Job Title and Grade	General Manager, ICT including Digital Health Support, CHO DNCC (Grade Code 0041)
Campaign Reference	CHODNCC/RU/2021/54
Closing Date	12 noon Wednesday 4th August 2021
Proposed Interview Date (s)	Late August
Taking up Appointment	A start date will be indicated at job offer stage
Location of Post	There is one permanent and whole-time vacancy per CHO to be filled initially in CHO 9 – Dublin North City and County Community Healthcare Organisation The General Manager - ICT including Digital Health Support will report to the Chief Officer, Community Healthcare Organisation and work with the National Digital Health Office and will be located within the relevant CHO Area. The specific location of each vacancy will be confirmed at Job Offer stage. A panel may be formed as a result of this campaign for General Manager, ICT including Digital Health Support, from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.
Informal Enquiries	Ms Mellany McLoone Chief Officer, CHO9 Email: Cho.dncc@hse.ie Tel: 01 8131838
Details of Service	CHO area 9 Dublin North City and County (DNCC) is one of nine Community Healthcare Organisations across the country and is responsible for providing care and services to a population of approximately 621,405 in Dublin North City and County. Mellany McLoone is Chief Officer for CHO DNCC and has full responsibility and accountability for the delivery of all Community Healthcare services in the area. Community Healthcare Services are the broad range of services that are delivered outside of the acute hospital setting and include: Primary Care, Social Care - Older Persons, Social Care – Disabilities, Mental Health and Health and Wellbeing The HSE Corporate Plan 2021-2024 identifies Technology and eHealth as one of the key enablers of reform in the HSE. "Implementing technology and eHealth solutions and accelerating the digitisation of our health service will support a culture of continuous improvement and innovation. It will allow for increased access, sharing and analysis of information across the health services. Technology will enable predictive health delivery identifying where the services are needed most and support person centred healthcare. " The Committee on the Future of Healthcare Sláintecare Report proposes a national health service for Ireland's 21st century health needs. This service will deliver upon the 'triple aim' of health systems by "improving care, improving health and reducing costs" through

	an integrated care system which puts the person at the centre of system design and delivery, and is well-organised and coordinated to manage costs. This future model of integrated care envisages a decisive shift away from the current hospital-centric model of care to where the majority of healthcare will be accessible and delivered in community settings. The Report recognises that the "best health outcomes and value for money can be achieved by re-orientating the model of care towards primary and community care". Sláintecare Report Strategic Action 10.1: eHealth Action: 10.3 – Develop new ICT systems to support the health workforce. Sub Action: 10.3.3 – Provide telehealth solutions to support delivery of care in the community closer to patients and their families. HSE National Service Plans provide detail on the scale of reform and service improvement plans including both service delivery models but also underlying infrastructure improvements and ways of working. This includes the core digital programme as laid out in Sláintecare Implementation Strategy. The HSE now has an opportunity to build on this programme of work by establishing scalable and sustainable telehealth solutions that can integrate with existing services while ensuring continuing care and maximising the value of healthcare resources including service capacity. The National Community Digital Oversight Group will agree and set the National Community ICT including Telehealth priorities for local implementation. The supporting HR structure which has been approved includes one National General Manager position, who will have national responsibility to drive change. One General Manager, Grade VII and Grade V for each of the nine Community Health Organisations. will drive the local implementation of ICT solutions including Digital Health Support across Community services
Reporting Relationship	The General Manager ICT including Digital Health Lead will report to the Chief Officer, CHO or other nominated Manager. **Key Working Relationships:** The General Manager ICT including Digital Health Support will develop effective working relationships with the:- - CHO Management Team - Managers and staff within Community Healthcare Organisations - National Digital Health/Telehealth Steering Committee - Office of the Chief Information Officer (OoCIO) - National, Regional/Group Quality Improvement Division/Teams - Clinical Leads [Health & Social Care Professions (HSCP)], Nursing and Medical) - Integrated Care Lead and Integrated Care Clinicians - National HSCP Office and Office of the Nursing and Midwifery Services Director (ONMSD) - Patient Representative Groups - Quality & Patient Safety (QPS) Function - HR, Finance, Procurement, Communications and Business Information Leads as required - Voluntary / funded agencies / Community groups - Other internal / external stakeholders as appropriate

	• Local Telehealth leads • ICT Teams
Purpose of the Post	The General Manager for ICT including Digital Health is responsible for establishing the CHO's ICT technical vision and leading all aspects of the CHO's technology development. He/she plays an integral role in the CHO's strategic direction, development and future growth. Responsibilities include: leading the execution of technology strategy and technology platforms, partnerships and external relationships. Any other appropriate duties assigned by the Chief Officer
Principal Duties and Responsibilities	**Strategy and Planning:** • Development of ICT strategies and plans. • Define and deliver informatics and technological developments reflecting the high ambitions of the CHO and reflective of the change agenda faced by the Irish Healthcare System. • To use expert knowledge and skills to actively support the development and implementation of the CHO's eHealth Strategy/Digital Roadmap. • Take a lead role in the implementation of National and Local Information Technology systems in the CHO. • Liaise with project staff, both internal and external to ensure designated projects are delivered in a timely manner. • Shape the scale, skills and remit of the ICT Department to enable the CHO to meet its current and future obligations and ambitions. • Monitor the performance of the CHO ICT Team against its obligations to contribute to overall performance and deliver sustained improvements in both quality and productivity. • Provide support to the Data Governance Manager in relation to the implementation and on-going monitoring of the GDPR (General Data Protection Regulation) legislation. • Drive an on-going development plan of data analytics / business intelligence capability within the CHO, that will provide data to clinical and corporate functions that facilitates them to understand current performance and future needs; support service reconfiguration and development; and provides the required data to support a strong research and audit agenda. • Accept overall responsibility for the CHO's ICT capabilities and functioning, assessing the relevant risks and opportunities. • Engage with external stakeholders, including the OoCIO and other CHO's as appropriate to ensure alignment between their and the CHO's Informatics strategy. • Provide specialist leadership across the ICT Procurement process, ICT contract negotiation, business case development and contract development. • Take overall responsibility for ensuring that successful third party suppliers provide services in line with agreed contractual arrangements as part of the effective delivery of the projects. • To be a decision making and influencing member of the ICT department/Senior Management Team. • Develop ICT operational plans and ICT roadmap/strategy ensuring appropriateness to the CHO's requirements, taking full advantage of all emerging technologies and provide a path to achieve national objectives. • Provide timely advice relating to the provision of new ICT Services and Innovations by maintaining a watching brief on new technology, by visiting other sites, appropriate training and attendance at appropriate conferences. • Develop business cases in support of securing capital investment or alternatives funding streams, for the development of ICT. • Using expert experience to ensure that ICT Team functions are cohesive within the ICT department and deliver on the CHO's objectives.

- To ensure that the work carried out by the ICT Team is always aligned to the delivery of the eHealth Strategy/Digital Roadmap.
- Provide management support for the development of the ICT Programme plan ensuring priorities and dependencies are identified and understood.
- Provide specialist knowledge and advice on preparing and maintaining individual project plans, resource plans and reports using specialist project planning tools in support of the project planning cycle.
- Advise and identify relevant resources to ensure they meet their projected end dates.
- Drafting new and managing existing ICT policies and procedures for the CHO.
- Provide support and assure the Information Governance Group ensuring appropriate PPPG's are maintained.
- Oversee the CHO's implementation of data security on systems and users.

Leadership:
- Responsible for managing and prioritising the workload of the ICT Team, ensuring that the portfolio of projects engaged in, optimises resources and delivers the most strategically significant projects and programmes in accordance with the strategic priorities as outlined by the CHO.
- Advise the CHO on the prioritisation of projects, innovation initiatives, and resource allocation to deliver optimum portfolios and support the achievement of strategic goals and deliver value to the CHO.
- Research emerging technologies, architectures, service models and products to determine their suitability for adoption at the CHO.
- Use various funding sources to procure revenues to support initiatives.
- Day to day management of the ICT Team, ensuring a high level of professional competence is maintained within the Department at all times.
- Maintain staff compliance with all legislative and CHO policies including the areas of Health and Safety, Hygiene/Infection Prevention & Control and Quality, Safety & Risk.
- Take an active role in change management and reform.
- Lead out on the development of appropriate frameworks, standards, architectures, in line with CHO strategic objectives.
- Liaise with regulatory bodies (e.g. HIQA) re standards, guidelines, etc.

Service Delivery:
- Managing the ICT Team budget, providing financial information to the executive and co-ordinating spending with CHO financial systems.
- Planning yearly budgets and drafting plans and associated costs for ICT requirements and projects in the future.
- Manage, deliver & monitor new processes, software and technologies ensuring value for money and appropriate service levels are achieved.
- Develop, manage and support CHO access to social media as required.
- Manage and oversee staff as assigned.
- Support and participate in internal and external audit process.
- Respond to and assist in resolution of critical ICT Incidents.
- Co-ordination of Staff Training on ICT applications and systems as required.

Research:
- Research and develop those areas that will both improve the quality of service provision and reduce costs.
- Provide support to projects that rely on the use of ICT, including Annual Clinical Report data, audit and research projects.

Communication:
- Ensuring that all members of the ICT Team understand their role and effectively contribute to the provision of a high quality service.
- Provide briefings to ICT and CHO staff.
- Liaise with other managers regularly, sharing experience and skills as appropriate.

	Policy and Information: • Work with the ICT Team to deploy best practice policies, procedures, guidelines, processes and process frameworks. • Develop and implement appropriate performance SLA's aligned with the CHO Operational Plan. **Risk Management:** • Contribute to a quality patient safety and risk culture. • Maintain awareness of and contribute to ICT and CHO Risk Register. • Responsible for managing assigned ICT Risks. **Representation** • Work on External, National, CHO Group and other initiatives for the betterment of the CHO in general as required or as nominated by the CHO. • Partnership working. • Work on quality reviews, performance management, etc. • Significant input into liaison and management of work programme to deliver business systems.

Eligibility Criteria
 	
Qualifications and/ or experience
	Candidates should be aware that the information provided by them in their application form will form the basis on which eligibility and short listing is conducted.
	
	The HSE reserves the right to undertake eligibility and /or shortlist candidates in the manner it deems most appropriate.
	
	Applicants must possess a qualification no lower than a level 8 National Framework Qualification relevant to the post requirement e.g. Computer Science, Information Technology, Engineering, Systems analysis, Project management.
	
	 Applicants must demonstrate all of the criteria listed below, as relevant to the role:
	
	    o Significant experience in project management with some ICT/Digital Health component.
	    o Experience in working on projects which has involved multidisciplinary and multiagency teams.
	    o Experience of delivering change in complex environments with a mixed programme of work and moving with ease between concurrent projects using structured change and project methodology
	    o Experience of managing and working collaboratively with multiple internal and external stakeholders as relevant to this role.
	    o Possess a high standard of administrative experience including experience in office organisation and staff management.
	
	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 efficient service.
	
	Character
	Each candidate for and any person holding the office must be of good character
	
	* A list of 'other statutory health agencies' can be found [here](#).

Post Specific Requirements	- Experience working with information systems and Microsoft office. - Experience or working knowledge of Video/Telephone conferencing technology (Video/Telephone calls including screen sharing). - Experience/Responsibility in delivering and managing change, especially in areas of process workflows and evidence based improved efficiencies
Other requirements specific to the post	Access to appropriate transport to fulfil the requirements of the role, as post will involve frequent travel
Skills, competencies and/or knowledge	**Professional Knowledge and Experience** *Demonstrate:* - Excellent MS Office skills to include, Word, Excel, Outlook and PowerPoint - Knowledge of the health service and how it works - Experience of structured change and project methodologies. - Knowledge and understanding of service improvement programme and change management as it relates to this role. - Demonstrate knowledge and understanding of ICT systems and health care technologies. - Evidence of broad knowledge of ICT projects e.g. change management, business analysis, process flows, application development, planning and implementation, end user support and liaising with ICT vendors and national groups. - Knowledge & understanding of patient based systems in a health or social care environment - Knowledge and experience in working within a multidisciplinary team and ability to build and maintain relationships with a variety of stakeholders. - Ability to display a good level of ICT knowledge of Video/Telephone conferencing technology. **Communications & Interpersonal Skills** Demonstrates: - Effective communication and interpersonal skills including the ability to present information in a clear and concise manner. - Strong written communication skills. - The ability to build and maintain relationships with a variety of stakeholders. **Planning & Managing Resources** Demonstrates: - Excellent planning and organisational skills including using computer technology effectively. - The ability to manage deadlines and effectively handle multiple tasks. - The ability to manage within allocated resources and a capacity to respond to changes in a plan. **Evaluating Information, Problem Solving & Decision Making** Demonstrates: - The ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate. - Initiative in the resolution of complex issues. - The ability to recognise when it is appropriate to refer decisions to a higher level of management. - A capacity to develop new proposals and recommend decisions on a proactive basis. - Flexibility, problem solving and initiative skills including the ability to implement change.

	Team Working Demonstrates: • The ability to work both independently and as part of a team • The capacity for management responsibility and initiative. • Motivation and an innovative approach to the job within a changing working environment. **Commitment to a Quality Service** Demonstrates: • Awareness and appreciation of the service user. • A commitment to promoting and maintaining high work standards. • A commitment to providing a professional service to internal and external stakeholders.
Campaign Specific Selection Process **Ranking/Shortlisting / Interview**	A ranking and or shortlisting exercise may be carried out on the basis of 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 being called forward 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.
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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application, when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process, and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled "Code of Practice, Information for Candidates". Codes of Practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on www.cpsa.ie.

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.

Tenure	The current vacancies available are permanent and whole time. The posts are 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 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.
Remuneration	The salary scale for this post is: 1/07/21 €74,090 €75,963 €78,926 €81,912 €84,874 €87,843 €90,799 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.
Working Week	The standard working week applying to the post is 37 hours per week HSE Circular 003-2009 "Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016" applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016)
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.
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 needs 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 appropriately managed 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**.
Ethics in Public Office 1995 and 2001 **Positions remunerated at or above the minimum point of the Grade VIII salary scale €68,310 as at 01.09.2019)**	Positions remunerated at or above the minimum point of the Grade VIII salary scale (€68,310 as at 01.09.2019) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below; A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year. B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those

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[1] A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages
[2] See link on health and safety web-pages to latest Incident Management Policy

| | compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.

C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website http://www.sipo.gov.ie/ |
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