**JOB DESCRIPTION**

**Full time Clerical Officers (12 Month Fixed Term)**

**Secondment to Tusla Child and Family Agency**

**Name of Employer:** Northside Home Care Services CLG

**Location:** Secondment within Tusla Child and Family Agency Offices - North Dublin

**Contracts & Hours:** Northside Home Care Services CLG is working in direct partnership with Tusla Child and Family Agency for the purposes of these Clerical Officer posts. This role is specifically for the purpose of secondment to the local Tusla Social Work department to support the department in key administration duties for a fixed term period of 12 months.

**Salary:**  €26,116.00 gross per annum (salary negotiable depending on proven public service experience). PRSA – the post holder will be entitled to access the organisation’s Personal Retirement Savings Account (PRSA) scheme.

The standard working week applying to the whole time equivalent of this post is 35 hours. The annual leave associated with the whole time equivalent of this is post is 26 days per annum.

**Clerical Officer Job Specification**

**Secondment to Tusla Child and Family Agency - fixed term 12 months**

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| **Job Title, Grade and Grade Code** | Clerical Officer – North Dublin  Direct secondment to Tusla Child and Family Agency for a fixed term period of 12 months. |
| **Applications considered via email submission to Tusla** | Applications are invited by CV, together with a personal statement clearly stating suitability for the role directly linked to the core competencies stated in the Job Specification (250 words max) to [orla.foran@tusla.ie](mailto:orla.foran@tusla.ie) |
| **Opening date for Applications** | Tuesday the 7th March 2023 |
| **Closing Date for Applications** | Monday the 20th March 2023 |
| **Proposed Interview date(s)** | Week commencing 27th March 2023 |
| **Location of Post** | Secondment within Tusla Child and Family Agency Offices - North Dublin |
| **Details of Service** | Northside Home Care Services CLG is working in direct partnership with Tusla Child and Family Agency for the purposes of the Clerical Officer post.  Further information is available on <http://www.tusla.ie/> |
| **Purpose of the Role** | This role is specifically for the purpose of secondment to the local Tusla Social Work department to support the department in key administration duties for a fixed term period of 12 months. |
| **Reporting Relationship** | Head of Department or other delegated manager (Tusla Child and Family Agency). |
| **Duties and Responsibilities** | **Main Duties and Responsibilities:**  The Clerical Officer will be responsible for the day to day administrative functions of the organisation under the direction of the assigned supervisor/manager. The role covers all aspects of Clerical and Administrative work to ensure the effective running of Tusla Child and Family Agency.  The Clerical Officer is required to have sufficient knowledge of the relevant procedures and practices to perform the role efficiently and ensure the standards set are maintained.  **General Administrative Duties:**   * Day to day office duties e.g. correspondence, post, typing, Dictaphone typing, photocopying, scanning, filling etc; * Logging all enquiries/telephone calls, complaints etc. Prioritising same, dealing with queries, keeping supervisor/manager informed of progress and activities; * Assist in the drafting and issue of letters, memos and general information to internal customers, clients and general public; * Populate, maintain and update local databases and records; * Work closely with all functions within Tusla Child and Family Agency to deliver planned services of your department; * Have an understanding of the Child and Family Agency and how it works; * Understand how your department impacts on the service users; * Understand how neighbouring departments and functions must combine their efforts to achieve optimum services levels; * Use knowledge of the organisation’s structures and traditions to help achieve results; * Act in a manner that is consistent with the organisation’s values and vision; * Treat all information and service users with confidentiality and discretion.   **Communication:**   * Interpreting and providing written and oral information to staff and service users, i.e. by phone, letter etc and contribute positively to the public image of Tusla Child and Family Agency; * Liaise and co-operate with other members of staff in the interest of providing the best possible service to service users; * Understand service users by being approachable and by listening to them.   **Legislative Compliance and Record Keeping:**   * Have awareness of the guidelines and legislation that governs your area of work and ensure compliance when issuing advice and documentation; * Ensure compliance with Data Protection Act and Record Keeping/Retention; * Assist in the implementation of new legislation/guidelines and associated reports and tasks.   **Health & Safety:**   * 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 service for example National Standards for Child Protection and Care and comply with associated Tusla Child and Family Agency 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.   **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 from time to time and contribute to the development of the post during the period of secondment to Tusla Child and Family Agency.** |
| **Eligibility Criteria Qualifications and / or Experience** | **Applicants must by the closing date of application have the following:**   * Proficient with Microsoft Office; Excel, Word and Power Point * Have obtained at least Grade D (or a pass), in Higher or Ordinary level, in five subjects from the approved list of subjects in the Department of Education Established Leaving Certificate Examination / Leaving Certificate Vocational Programme (or) alternatively, have passed an examination of equivalent standard. * Have satisfactory relevant experience which encompasses demonstrable equivalent skills (or) have had at least two years previous service in an office of Grade III, Grade II, Grade II typist or Grade I under a local authority or health board in the State.   **Health:**  The post holder 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:**  The post holder must be of good character. |
| **Skills competencies and/or knowledge** | **Professional Knowledge and Skills:**   * Have an understanding of the Child and Family Agency and how it works; * Demonstrate competent word processing and database MS Excel skills; * Efficient use and maintenance of filling and document management systems; * An ability to generate and present documents in a professional manner.   **Planning and organisational Skills:**   * Assumes personal responsibility for and delivers on agreed objectives/goals; * Demonstrates an ability to manage day to day activities and assigned projects with capacity to plan and prioritise; * Assists in ensuring deadlines are met to ensure outputs are delivered to a high standard in an efficient manner.   **Effective Team Working:**   * Can work independently demonstrating self-sufficiency or work as a member of a team; * Demonstrates flexibility, adaptability and openness to working effectively in a changing environment; * Be co-operative and work in harmony with other teams and other disciplines; * The ability to work effectively within a multi-disciplinary organisation in a complex and pressured environment.   **Communication and Interpersonal Skills:**   * Demonstrates ability to communicate in a fluent, logical and clear manner verbally and in writing; * Maintains a strong focus on meeting the needs of internal and external customers; * Works effectively. |
| **Other requirements of the role** | Minute taking experience is preferable but not essential. |
| **Application & Selection Process**  **Shortlisting/interview** | Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing 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 applicants think about their experience in light of those requirements and demonstrate same on the CV and Cover Letter by way of application for the position of Clerical Officer.  Tusla Child and Family Agency will primarily oversee the application and selection process for the Clerical Officer post(s).  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the shortlisting stage of this process (where applied) will be carried forward to interview. |
| This job description is a guide to the general range of duties assigned to the post holder.  It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.  Northside Home Care Service’s CLG & Tusla Child and Family Agency recognises their responsibilities under the Data Protection Acts 2003-2018 and the Freedom of Information Act 2014.  Northside Home Care Service’s CLG & Tusla Child and Family Agency are Equal Opportunities Employers. | |
| **Tenure** | The current vacancies available are for a fixed term period of 12-months and wholetime. |
| **Remuneration** | €26,116.00 gross per annum (salary negotiable depending on proven public service experience).  PRSA **–** the post holder will be entitled to access the organisation’s Personal Retirement Savings Account (PRSA) scheme. |
| **Working Week** | The standard working week applying to the whole time equivalent of this post is: 35 hours. |
| **Annual Leave** | The annual leave associated with the whole time equivalent of this is post is 26 days per annum. |
| **Probation** | Every appointment of a person who is not already a permanent officer of Tusla Child and Family Agency shall be subject to a probationary period of 6 months. |
| **Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)** | The safety and welfare of children and young people is a key priority of Northside Home Care Services CLG and Tusla Child and Family Agency.  Employees of Northside Home Care Services CLG and employees who are seconded directly to TUSLA are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with Northside Home Care Services CLG and Tusla Child and Family Agency Child Protection policies. |
| **National Standards for Children and Family Services** | Employees must have a working knowledge of HIQA Standards (<https://www.hiqa.ie/areas-we-work/childrens-services>) and/or the Adoption Authority of Ireland Standards as they apply to the role.  All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017). |