



**Medical Secretary - Grade IV (Supplementary)  
Job Specification & Terms and Conditions**

<b>Job title, grade code</b>	<b>Medical Secretary - Grade IV (Assistant Staff Officer) Supplementary Campaign</b> Rúnaí Leighis - Grád IV (Oifigeach Foirne Cúnta) Feachtas Forlíontach  (Grade Code 0558)
<b>Remuneration</b>	The salary scale for the post is (01/02/2026): €36,109; €38,24; €39,097; €41,260; €43,420; €44,973; €46,651; €48,914 €50,560; €52,235; <b>€53,829 €55,463 LSIs</b>  <a href="#">Review the most recent Salary Scales:</a>  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.
<b>Campaign reference</b>	<b>26UHWM0205</b>
<b>Closing date</b>	<b>21.05.2026 at 2p.m.</b>  <b>We recommend that candidates submit their application a minimum of 1 hour before the closing date and time to ensure their application form has been uploaded successfully to Rezoomo.</b>  <b>Applications will not be accepted after this date and time; no exceptions will be made</b>
<b>Proposed interview date (s)</b>	Proposed interview dates will be indicated at a later stage.
<b>Taking up appointment</b>	A start date will be indicated at job offer stage.
<b>Location of post</b>	<b>University Hospital Waterford incorporating Kilcreene Regional Orthopaedic Hospital</b>  A supplementary panel may be formed as a result of this campaign for <b>University Hospital Waterford</b> from which future Permanent and Specified Purpose Whole Time and Part time <b><u>vacancies for Medical Secretary roles only</u></b> may be filled.
<b>Reasonable Accommodations</b>	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process, should email Laura Ferguson, Campaign Lead <a href="mailto:laura.ferguson@hse.ie">laura.ferguson@hse.ie</a>
<b>Informal enquiries</b>	Maria Creed, Administration Manager, UHW <a href="mailto:Maria.creed@hse.ie">Maria.creed@hse.ie</a> 051-847267 / 087-7731461
<b>Details of service</b>	University Hospital Waterford is a Model 4 teaching hospital that provides general medical, surgical, paediatric and maternity care to people living in South Kilkenny, Waterford City and County.



	<p>The hospital provides specialty services to the population of the south east c. 500 000 in the following areas of clinical practice: Cardiology (including Interventional Cardiac Procedures), Trauma Orthopaedics, Ophthalmology, Neurology, Nephrology, Rheumatology, Urology, Vascular Surgery, ENT, Neonatology, Radiology, Pathology and Microbiology.</p> <p>The hospital is the designated cancer centre for the south east, providing rapid access assessment for Breast, Prostate, and Lung and Skin cancers. Cancer surgery is centralised at UHW. Haematology, Medical Oncology and Palliative Care is provided through our inpatient and day care facilities.</p>
<p><b>Reporting relationship</b></p>	<p>The post holder will report to the Staff Officer, Grade VI, Administration Manager or other nominated manager.</p>
<p><b>Purpose of the post</b></p>	<p>To provide administrative support within a function and to supervise clerical staff under their remit.</p>
<p><b>Principal duties and responsibilities</b></p>	<p>The position of Medical Secretary Grade IV encompasses both managerial and administrative responsibilities which include the following:</p> <ul style="list-style-type: none"> <li>• Responsible for the administrative management of outpatient clinics, admissions and day cases for the relevant clinician.</li> <li>• Responsible for the accurate typing of correspondence to other medical practitioners and clinicians.</li> <li>• Management of patient charts.</li> <li>• In consultation with line manager, conduct audits of procedures within the department to ensure best practice.</li> <li>• Preparation and completion of statistical data relevant to the speciality.</li> <li>• Ensuring the management of cancelled, reschedules and D.N.A appointments on a daily basis (customise to suit individual hospital).</li> <li>• Responsibility for managing the Inpatient Waiting List on IPMS (Inpatient Management System) in line with the National Guidelines for scheduling of patients for surgery</li> <li>• Responsibility for managing the Outpatient Waiting List on IPMS (Inpatient Management System) in line with the National Guidelines for scheduling of patients for clinic appointments</li> <li>• Liaising with relevant staff of the department concerning any difficulties or queries regarding clinical information.</li> <li>• Communication with the department and to next level of the organisation.</li> <li>• Communication with patients, Consultants and General Practitioners.</li> <li>• Responsible for maintaining confidentiality of data, including patient information.</li> <li>• Maintain quality standards and policies.</li> <li>• Monitor and evaluate procedures within own area of responsibility to ensure a client centred quality service is delivered and strives to ensure full compliance with best practice.</li> <li>• Making decisions within clearly defined policies.</li> <li>• Ensuring compliance with Freedom of Information legislation as it applies to the post of medical secretary.</li> <li>• To act as appropriate as secretary to other groups or committees as may be required, from time to time.</li> </ul>

	<ul style="list-style-type: none"> <li>• Managing the performance, accuracy and efficiency of workload associated with duties and responsibilities of the grade of medical secretary.</li> <li>• Planning, organising and prioritising tasks assigned by the Line Manager and setting objectives for completion of these tasks/duties.</li> <li>• Ensuring that area goals are met on a daily/weekly/monthly/annual basis.</li> <li>• Interpretation and implementation of Hospital and Health Board policies and procedures.</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Ensure the efficient day-to-day administration of area of responsibility.</li> <li>• Ensure deadlines are met and that service levels are maintained.</li> <li>• Ensure an even distribution of workload among team, taking into account absence due to annual leave etc.</li> <li>• Support the preparation and issuing of office documentation (correspondence, reports, etc) to the highest possible standard by monitoring and reviewing team work to ensure quality and accuracy.</li> <li>• Use appropriate technology to ensure work is completed to a high standard.</li> <li>• Ensure that archives and records are accurate and readily available.</li> <li>• Maintain confidentiality of documentation, records, etc.</li> <li>• Ensure line management is kept informed of issues.</li> <li>• Ensure that the service is kept informed and that their views are communicated to middle management.</li> <li>• Organise and attend meetings as required.</li> <li>• Take minutes at meetings and prepare for circulation following meeting.</li> <li>• Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Promote and maintain a customer focused environment including monitoring efficiency of service provided by the team and notifying supervisor of any deficiencies.</li> <li>• Ensure that service users are treated with dignity and respect.</li> <li>• Act on feedback from service users/customers and report same to supervisor.</li> </ul> <p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• Implement agreed changes to administration of the service.</li> <li>• Encourage and support staff through change processes.</li> </ul> <p><b>Standards, Policies, Procedures and Legislation</b></p> <ul style="list-style-type: none"> <li>• Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices, to perform the role effectively and to ensure current work standards are met by own team.</li> <li>• Maintain own knowledge of relevant regulations and legislation e.g., Financial Regulations, Health &amp; Safety Legislation, Employment Legislation, FOI Acts etc.</li> </ul>
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	<ul style="list-style-type: none"><li>• Ensure consistent adherence to procedures within area of responsibility.</li><li>• Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards.</li></ul> <p><b>The above Job Description 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.</b></p>
<p><b>Eligibility criteria</b></p> <p><b>Qualifications and/ or experience</b></p>	<p><b><i>This campaign is confined to staff who are currently employed by the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 as per Workplace Relations Commission agreement -161867</i></b></p> <p><b>1. <u>Professional Qualifications, Experience, etc</u></b></p> <p>(a) Eligible applicants will be those who on the closing date for the competition:</p> <p>Have satisfactory experience as a clerical Officer in the HSE, TUSLA, other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004</p> <p style="text-align: center;"><u>Or</u></p> <p>Have obtained a pass (Grade D) in at least five subjects from the approved list of subjects in the Department of Education Leaving Certificate Examination, including Mathematics and English or Irish<sup>1</sup>. Candidates should have obtained at least Grade C on higher level papers in three subjects in that examination.</p> <p style="text-align: center;"><u>Or</u></p> <p>Have completed a relevant examination at a comparable standard in any equivalent examination in another jurisdiction</p> <p style="text-align: center;"><u>Or</u></p> <p>Hold a comparable and relevant third level qualification of at least level 6 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).</p> <p><i>Note<sup>1</sup>:</i></p> <p><i>Candidates must achieve a pass in Ordinary or Higher-level papers. A pass in a foundation level paper is not acceptable.</i></p> <p><i>Candidates must have achieved these grades on the Leaving Certificate Established programme or the Leaving Certificate Vocational programme.</i></p> <p><i>The Leaving Certification Applied Programme does not fulfil the eligibility criteria.</i></p>



	<p style="text-align: center;"><b>and</b></p> <p>(b) Candidates must possess the requisite knowledge and ability, including a high standard of suitability, for the proper discharge of the office.</p> <p><b>2. <u>Health</u></b> 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.</p> <p><b>3. <u>Character</u></b> Candidates for and any person holding the office must be of good character.</p>
<b>Post specific requirements</b>	Please demonstrate your previous experience of Medical Typing and/or Speech/Digital Dictation
<b>Other requirements specific to the post</b>	Where a post has specific requirements these will be notified to panel members at “expression of interest” stage e.g., shift work, unsocial hours, access to appropriate transport to carry out the duties and responsibilities of the role.
<b>Additional eligibility requirements:</b>	<p><b>Citizenship requirements</b> Eligible candidates must be:</p> <p>(i) EEA, Swiss, or British citizens</p> <p style="text-align: center;"><b>OR</b></p> <p>(ii) Non-European Economic Area citizens with permission to reside and work in the State</p> <p>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.</p> <p>To qualify candidates must be eligible by the closing date of the campaign.</p> <p>Read more about <a href="#">Department of Enterprise, Trade &amp; Employment Work Permits</a>.</p>
<b>Skills, competencies and/or knowledge</b>	<p><b><u>Knowledge/Professional Knowledge</u></b> <b>Demonstrate:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Hospital based IT systems relevant to the role</li> <li>• Knowledge of Organisation/Hospital Services</li> <li>• Demonstrate a working knowledge of HSE Policies and Procedures relevant to the role</li> </ul> <p><b><u>Communications &amp; Interpersonal Skills</u></b> <b>Demonstrate:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role</li> <li>• The ability to engage effectively with a range of stakeholders</li> <li>• The ability to remain calm under pressure and to be proactive, self-sufficient and reliable</li> </ul>



	<p><b><u>Planning &amp; Managing Resources</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• Strong planning and organising skills including, prioritising, structuring and organising own work load effectively</li> <li>• The ability to use computer technology effectively for the management and delivery of results</li> <li>• The ability to take responsibility and be accountable for the delivery of the service</li> <li>• A logical and pragmatic approach to workload, delivering the best possible results with the resources available</li> </ul> <p><b><u>Evaluating Information, Problem Solving &amp; Decision Making</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate</li> <li>• Ability to recognise importance of specific requests or correspondence</li> <li>• Ability to make sound decisions with a well-reasoned rationale and to stand by these</li> </ul> <p><b><u>Team Working</u></b>  <b><i>Demonstrate:</i></b></p> <ul style="list-style-type: none"> <li>• The ability to work both independently and as part of a team</li> <li>• The ability to establish good working relationships with a wide range of internal and external stakeholders.</li> <li>• Capacity for management responsibility and initiative as well as leadership potential and strong team skills.</li> </ul>
<p><b>Campaign specific selection process</b></p> <p><b>Ranking/shortlisting / interview</b></p>	<p>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.</p> <p>Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process.</p> <p>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.</p>
<p><b>Diversity, equality and inclusion</b></p>	<p>The HSE is an equal opportunities employer.</p> <p>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.</p> <p>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</p>



	<p>full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.</p> <p>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.</p> <p>Read more about the HSE's commitment to <a href="#">Diversity, Equality and Inclusion</a></p>
<b>Code of practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).</p> <p>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.</p> <p>Read the <a href="#">CPSA Code of Practice</a>.</p>
<p>The reform programme outlined for the health services may impact on this role, and as structures change the job specification may be reviewed.</p> <p>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.</p>	



**Medical Secretary - Grade IV (Supplementary)  
Terms and conditions of employment**

<p><b>Tenure</b></p>	<p>A supplementary panel may be formed as a result of this campaign for <b>University Hospital Waterford from which</b> future Permanent and Specified Purpose Whole Time and Part time <b><u>vacancies for Medical Secretary roles only may be filled.</u></b></p> <p>The tenure of each post will be indicated at “expression of interest” stage. These posts are pensionable.</p> <p>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.</p>
<p><b>Working week</b></p>	<p>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.</p> <p>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.</p>
<p><b>Annual leave</b></p>	<p>The annual leave associated with the post will be confirmed at Contracting stage.</p>
<p><b>Superannuation</b></p>	<p>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 01<sup>st</sup> 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 31<sup>st</sup> December 2004</p>
<p><b>Age</b></p>	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b>* Public Servants not affected by this legislation:</b> 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.</p> <p>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.</p>
<p><b>Probation</b></p>	<p>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.</p>
<p><b>Protection of children guidance and legislation</b></p>	<p>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.</p>



	<p>Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons.</p> <p>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 <a href="#">Schedule 2</a> 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.</p> <p>Visit <a href="#">HSE Children First</a> for further information, guidance and resources.</p>
<p><b>Infection control</b></p>	<p>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.</p>
<p><b>Health &amp; safety</b></p>	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Developing a SSSS for the department/service<sup>1</sup>, 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.</li> <li>• 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.</li> <li>• Consulting and communicating with staff and safety representatives on OSH matters.</li> <li>• 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.</li> <li>• Ensuring that all incidents occurring within the relevant department/service are managed appropriately and investigated in accordance with HSE procedures<sup>2</sup>.</li> <li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li> <li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li> </ul> <p><b>Note:</b> Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

<sup>1</sup>A template SSSS and guidelines are available on [writing your site or service safety statement](#).

<sup>2</sup>Structures and processes for effective [incident management](#) and review of incidents.