

**CANDIDATES INFORMATION BOOKLET  
PLEASE READ CAREFULLY**

The Health Information and Quality Authority (HIQA) is undertaking a competition for the purpose of identifying suitable candidates for appointment to the position of:

**Regulatory Learning Facilitator**

**Health Information and Quality Authority**

**CLOSING DATE for receipt of completed applications:**

**5.00pm on Thursday 3<sup>rd</sup> January 2019**

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This recruitment campaign will be in compliance with the Code of Practice, Appointment to the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). The campaign will be conducted under the recruitment licence of the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and are available on  
[www.cpsa-online.ie](http://www.cpsa-online.ie)

## Regulatory Learning Facilitator

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<b>Reporting to:</b>	Regional Manager (Regulatory Practice Development)
<b>Grade:</b>	Engineer Grade II
<b>Location:</b>	Dublin, Cork or Galway
<b>Assignment:</b>	Regulation Directorate

### Overall Purpose:

The Regulatory Practice Development Unit (RPDU) has a lead role in co-ordinating the development of regulatory practice and methodological approaches within the regulation directorate.

The successful candidate will join the RPDU team and will have a key role in facilitating regulatory training, professional development and mentoring for regulatory staff both at induction and ongoing. The post holder will also be responsible for a quality assurance of programmes to support the delivery of regulatory practice.

The post holder will have responsibility for designing and delivering effective blended learning packages based on the relevant legal and regulatory framework and Authority Monitoring Approach to better equip regulatory staff in carrying out their functions. The role holder will promote excellence in regulatory practice and will facilitate the creation and ongoing delivery of a positive learning environment to enable high quality and relevant learning across the Regulation Directorate's staff members.

### Key Duties and Responsibilities:

The main elements of the role include but are not limited to:

#### **Practice Development**

- Work with the Senior Regulatory Practice Development Officer to gather and analyse data to develop a regulatory learning and training quality assurance programme
- Take appropriate responsibility for elements of practice development that relate to the regulatory framework including monitoring, registration, investigation, enforcement and quality assurance.
- Take appropriate responsibility for the development and advancement of practice development within the directorate through the establishment of a range of effective communication mechanisms, training tools and aids to learning.
- Support all initiatives lead out from the RDPU.
- In line with corporate and business objectives relating to regulatory practice development, assist with the development and implementation of practice development framework plan.
- Facilitate the coordination and roll out of any blended learning packages for the directorate.

#### **Education and Training**

- Lead on and facilitate the development and delivery of ongoing regulatory learning for all regulatory staff within the directorate based on operational needs.
- Partner with internal stakeholders regarding instructional design.
- Lead or support the design and delivery of effective regulatory induction, ongoing training plans and evaluation of training.
- Deploy a wide variety of training methods.

- Lead or support the design and development of training for any new commencements within tight project timelines.
- Deliver training as required.

### **Quality Management**

- Ensure that all practice development and blending learning materials are treated as controlled documents within HIQA's document management system.
- Work with the Senior Regulatory Practice Development Officer to evaluate education/practice development programmes effectiveness and impact on regulatory staff, corporate and business objectives
- Utilise relevant evaluation data to inform any revisions or recommendations changes in design, objectives and/or methods.
- Provide opportunities for ongoing development.

### **Project Management**

- Lead or support on the development and progression of programmes in line with business plan objectives and/or project timelines.
- Contribute to and or/take the lead on Unit priorities as determined by the Head of RPDU.
- Support the evaluation of organisation and delivery of programmes undertaken by the RPDU.
- Provide reports to the Head of RPDU in relation to progress on programmes.

### **Other Tasks:**

- Proactively engage in performance development reviews and actively seek out learning and development opportunities.
- Provide support to work colleagues and undertake other ad hoc duties as required by line manager.

### **Relationship Management:**

- Participate in wider team meetings, learning and development as required and observe code of conduct at all times.
- Establish good professional relationships with relevant stakeholders and promote the role and function of HIQA.
- Treat those with whom they come into contact in a courteous and respectful manner.
- Preserve and promote the role, work and image of the HIQA.

### **Records Management:**

All employees of HIQA are responsible for all records held, created or used as part of their business within HIQA including patient/client, corporate and administrative records whether paper- based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 1997 & 2003 the Data Protection Act 1988 & 2003 Employees are required to be conversant with HIQA's policy and procedures on records management and to seek advice if in doubt.

### **Other:**

Due to the nature of this role there will be some requirement for travel between the HIQA's

offices in Dublin and Cork and, on occasion, to other locations.

This job description is intended as a basic guide to the scope and responsibilities of the position; it is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of the HIQA's work.

## Requirements

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### Essential:

Candidates must, on or before **5.00pm on Thursday 3<sup>rd</sup> January 2018** have the following essential requirements:

### Eligibility Criteria

The post holder must have:

- i. A minimum of Level 8 (Honours Bachelor Degree) on the National Framework of Qualifications or equivalent relevant to this role or regulation of health and social care; **and**
- ii. At least three years satisfactory experience in regulatory practice; **and**
- iii. A Train the Trainer (or equivalent) qualification.

### Core Competencies:

The candidate must be able to clearly demonstrate the following:

#### Knowledge and Expertise:

- Have demonstrable understanding of the legal remit of the Office of the Chief Inspector and HIQA.
- A strong knowledge of best practice, current developments, emerging issues and legislation related to health and social care provision in Ireland.
- Proven work experience in practice development.
- Have demonstrable experience in designing and delivering regulatory training programmes
- Familiarity with traditional and modern training methods (mentoring, coaching, on-the-job or in classroom training, e-learning, workshops, simulations etc)
- Proven work experience in reviewing and reporting on training programmes

#### Communication/Influencing Skills:

- Strong interpersonal and communication skills with a diverse range of people and positively influence others at all levels of the business.
- Excellent communication and leadership skills.
- Strong experience in the presentation of complex information to a variety of audiences.
- Ability to manage conflict and articulate coherent rationales for action
- Ability to actively listen, seek out and consider information objectively, and respond to challenging situations with reason and proportionality

#### Report Writing and presentation Skills:

- Excellent report writing, editing, proofreading and formatting skills
- Ability to write reports presenting complex information in an easily understood and accessible format
- Ability to work with others in the creation of combined reports
- Clear presentation style and skills and an excellent knowledge of range of communication media

#### Use of technology and information management:

- Good appreciation and understanding of what technology can offer to practice

- development and blended learning programmes to enhance delivery and learning
- Possess strong computer skills with advanced skills in Word and Outlook, and a working knowledge of the Microsoft Office suite and training technologies
- Ability to use data/metrics/business intelligence to track progress, risk, internal compliance and to inform emerging trends and challenges
- Experienced in the use of document control systems

**Operational Excellence – Delivering Results Individual Accountability:**

- Ability to plan, prioritise, organise and schedule a wide variety of tasks
- Ability to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships
- Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion in a timely way
- A capacity to operate efficiently in a challenging operational environment while adhering to quality standards
- Ability to use initiative, make decisions and accept responsibility for the outcome.
- Excellent time management skills
- Demonstrate a positive approach to change and keep up to date with developments in relevant areas

**Teamwork -Building and Maintaining Relationships**

- Ability to work both independently and as part of a team
- The ability to build and maintain relationships in working as part of a multi-stakeholder environment
- The ability to lead, direct and influence others, in partnership, with a wide variety of stakeholders in a complex and changing environment
- Ability to inspire and mentor others on the team
- Demonstrate a positive approach to change and keep up to date with developments in relevant area

## Principal Conditions of Service

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### Probation:

A probationary period of six months applies to this position.

### Pay:

**Please note that this appointment will be at the first point of the scale.**

As per current Government pay policy, the starting pay for this position will be at the minimum point of the Engineer Grade II salary scale (**€60,967** pa). Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

The incremental progression for this scale is in line with Government pay policy.

The salary scale for this position is as follows, **Starting at the first point of the scale:**  
Engineer II grade

€60,967 €62,360 €63,750 €65,146 €66,538 €66,908 €68,261 €69,632 €71,864<sup>1</sup> €74,102<sup>2</sup>

*1. After 3 years' satisfactory service at the maximum*

*2. After 6 years satisfactory service at the maximum*

### Superannuation:

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. Please note that the Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from other public service employment where the break in service, if any, is less than 26 weeks), the terms of the Health Information and Quality Authority Superannuation Scheme will apply.

### Annual Leave:

Annual leave is 27 Days, rising to 30 days after 5 years' service.

## Selection Procedure

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### How to Apply:

An information booklet and application form are available for download at <https://www.sigmarrecruitment.com/clients/higa>

For further information please contact Sigmar Recruitment on 01 4744653 or via email at [higaapplicationform@sigmar.ie](mailto:higaapplicationform@sigmar.ie)

### Closing Date:

The completed application document must be submitted by **5:00pm on Thursday 3<sup>rd</sup> January 2018.**

Only applications uploaded to <https://www.sigmarrecruitment.com/clients/higa> will be accepted. CVs will not be accepted.

*Note: Please ensure to upload your application form for the correct role as this could lead to disqualification from the competition.*

### Selection Process:

The Health Information and Quality Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- Shortlisting of candidates on the basis of the information contained in their application to reduce the list of candidates to a more manageable number for interview. Please ensure that you complete all sections of the application form as comprehensively and as accurately as possible;
- A preliminary interview which may in turn include a written exercise;
- A competitive interview which may also include an assessment and/or presentation.

### Interview Dates:

The onus is on all applicants who are shortlisted for interview to ensure they are available for interview on the identified date.



## General Information

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### **Interview Expenses:**

The Health Information and Quality Authority will not be responsible for any expense, including travelling expenses that applicants may incur in connection with their application for this post.

### **Candidates Obligations:**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- impersonate a candidate at any stage of the process;
- interfere with or compromise the process in any way.

Where a candidate is found guilty of canvassing or in breach of any of the above, then:

- where he/she has not been appointed to a post, he/she will be disqualified as a candidate; or
- where he/she has been appointed to a post, he/she shall forfeit that appointment.

### **Deeming of Candidature to be withdrawn:**

Candidates who do not attend for interview when and where required by the Health Information and Quality Authority, or who do not, when requested, furnish such evidence as the Health Information and Quality Authority require in regard to any matter relevant to their candidature, will have no further claim for consideration.

### **Quality Customer Service:**

The Health Information and Quality Authority aims to provide an excellent quality service to all our customers. If, for whatever reason, an applicant is unhappy with any aspect of the service received, we urge applicants to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

### **The Importance of Confidentiality:**

We would like to assure applicants that protecting confidentiality is our number one priority. Applicants can expect, and we guarantee, that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by the Health Information and Quality Authority are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. Applicants should note that all application material will be made available to the Health Information and Quality Authority.

### **Data Protection:**

For further information on how the Health Information and Quality Authority processes your data, please review the privacy notice on our website: <https://www.hiqa.ie/reports-and-publications/corporate-publication/hiqa-privacy-notice>

### **Equality:**

The Health Information and Quality Authority is committed to a policy of Equal Opportunity.

## **Guidelines for Dealing with Appeals/Requests for Review**

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The Health Information and Quality Authority will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application he/she can seek a review under Section 7 of the Code of Practice governing the recruitment process by a person in the recruiting body (initial reviewer). Where a candidate remains dissatisfied following this initial review, he/she may seek to have the conduct of the initial review examined by a "decision arbitrator".

As an alternative to the above, it is open to a candidate to seek to have the matter resolved on an informal basis, as set out below. If a candidate remains dissatisfied following any such discussion it is open to him/her to seek a formal review.

### **Informal process:**

- The candidate can avail of the informal review within 5 working days of notification of the initial decision, and should normally take place between the candidate and the person who communicated the decision (or relevant person).
- Where the decision being conveyed relates to an interim stage of a selection process, the request for informal review must be received within 2 working days of the date of receipt of the decision.
- Where a candidate remains dissatisfied following any such informal discussion, he/she may adopt the formal procedures set out below.
- If the candidate wishes the matter to be dealt with by way of a formal review, he/she must do so within 2 working days of the notification of the outcome of the informal review.

### **Formal process: Initial review:**

- The candidate must address his/her concerns in relation to the process in writing to the Chief Executive, setting out those aspects of the action or decision in relation to his/her candidature that he/she wishes to have reviewed.
- A request for review must be made within 10 working days of the notification of the initial decision. Where the decision relates to an interim stage of a selection process, the request for review must be received within 4 working days.
- Any extension of these time limits will only be granted in the most exceptional of circumstances and will be at the sole discretion of the Chief Executive.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. The candidate will receive the outcome of the review by means of a written report.
- Should a candidate be dissatisfied with the outcome of the initial review, he/she may request a review by a decision arbitrator of the conduct of the initial review.

### **Review by the decision arbitrator:**

The decision arbitrator is appointed by the Chief Executive. The decision arbitrator is unconnected with the selection process and he/she will adjudicate on requests for review in cases where a candidate is not satisfied with the outcome of the initial review. The decision of the decision arbitrator in relation to such matters is final.

- A request made to the decision arbitrator must be received within 7 working days of the notification of the outcome of the initial review;
- The outcome of the investigation must be notified to the candidate in the form of a written report within 10 working days.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, he/she can have it investigated under Section 8 of the Code of Practice.

**Informal process:**

- The CPSA recommends that the candidate avail of the informal process to try to resolve the matter with the recruiting body. If the candidate is still dissatisfied he/she may resort to the formal process within 2 working days of receiving notification of the informal process.

**Formal process:**

- If you are requesting a formal review you must write to the licence holder providing details of the breach of the code of practice and enclosing any relevant documentation that might support the allegation.
- The outcome must generally be notified to the candidate within 25 working days of receipt of the complaint or request for review. If a decision cannot be made within this timeframe, the reviewer will keep the candidate informed of the status of the review.
- Should a candidate be dissatisfied with the outcome of this review, he/she may request a further review by referring the matter to the Commission for Public Service Appointments in the form of an appeal of the review of the licence holder. He/She must write to the Commission for Public Service Appointments within 10 working days of receiving the outcome of the licence Holder's review.

The codes of practice are available on the website of the Commission for Public Service Appointments, [www.cpsa-online.ie](http://www.cpsa-online.ie).