log into Rezoomo and, on the Home page, click on “open” under “message” to reply to the last message of the campaign.

Please do not click reply from your email provider (for example: Gmail or Yahoo) as your response will not be received.

### **Access your submitted application**

Once the application has been submitted, you cannot amend it. To access a copy of your application please log into your Rezoomo account. On the home page, you will see a list of the campaign(s) you have applied for. Listed beside the name of the campaign, on the right-hand side, there is an icon below “applied with...” click on that icon (see image 1 below) to retrieve your application.

#	Job Title	Apply Date	Status	Location	Company	Applied With..	Message
31377	[REDACTED]	[REDACTED]	[REDACTED]	Limerick	UL Hospitals Group		 Open