



**National Digital Health/Telehealth Business Lead  
(General Manager)**  
**National Digital Health Office, National Community Operations**  
**Job Specification & Terms and Conditions**

<b>Job Title and Grade</b>	National Digital Health/Telehealth Business Lead, National Digital Health Office, National Community Operations (General Manager) (Grade Code: 0041)
<b>Campaign Reference</b>	<a href="#">HBS09605</a>
<b>Closing Date</b>	04/02/2021 12:00
<b>Proposed Interview Date (s)</b>	Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage
<b>Location of Post</b>	<p>National Digital Health Office, National Community Operations</p> <p>There is currently one permanent, whole-time vacancy available.</p> <p>The National Digital Health Office is located at St Loman's Hospital, Palmerstown Dublin 20. The Assistant National Director Community Operations for Performance Planning and Improvement is open to engagement in respect of flexibility around location subject to reaching agreement on a minimum level of availability at St Loman's Hospital, Palmerstown Dublin 20 for relevant meetings.</p> <p>The National Digital Health/Telehealth Business Lead will be required to travel and attend routine meetings nationally.</p> <p>A panel may be formed as a result of this campaign for <b>National Digital Health/Telehealth Business Lead (General Manager), National Digital Health Office, within National Community Operations</b> from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.</p>
<b>Informal Enquiries</b>	<p>Mr. Maurice Farnan, Interim Assistant National Director, Community Operations</p> <p>Tel: 01 6207307 Mob: 087 2851921</p> <p>Email: <a href="mailto:Maurice.farnan@hse.ie">Maurice.farnan@hse.ie</a></p>
<b>Details of Service</b>	<p>Digital Health/Telehealth refers to the delivery of health care services where patients and providers are separated by distance using ICT for the exchange of information to allow for the diagnosis and treatment of diseases and injuries, research and evaluation, and for the continuing education of health professionals. Digital Health/Telehealth can be a crucial enabler to the orientation of the model of care outlined in the Sláintecare Report, and is identified as a key component within the Sláintecare Implementation Strategy.</p> <p>The <b>Committee on the Future of Healthcare Sláintecare Report</b> 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"<sup>1</sup> 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".</p> <p><i>Sláintecare Report Extract</i></p>

<sup>1</sup> Committee on the Future of Healthcare, Sláintecare Report, May 2017, pg.18.

	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.
	<p>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 Digital Health Programme is a major programme of work focused on transformative service change to enhance services, while maintaining new and existing services, ensuring patient safety and quality.</p> <p>The Telehealth Steering Committee was established in response to the COVID-19 pandemic. In order to assist in responding to this crisis, telehealth solutions are currently being deployed across the HSE in the areas of video consultations, online therapies and remote monitoring. 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.</p> <p>The Telehealth Steering Committee currently reports to Integrated National Operations Hub (INOH). In order to ensure successful change and full adoption of digital healthcare solutions, a longer-term structure has been approved and is currently being established. This new structure will drive the implementation of Telehealth solutions across the health service.</p> <p>The National Steering Committee will agree and set the National Telehealth priorities for local implementation. The structure which has been approved includes one General Manager position, who will have national responsibility to drive change and nine Grade VII and nine Grade V positions whom will support the local implementation of telehealth solutions across Acute and Community services across the health service.</p> <p>The National Digital Health/Telehealth Steering Committee has adopted a programmatic and project approach regarding the implementation of Digital Health/Telehealth initiatives across the Health Services.</p>
<b>Reporting Relationship</b>	<p>The National Digital Health/Telehealth Business Lead will report to the Assistant National Director Community Operations for Performance Planning and Improvement.</p> <p>The post holder will be accountable to the National Digital Health/Telehealth Steering Committee.</p> <p>This is an integrated care role between Acute Services and Community Healthcare Services to support the HSE ambition to ensure a seamless service between these areas.</p> <p>The National Digital Health/Telehealth Business Lead will work closely with senior leaders in the Community Healthcare Organisations (CHOs), the Hospital Groups, and the Office of the Chief Information Officer to implement national telehealth priorities.</p>
<b>Purpose of the Post</b>	<p>The National Digital Health/Telehealth Business Lead will be responsible for driving, managing and supporting the implementation of agreed programmes and projects nationally on behalf of the National Digital Health/Telehealth Steering Committee, and in collaboration with the CHOs and Hospitals. S/he will work closely with Office of the Chief Information Officer (OoCIO) to ensure delivery of national digital priorities.</p> <p>The National Digital Health/Telehealth Business Lead will;</p> <ul style="list-style-type: none"> <li>• Provide leadership, advice and guidance to service and senior management in relation to the use and development of digital and telehealth.</li> </ul>

	<ul style="list-style-type: none"> <li>• Enable, promote, and champion the development of an appropriate information culture across the CHOs and Hospital groups.</li> <li>• Provide leadership in the development of standards and policy in the use of telehealth and other digital health systems</li> <li>• Effectively engage with stakeholder groups to proactively and quickly address barriers to adoption of telehealth, and ensure operational readiness for telehealth solutions.</li> </ul> <p>The National Digital Health/Telehealth Business Lead will lead the implementation of key strategic priorities set by the National Digital Health/Telehealth Steering Committee, review the adoption recommendations from the Digital Solutions Review Board, and support local teams with the implementation and evaluation of digital health/telehealth solutions. This role is critical to ensuring a consistent and coordinated approach is taken across the HSE to enabling delivery of integrated care.</p> <p>The National Digital Health/Telehealth Business Lead will, in conjunction with the National Telehealth Steering Committee, allocate programmes and projects to the dedicated Digital Health Leads and Digital Health Support staff located across the CHOs and overseeing to ensure delivery.</p>
<b>Principal Duties and Responsibilities</b>	<p>The National Digital Health/Telehealth Business Lead will work to ensure effective implementation of digital health programmes including video consultation, online therapies and remote monitoring.</p> <p><b>Core Duties include:</b></p> <ul style="list-style-type: none"> <li>• Engage with multidisciplinary teams and external stakeholders, collaborating in the areas of clinical ICT planning, design, implementation, and adoption</li> <li>• Provide strategic input and leadership for information technology and information systems across the organisation to meet the current and future clinical integrated care needs</li> <li>• As strategic lead for the Steering Group and healthcare workforce, ensuring the delivery of key milestones, in particular delivery of telehealth priorities, such as, video consultation, online supports and therapies, and remote monitoring solutions.</li> <li>• Champion and participate in the development of a clinical ICT / telehealth adoption strategy promoting standardisation</li> <li>• Develop clinical systems strategies in collaboration with senior clinical and medical informatics and operational leaders</li> </ul> <p><b>Strategic Implementation and Adoption</b></p> <ul style="list-style-type: none"> <li>• Work within the overall strategic digital health objectives, plan, deliver and monitor the strategy. Evaluate, interpret and support the local implementations according to developed National Standards.</li> <li>• Review, analyse and identify key requirements and needs of clinical services in relation to digital and telehealth implementations.</li> <li>• Work with clinical and IT leaders in evaluating the effectiveness of technologies and workflows that impact clinical users.</li> <li>• Manage multiple concurrent and consecutive clinical application activities from beginning to end</li> <li>• Integrate workforce planning methodologies with ICT</li> <li>• Support the ICT training team to identify and respond to learning, development and training needs for staff to successfully delivery the digital/telehealth vision.</li> </ul> <p><b>Management of the Team</b></p> <ul style="list-style-type: none"> <li>• Provide overall direction to, and support communication and active collaboration across the digital health function, including assigned staff.</li> </ul>

- Coordinate Digital Health/Telehealth team activities with a focus on National Digital Health/Telehealth priorities and/or other ICT initiatives.
- Agree and document project plans with designated digital health teams
- Support continuous professional development and learning within the team
- Ensure a programme culture of innovation, continual improvement, readiness for change and flexibility.

#### **Performance Management**

- Develop and implement qualitative and quantitative measures to determine performance against the digital health/telehealth strategy. Report progress against the strategy through personal representation at senior management forums and by written reports.
- Responsible for the development and delivery of benefits realisation framework in collaboration with key clinical and operational stakeholders. This will require monitoring, tracking and reporting on benefits realisation.
- Put in place appropriate measures for the evaluation and review of all aspects of the services for which he/she is responsible and to monitor performance and take appropriate action to deal with variances.
- Contribute to human resource planning and management, positive employer/employee engagement and financial planning and management.
- Ensure that HSE policies and statutory obligations are fulfilled in relation to the provision of care and in relation to staff management.
- Negotiate and maintain contracts for the supply of services to and from non HSE agencies in line with HSE policies, regulations, national policy and legislation.

#### **Best Practice Standards**

- Ensure implementation of solutions in alignment with national policies, national/international standards and best practice methodologies in terms of patient safety and effectiveness, clinical effectiveness and technical validity.
- Ensure that all changed ways-of-working are assessed by clinical leadership and clinical owners for clinical risk, and all efforts are co-ordinated with compliance and data protection.
- Ensure a co-ordinated approach to standardised telehealth delivery across all relevant services.
- Build and share a telehealth knowledge base to evaluate and identify best practice and accelerate adoption of telehealth solutions where necessary.
- Ensure compliance with all ethics, patient safety, information security and data protection governance processes.
- Ensure relevant legislation and directives are adhered to with respect of all aspects of projects undertaken.

#### **Change & Communication**

- Serve as a visible champion for clinical and other healthcare disciplines in the development of the all elements of the Programme
- Oversee a co-ordinated approach to change activities through adoption of the Health Service Change Framework.
- Motivate and influence senior management across CHO and Acute services as well as clinical teams to adopt new ways of working in Digital Health/Telehealth.
- Combine knowledge of patient care, informatics concepts, and change management to effectively address the information and knowledge needs of healthcare professionals and patients to promote safe, effective, and efficient use of health IT in clinical settings.
- Lead the identification and delivery of telehealth benefits and other benefits of technology that contribute to the achievement of improved quality and safety, accountability, and performance across CHOs and Hospital groups.
- Identify the operational and educational impacts of telehealth and develop and

	<p>implement an engagement, change and training strategy to support the implementation at CHO/ Hospital group level.</p> <ul style="list-style-type: none"><li>• Lead the evaluation of clinical practice in the use of information systems and technology and ensure compliance with relevant legislation, the profession's expectations, Policy and Procedures, Clinical Practice Guidelines and Accreditation requirements</li><li>• Collaborate with clinical leaders in planning and implementing program expansion and growth.</li><li>• Support the development and approval of clinical and administrative content within clinical information systems</li><li>• Evaluate the impact of solutions on clinical processes and identify areas to promote use of technology in improving quality of care, increasing efficiencies for clinicians, and enabling standardisation</li><li>• Maintain relationships with key business partners and other senior industry leaders to leverage best practices, evaluate emerging technologies, and distribute knowledge internally to inform plans and strategies</li><li>• Work with vendors to proactively strategize on development and/or enhancement of clinical information system solutions to meet organisational business needs</li><li>• Lead on the Clinical Operational Readiness planning and activities to ensure the operational leaders are ready for the system and operational changes that are required for a successful digital/telehealth implementation</li><li>• Identify and promote the inclusion and implementation of best practice models in telehealth solutions, and support the implementation of changes to the service provision and delivery using telehealth.</li><li>• Work with stakeholders including health service users, staff and their representative organisations, implement reform of community as a component of an integrated programme of health reform.</li></ul> <p><b>Project/Programme Management</b></p> <ul style="list-style-type: none"><li>• Adopt and utilise standard HSE project management methodology</li><li>• Develop digital health programme plans including video enabled care, online therapies and remote monitoring solutions.</li><li>• Oversee the tracking of progress against plans and transition milestones, ensuring appropriate processes are in place to flag issues, risks and concerns with the relevant stakeholders.</li><li>• Work with the OoCIO and national procurement to procure the required telehealth solutions.</li><li>• Have budgetary responsibility for the function. Evaluating value for money of new contracts, monitoring the performance of existing providers and ensuring that provider performance aligns, and comply, with contractual terms and conditions across all workstreams.</li></ul> <p><b>General Duties &amp; Responsibilities</b></p> <p>Under the direction of Assistant National Director of Community Operations for Performance Planning and Improvement the General Manager will be responsible for the services assigned to him/her. The post holder will:</p> <p><b>Governance &amp; Accountability</b></p> <ul style="list-style-type: none"><li>• Manage the services and programmes assigned to him/her and establish the agreed objectives for their delivery. Collaborate with all staff and wider leadership to identify needs for the use of telehealth tools to further improvements in patient care, quality, clinical resource management, operational efficiency, performance improvement and patient\parent engagement</li><li>• Promote advancement of clinical and business intelligence systems capable of reporting variables to evaluate patient outcomes, to support research, and operational improvement across the continuum of care.</li></ul>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- Manage the resources, including staff under his/her control within agreed parameters and prepare service plans, estimates and budgetary reports pertaining to his/her area as required.
- Put systems in place to ensure all relevant legislation and policies and procedures for the assigned area of responsibility are adhered to.
- Ensure Information Governance and data quality issues are considered, identified, and provide clinical input into finding solutions that ensure progress.
- Ensure standardisation of clinical terminology, coding, and compliance to ensure that telehealth meets the needs of regulatory compliance
- Develop and implement appropriate service delivery in collaboration with IT leadership in defining, delivering, and improving services for the enterprise and its customers.
- Take responsibility for developing, implementing, and then maintaining suitable controls to safeguard the confidentiality, integrity, and availability of information systems along with their associated databases.
- Advise the senior management / executive teams on the implications of national and local informatics policy or strategy from a clinical perspective,
- Understand the impact of regulatory changes and interpret them for internal and external constituents.
- Give advice and direction across CHO and Hospital groups on quality assurance and improvement processes, and work with clinical team members to design and deliver safe and effective applications to support the delivery of high quality clinical care.

#### **Leadership and Direction**

- Promote and ensure the overall purpose and objectives of strategic and service plans are understood by staff within area of responsibility in order to secure their active participation in the delivery of high quality, efficient and cost-effective services.
- Lead the delivery of a safe and quality service in the assigned area of responsibility.
- Lead administrative functions as appropriate to maximise integration and the effective utilisation of resources.
- Support and lead as appropriate, the assessment and evaluation of local needs against service delivery and the determination of priorities and the development of services to meet them, including the re-orientation of existing services where appropriate.
- Provide the necessary effective leadership and direction to drive change by transforming the strategic vision into a framework and structures for moving forward.
- Develop and promote effective professional working relationships and commitment to high standards of service and clinical care
- Provide strategic input and healthcare leadership for telehealth systems across the organisation, to meet the current and future needs of patients and service users
- Develop telehealth systems strategies in collaboration with other senior nursing/clinical and medical informatics and operational leaders.
- Review, analyse and identify key requirements and needs of clinical services in relation to the telehealth implementation
- Act as spokesperson for the Organisation as required
- Demonstrate pro-active commitment to all communications with internal and external stakeholders

#### **Quality & Safety**

- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare,

	<p>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> <ul style="list-style-type: none"> <li>• Ensure that services are delivered in compliance with standards and other statutory requirements and in line with best clinical practice.</li> <li>• Ensure that agreed standards for service delivery are established and maintained in the interests of providing a quality service.</li> <li>• Continuous Service Improvement - Drive sustainable implementation of service improvement programmes.</li> <li>• Ensure the proper management of risk including contingency planning</li> <li>• To 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>The General Manager will be assigned responsibilities for specified service areas and may be asked to contribute as required to national processes and policy development.</p> <p><b>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to 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>Candidates must have at the latest date of application:</b></p> <ul style="list-style-type: none"> <li>• Significant senior management experience in the health service leading, managing and delivering complex change and/or digital/ICT projects or programme(s)</li> <li>• Significant experience of using structured change management and project management methodologies across large scale programmes</li> <li>• Experience of planning and managing performance and delivering results within a complex multi stakeholder environment</li> <li>• Experience of managing and working collaboratively cross functionally with multiple internal and external stakeholders</li> <li>• Experience of leading and managing a team</li> <li>• Have the requisite knowledge and ability (including a high standard of suitability, and management ability) for the proper discharge of the duties of the office.</li> </ul> <p><b>Health</b> 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.</p> <p><b>Character</b> Each candidate for and any person holding the office must be of good character.</p>
<b>Other requirements specific to the post</b>	Access to appropriate transport to fulfil the requirements of the role as post will involve frequent travel
<b>Skills, competencies and/or knowledge</b>	<p><b>Professional Knowledge and Experience</b></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of the Healthcare Sector within Ireland</li> <li>• An understanding of the relevant strategies, reports, programmes and projects applicable to the role</li> <li>• Knowledge and understanding of Quality Improvement methodologies.</li> <li>• Knowledge and experience of best practice in project and programme management, methodologies and techniques, including risk and issue management</li> <li>• Knowledge and experience of service improvement and re-design, programme</li> </ul>

- and change management, and quality improvement as it relates to this role
- Knowledge and understanding of the challenges of leading complex systems change
- An awareness of Digital Health/Telehealth solutions, as relevant to this role
- An awareness of clinical, business or technical issues impacting telehealth implementation
- An understanding of the relevant legislation and directives applicable to the role
- Proficiency with office systems including excellent knowledge of Microsoft Word, Excel, PowerPoint.
- Knowledge and understanding of ICT Systems and technologies in use in a large complex organisation and an awareness of the strategy and aims of OoCIO, as pertinent to this role

### **Leadership and Delivery of Change**

Demonstrates:

- A track record as an effective leader with a can do attitude who has led, organised and motivated staff in times of rapid change in a challenging environment
- The capacity to lead, organise and motivate teams to the confident delivery of excellent services and service outcomes.
- Leadership and team management skills including the ability to work as part of a multi-disciplinary team environment
- An ability to influence and negotiate effectively in furthering the objectives of the role.
- A capacity to operate successfully in an agile and dynamic environment
- A capacity to balance change with continuity – continuously strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence, even under increasing complex and demanding conditions
- The ability to proactively identify areas for improvement, exploring possible solutions with a strong service and customer centric focus

### **Working with and Through Others (Influencing to Achieve)**

Demonstrates:

- The ability to work collaboratively with senior management colleagues and key stakeholders to drive forward an agenda
- A track record of building and maintaining key internal and external relationships in furtherance of organisational goals
- The ability to work independently as well as with a wider team in a complex and challenging environment
- Team building and management skills including the ability to work collaboratively with multi-disciplinary / multi-sectoral team members
- The ability to motivate staff in an agile and dynamic environment
- The ability to influence and negotiate effectively in furthering the objectives of the role
- Sets high personal standards and for the team, and puts their work, and the work of the organisation into meaningful context

### **Results Focused with Critical Analysis and Decision Making**

Demonstrates:

- Strong personal emphasis on achieving high standards of excellence and willingness to take personal responsibility to initiate activities and drive objectives through to a conclusion
- Commitment of a high degree of energy to well directed activities and looks for and seizes opportunities that are beneficial to achieving organisation goals.
- The ability to assimilate, analyse and evaluate complex information from a variety of sources, make timely decisions and take ownership of those decisions and their implications



	<ul style="list-style-type: none"> <li>• The ability to consider the range of options available, involve others at the appropriate time and level to make balanced and timely decisions</li> <li>• The ability to think strategically, with strong analytical and judgement skills</li> <li>• The ability to look critically at issues to see how things can be done better</li> <li>• The ability to achieve medium and long term goals whilst also managing short term goals and priorities</li> <li>• Operational excellence in managing and delivering results</li> </ul> <p><b>Communication &amp; Interpersonal Skills</b></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders.</li> <li>• The ability to communicate ideas, positions and information clearly and convincingly in a manner that is cognisant of wider issues</li> <li>• Experience in communicating complex ideas to a diverse set of stakeholders</li> <li>• Strong verbal and written communication skills</li> <li>• Possess the interpersonal skills to facilitate working effectively in teams, while having the ability to give constructive feedback to encourage learning</li> <li>• The ability to coherently present complex data in a concise manner</li> </ul> <p><b>Personal Commitment and Motivation</b></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> <li>• Evidence of incorporating the needs of the Service User into service delivery</li> <li>• A commitment to developing own knowledge and expertise</li> <li>• Is self-motivated and shows a desire to continuously perform at a high level</li> <li>• A strong willingness and ability to operate in the flexible manner that is essential for the effective delivery of the role.</li> <li>• Strong capability to manage competing demands without a diminution in performance</li> <li>• A core belief in and passion for the sustainable delivery of high quality customer / user centred focused services</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 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.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></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>
<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). 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".</p> <p>Codes of practice are published by the CPSA and are available on</p>

	<a href="http://www.hse.ie/eng/staff/jobs">www.hse.ie/eng/staff/jobs</a> in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on <a href="http://www.cpsa.ie">www.cpsa.ie</a> .
<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>	



**National Digital Health/Telehealth Business Lead  
(General Manager)  
National Digital Health Office, National Community Operations  
Terms and Conditions of Employment**

<b>Tenure</b>	<p>The current vacancy available is permanent and whole time.</p> <p>The post is 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.</p> <p>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.</p>
<b>Remuneration</b>	<p>The salary scale for the post is: €73,243, €75,027, €77,851, €80,696, €83,518, €86,347, €89,163 (01/10/2020)</p> <p>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.</p>
<b>Working Week</b>	<p>The standard working week applying to the post is 37 hours.</p> <p>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 16<sup>th</sup> 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).</p>
<b>Annual Leave</b>	<p>The annual leave associated with the post will be confirmed at Contracting stage.</p>
<b>Superannuation</b>	<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>
<b>Age</b>	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b>* <u>Public Servants not affected by this legislation:</u></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>
<b>Probation</b>	<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>

<b>Infection Control</b>	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.
<b>Health &amp; Safety</b>	<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>2</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 needs 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 appropriately managed and investigated in accordance with HSE procedures<sup>3</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>
<b>Ethics in Public Office 1995 and 2001</b>  <b>Positions remunerated at or above the minimum point of the Grade VIII salary scale €69,676 as at 01.10.2020)</b>	<p>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€69,676 as at 01.10.2020) 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;</p> <p>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 31<sup>st</sup> January in the following year.</p> <p>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</p>

<sup>2</sup> A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

<sup>3</sup> See link on health and safety web-pages to latest Incident Management Policy

	<p>Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.</p> <p>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 <a href="http://www.sipo.gov.ie/">http://www.sipo.gov.ie/</a></p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------