

Candidate Information Booklet

Campaign code:	MHCEX26
Role title:	Inspectorate Administrator
Grade:	Executive Officer
Contract type:	Permanent Full-Time



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The Position

Introduction:	The Mental Health Commission (“the MHC”) wishes to fill the role of Inspectorate Administrator
Grade:	Executive Officer
Office:	Mental Health Commission
Location:	Mental Health Commission, Waterloo Exchange, Waterloo Road. Staff at MHC may also apply for a blended working arrangement.
Organisation Website:	www.mhcirl.ie

The MHC is an independent statutory body established in April 2002 under the provisions of the Mental Health Act 2001 (“the 2001 Act”). The principal functions of the MHC, as specified in the 2001 Act, are to promote, encourage and foster the establishment and maintenance of high standards and good practices in the delivery of mental health services and to take all reasonable steps to protect the interests of persons detained in approved centres. The MHC is also empowered to undertake such activities, as it deems appropriate to foster and promote these standards and practices.

The Assisted Decision Making (Capacity) Act 2015 (“the 2015 Act”) provides for the establishment of the Decision Support Service (“the DSS”) within the MHC to support decision-making by and for adults with capacity difficulties and to regulate individuals who are providing support to people with capacity difficulties. The 2015 Act reforms Ireland’s capacity legislation which has been in place since the 19th century. It establishes a modern statutory framework to support decision-making by adults who have difficulty in making decisions without help.

The Role

The Inspectorate Administrator is the central point of contact for all issues of concern submitted to the MHC. Issues can relate to the health, wellbeing, or safety of a person in receipt of mental health services.

The successful candidate will be required to engage and communicate effectively with various stakeholders including members of the public, officials from government departments and public bodies, private sector bodies, disability organisations and others.

As an Executive Officer, the holder of the post will be expected to actively contribute to and participate in the overall development of the MHC and to promote its policies and values at all times.

Key Responsibilities

Under the overall direction of the relevant line manager, the Inspectorate Administrator's key duties and responsibilities include:

- Managing all Submitted Issues of Concern (SIC) received into the Inspectorate Division in an effective and efficient manner.
- Escalating to the SIC Committee urgent concerns received.
- Presenting to the SIC Committee in a clear and articulate manner concerns received at each weekly meeting.
- Making and receiving phone calls from concerned citizens.
- Drafting written communication to members of the public and other key stakeholders involved in the SIC process.
- Assisting the line manager or the Head of the Division in the preparation of reports and ensuring reports are produced in a clear and concise manner.
- Following procedures and ensuring they are implemented
- Delivering results on time and to a high standard
- Sharing information, knowledge and experience with colleagues for the purpose of assisting the team/organisation to meet its objectives.
- Keeping up-to-date with practices and procedures of the MHC and developing and maintaining skills and knowledge required to perform effectively in the role.
- Contributing to new and more effective ways of work and implementing changes to improve efficiency and effectiveness as directed.
- Supervising Clerical Officer staff assigned to the Division on a day-to-day basis, ensuring that performance is monitored, and work is carried out effectively
- Liaising with the other Divisions in the Commission.
- Any other duties that are deemed appropriate

Reporting and Working Relationships

The Inspectorate Administrator is accountable to the Chief Executive of the MHC and reports directly to the relevant line manager within the team.

Essential Requirements

The candidate must possess, by the closing date, the following:

- Demonstrated experience in an administrative or customer service role
- Experience using Microsoft Office packages
- Level 6 or higher on the National Framework of Qualifications
- The requisite competencies to carry out the role as outlined below

Desirable

The following criteria are considered desirable for the post:

- Experience in dealing with regulatory and/or compliance matters
- Experience in handling calls of a sensitive nature from members of the public
- Understanding of mental health and/or mental health services

Competencies

The person appointed to the role of Inspectorate Administrator will be required to show evidence of the following competencies:

People Management

- Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues
- Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise
- Values and supports the development of others and the team
- Encourages and supports new and more effective ways of working
- Deals with tensions within the team in a constructive fashion
- Encourages, listens to and acts on feedback from the team to make improvements
- Actively shares information, knowledge and expertise to help the team to meet its objectives

Analysis & Decision Making

- Effectively deals with a wide range of information sources, investigating all relevant issues
- Understands the practical implication of information in relation to the broader context in which s/he works – procedures, divisional objectives etc
- Identifies and understands key issues and trends
- Correctly extracts & interprets numerical information, conducting accurate numerical calculations
- Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence

Delivery of Results

- Takes ownership of tasks and is determined to see them through to a satisfactory conclusion
- Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation
- Constructively challenges existing approaches to improve efficient customer service delivery
- Accurately estimates time parameters for project, making contingencies to overcome obstacles
- Minimises errors, reviewing learning and ensuring remedies are in place
- Maximises the input of own team in ensuring effective delivery of results

- Ensures proper service delivery procedures/protocols/reviews are in place and implemented

Interpersonal & Communication Skills

- Modifies communication approach to suit the needs of a situation/ audience
- Actively listens to the views of others
- Liaises with other groups to gain co-operation.
- Negotiates, where necessary, in order to reach a satisfactory outcome
- Maintains a focus on dealing with customers in an effective, efficient and respectful manner
- Is assertive and professional when dealing with challenging issues
- Expresses self in a clear and articulate manner when speaking and in writing

Specialist Knowledge, Expertise and Self Development

- Displays high levels of skills/ expertise in own area and provides guidance to colleagues
- Has a clear understanding of the role, objectives and targets and how they support the service delivered by the division and the organisation, and can communicate this to the team
- Leads by example, demonstrating the importance of development by setting time aside for development initiatives for self and the team

Drive & Commitment to Public Service Values

- Is committed to the role, consistently striving to perform at a high level
- Demonstrates flexibility and openness to change
- Is resilient and perseveres to obtain objectives despite obstacles or setbacks
- Ensures that customer service is at the heart of own/team work
- Is personally honest and trustworthy
- Acts with integrity and encourages this in others

How to Apply

Eligibility to Compete

Candidates must, by the date of job offer, be:

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or

- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Selection Process

The selection process will include:

- Shortlisting of applications,
- A competitive interview, and
- Completion of all relevant checks as set out below.

A selection board shall be established and shall use the essential requirements as referred to earlier in this candidate information booklet to shortlist candidates. Scoring at the shortlisting stage shall be based on the information contained in the application form. Therefore, it is in your interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to progress all candidates to the next stage of the selection, which is the interview process, the MHC may decide that a certain number of candidates shall only be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage.

Prior to recommending any candidate for appointment to a position, the HR team complete all relevant checks. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline or having accepted it, relinquish it, the MHC may at its discretion, select and recommend another person for appointment and this will be based on the results of this selection process.

Please note that any offer of employment made to a successful candidate may be subject to satisfactory:

- Reference verification,
- Qualification verification,
- Medical Assessment, and
- Garda Vetting

At the reference verification stage, referees sought will include your current employer and your next most recent employer.

Closing Date

The recruitment process is being managed by the HR Team at Osborne Recruitment.

Applicants must submit their completed application form to MHC@osborne.ie

Deadline for application: **5pm on Wednesday, 7 December 2022**

Applications will not be accepted after the closing date and time. Late applications will be ineligible for consideration. Therefore, it is your responsibility to ensure that you have allowed sufficient transmission time of your application. Applicants must ensure they retain a copy of the email submitted to MHC@osborne.ie including the date and time in case of any queries.

An acknowledgement email will be issued in respect of all applications received (this email will acknowledge receipt, and it will not confirm eligibility or otherwise). If an applicant does not receive an acknowledgement email within 2 working days of the date of submission, the applicant should contact MHC@osborne.ie to ensure the application has been received.

Conditions of Service

Contract Arrangements

A permanent, full-time contract of employment with the Commission will be offered to the Inspectorate Administrator on terms and conditions determined by the Mental Health Commission, with the consent of the Minister for Health and the Minister for Public Expenditure and Reform.

Salary

The Executive Officer salary scale (rates effective 1 October 2022) is as follows:

€33,149 ♦ €35,014 ♦ €36,067 ♦ €38,122 ♦ €39,964 ♦ €41,745 ♦ €43,521 ♦ €45,259 ♦ €47,015 ♦ €48,722 ♦ €50,482 ♦ €51,659 ♦ *€53,336¹ ♦ **€55,026²

Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

This rate will apply where the appointee is an existing civil or public servant appointed on or after 6 April 1995 or is newly recruited to the MHC and is required to make a personal pension contribution.

Different terms and conditions may apply if immediately before appointment you are a current serving civil/public servant.

Note: Salary for the purposes of calculation of superannuation benefits may differ from the above depending on individual circumstances.

**LSI 1 after 3 years satisfactory service at the maximum.*

***LSI 2 after 6 years satisfactory service at the maximum.*

Payment Arrangements

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of the successful candidate's choice. Payment cannot be made until a bank account number, and bank sort code has been supplied to the MHC. Statutory deductions from salary will be made as appropriate.

A staff member appointed to this post will agree that any overpayment of salary or travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991 (as amended). In accordance with that Act, the MHC will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

Tenure

The appointment will be based on a permanent contract of employment with the MHC.

The probationary period will be for a period of nine months from the date of appointment.

Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances.

During the probationary period, a staff member's performance will be subject to review by the line manager to determine whether the staff member:

- (i) has performed in a satisfactory manner; and
- (ii) has been satisfactory in general conduct.

Prior to completion of the probationary period a decision will be made as to whether the staff member will be retained. This decision will be based on the staff member's performance assessed against the criteria set out in (i) and (ii) above. The detail of the probationary process will be explained to the staff member by the MHC on commencement of employment.

Notwithstanding the preceding paragraphs in this section, the probationary period may be terminated at any time prior to the expiry of the term of the contract by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005.

Location

The usual place of work will be the Mental Health Commission, Waterloo Exchange, Waterloo Road, D04 E5W7. The MHC reserves the right, at its discretion, to change this location to any other place within Ireland.

Staff at the MHC can apply for a blended working arrangement as per the MHC Blended Working Policy.

Hours of Attendance

Hours of attendance will be fixed from time to time but will amount, on average, to not less than 40 hours gross of rest breaks or 35 hours net of rest breaks per week.

The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties, subject to the limits set down in the working time regulations. This may include working evenings and weekends. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Outside Employment: The position will be full-time, and the appointee shall not engage in private practice or be connected with any outside business which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Annual Leave

The annual leave allowance for the position of Executive Officer will be 23 days per annum. This allowance is subject to the usual conditions regarding the granting of annual leave in the public sector, is based on a five-day week and is exclusive of the usual public holidays.

The Organisation of Working Time Act 1997 (as amended)

The terms of the Organisation of Working Time Act 1997 will apply, where appropriate, to this appointment.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service, at the time of being offered an appointment. Further information is available on request.

Candidates are also advised to refer to the following for further information:

- Incentivised Scheme for Early Retirement
- The Department of Health Circular 7/2010
- Collective Agreement: Redundancy Payments to Public Servants

Normal rules of the Public Service will apply as regards eligibility. In the case of the Incentivised Scheme for Early Retirement (ISER), one of its conditions at paragraph 12 of Circular 12/09 debars retirees from the Public Service under that Scheme from applying for another position in the Public Service. Therefore, such retirees cannot apply while the above restrictions continue in force.

Important Notice: The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Declaration

Applicants will be required to declare whether they have previously availed of a Public Service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

General Information

Ethics in The Public Office

The Ethics of Public Office Act 1995 and the Standards in Public Office Act 2001 applies to this post.

Confidentiality

Candidate confidentiality will be respected at all stages of the recruitment process. All personal information provided on this application form will be stored securely by the MHC and will be used solely for the purposes of processing your candidature.

Legal Compliance

The MHC are committed to complying with all relevant legislation over the course of this recruitment campaign, including but not limited to, the Employment Equality Acts 1998-2011, the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the Freedom of Information Act 2014.

Expenses

The MHC will not be responsible for any expense, including travelling expenses, candidates may incur in connection with this competition.

Canvassing

Canvassing is prohibited and will result in disqualification from the competition.

Data Protection – Recruitment Process

Personal data is collected and processed as part of the recruitment process. This section sets out the information under the following headings:

- Personal data collected.
- Lawful basis for processing personal data.
- How your information may be shared.
- How long your information may be stored.
- Your data protection rights.

Personal Data Collection

The MHC collects personal data from prospective candidates as part of the recruitment process. In meeting its data protection obligations, the MHC is committed to being accountable and transparent about how it gathers and processes this information.

The General Data Protection Regulation (GDPR) defines ‘personal data’ as meaning any information relating to an identified or identifiable living individual. It defines categories of ‘personal data’ as being name, address, date of birth, etc. The GDPR also sets out ‘special categories of personal data’ for more sensitive information that include, for example, health data.

The MHC conducts a competency-based recruitment process. Each candidate is asked to submit an application form. This recruitment process will often include a pre-employment medical assessment and references check. Depending on the role applied for, it may also include Garda vetting.

Lawful Basis For Processing Personal Data Consent

The MHC processes personal data provided by you in your application form during the recruitment process on the lawful basis of ‘consent’. Your consent is required in order to process any personal data provided in the application for the specific purpose of progressing an application through the recruitment process.

Contractual

In the case of a successful candidate, personal data provided during the recruitment process may form the basis of the contract of employment.

Legal Obligation

Personal data of prospective candidates and current employees (full-time, part-time, contract and agency) is processed on the basis that it is required for the MHC's compliance with legislation (e.g., employment legislation). The MHC provides its employees with a Privacy Statement in relation to its use of employee information.

How Your Information May Be Shared

Your information may be shared with other parties as part of the recruitment process. Where this occurs, information is shared by necessity and in confidence.

How Long Your Information May Be Stored

The MHC has a Data Retention Policy that it applies to all information it stores. This policy is updated on an ongoing basis to keep pace with all relevant legislative changes.

Unsuccessful Candidates

For those individuals who have been unsuccessful in the recruitment process, all information provided to the MHC will be retained by the MHC for a period of no more than 12 months. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Successful Candidates

For those individuals who have been successful in the recruitment process, all information provided to the MHC will be placed on your employee file. It will be retained during the course of your employment with the organisation and for an appropriate period thereafter. At the end of this period, or if you withdraw your consent, your information will be securely destroyed.

Your Data Protection Right

You have rights in relation to personal data collected, processed and stored by the MHC. Further information is available on our website under the heading 'Data Protection and Access Requests'. This section outlines what your data protection rights are and how to make a Data Subject Access Request to the MHC.

If you have any questions or would like to make a Data Subject Access Request, you may contact the Data Protection Officer at the MHC. The contact details are as follows:

By Post

Data Protection Officer,
Mental Health Commission,
The Waterloo Exchange, Waterloo Road
Dublin 4 D04 E3W7

By Email

DPFOI@mhcirl.ie
