

Role Profile

Role Title	Scheduling & Services Transformation Manager for South Dublin Surgical Hub (Mount Carmel Campus).
Purpose of the Role	<p>The key role of the post is to assist in the co-ordination of surgeons to the hub. This will also include patient processing through the various admission pathways into the hub. The key objectives, to deliver prompt efficient patient flow and service provision. There are several core elements to the role:</p> <ul style="list-style-type: none"> • Patient processing • Waiting list management • Management / Administration • Planning and Organising • Achievement of KPI's • Communication • Co ordinating surgeons using a digital scheduling system
Department/Directorate	South Dublin Surgical Hub
Key Reports	Operations and Transformation Lead Deputy Operations and Transformation Lead
Key Direct Reports	Administrative Staff
Grade	Grade VI Officer
Salary Scale	€56,757 - €69,341 (LSI x 2)
Job Reference Number:	001233
Enquiries To:	Mella Fitzgerald, Operations and Transformation Lead; Email: MeFitzgerald@stjames.ie
Closing Date:	Sunday, 27 th April 2025

Key Duties and Responsibilities
<p>Specifics of the Post</p> <ul style="list-style-type: none"> • Engages with the Operational Excellence Philosophy of the SDSH. • Review the NTPF waiting lists, and plan operating lists 6 weeks in advance. • Liaise with surgeons in planning the lists and updating Medmodas digital scheduling system • Engage with the digital scheduling system to help plan future lists. • Attend the daily huddles and lead huddles when required. • Liaise with internal and external stakeholders on a daily basis • To provide key reports / updates to senior managers when required.

- Monitor performance indicators and report on same.
- Promote and affect a responsible and accountable culture amongst staff.
- Understand Capacity and Demand concepts to make informed decisions on improvements and service development.
- Support with data collection, validation, management and analysis for the various work streams in the SDSH.
- Manage the SAP HR and SAP Finance when required
- Assist in the management of STARS – HR system

Customer Service

- Promote and maintain a customer focused environment by ensuring service users / customers are treated with dignity and respect
- Seek feedback from service users / customers and implement change to incorporate same, in agreement with Line Manager

Human Resources / Supervision of Staff

- Create and promote a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships
- Promote cooperation and working in harmony with other teams and disciplines
- Solve problems and ensure decisions are in line with local and national agreements
- Pursue and promote continuous professional development in order to develop management expertise and professional knowledge

Service Delivery and Service Improvement

- Ensure accurate attention to detail in own work and work of team
- Maintain a good understanding of internal and external factors that can affect service delivery including awareness of local and national issues that impact on own area
- Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes

Standards, Policies, Procedures & Legislation

- Contribute to the development of policies and procedures and ensure consistent adherence to procedures and current standards within area of responsibility
- Maintain own knowledge of relevant policies, procedures, guidelines and practices to perform the role effectively and to ensure standards are met by own team
- Maintain own knowledge of relevant regulations and legislation e.g. Financial Regulations, Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other 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 SJH protocols for implementing and maintaining these standards
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service

**The above Role Profile 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.

Academic/Professional Qualifications and/or relevant Experience

Required:

Candidates must have at the latest date of application: -

- Have not less than two years satisfactory experience in an administrative capacity within the Public Sector / Hospital / Health Care or other environment relevant to the role.

And

- Possess sufficient administrative capacity to discharge the functions of the grade.
- Have experience in patient through-put.
- Have experience in scheduling surgical patients
- Have experience in liaising with consultant surgeons
- Have experience in delivering quality improvement initiatives

Desirable:

- Knowledge and experience of the Bed Management / Path Flow processes
- Qualification in Lean Transformation or Operational Excellence

Technical/Clinical Competencies

Please note for each of the required competencies below, you will be required to provide examples of your current level of knowledge, skill and/or experience for each of these under the **Application Questions** section of the application form.

Simply enter each of the below as a heading, and provide your knowledge, skills and experience in the corresponding numbered box under the **Application Questions** section of the application form.

Required:

1. Proficient in MS Office (Windows, Word, Excel, PowerPoint, Outlook etc.)
2. Proficient in the use of hospital I.T. systems
3. Analytical Skills

Desirable:

N/A

SJH Behavioural Competencies: *These competencies will be assessed in detail at the Interview stage. You are not required to include written examples of behavioural competencies on application form. However, during the interview, you will be required to provide examples of when you previously demonstrated these competencies.*

People Management	3	<ul style="list-style-type: none">• Clarifies individual roles, responsibilities and accountabilities on an on-going basis.• Is objective and seeks and uses data to make decisions, in conjunction with an awareness of the context and using common sense.• Acknowledges contributions: lets people know they are valued.• Makes consistent and transparent decisions in relation to people, when all opinions are
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		<ul style="list-style-type: none"> considered. Allocates responsibilities fairly among team members to effectively manage caseloads/workload
Leadership Potential	2	<ul style="list-style-type: none"> Embraces organisational change initiatives, establishing structure/roles to support it Shows strong initiative; can work outside of standard protocol when necessary Contributes to the development of an environment where people can develop and flourish
Problem Solving & Decision Making	2	<ul style="list-style-type: none"> Accurately anticipates likely consequences of actions/decisions (both short- and long-term) Consults with others to improve decision-making Is able to make decisions with the information that is available at the time when a decision is needed quickly
Planning & Organisation	2	<ul style="list-style-type: none"> Ensures most effective allocation and use of resources Manages competing and changing priorities
Quality & Safety Service	3	<ul style="list-style-type: none"> Empowers staff to provide quality of service; ensures regular quality audits are carried out and findings are actioned and followed through. Is able to absorb and deal constructively with criticism, seeking support if necessary Champions initiatives to improve quality of services

Proficiency in the English language

A level of proficiency in the English language, written and spoken, is a requirement of all roles within St. James's Hospital. You will be required to self-assess your proficiency level in the Standard Application Form. **In addition, your proficiency in spoken English will be assessed during the interview process appropriate to the role available.**

Particulars of Office

1. The appointment to this post will be **Permanent, Full-time and Pensionable.**
2. Annual Leave allowance is **30 days per annum.**
3. The person appointed must not give less than **one month's notice**, in writing, of intention to resign.
4. Normal working hours will be **35 hours per week.**
5. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8.00am - 8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement.
6. Incremental credit is normally granted on appointment, in respect of previous relevant

experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

General Conditions

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years.
3. All accidents within the department must be reported immediately.
4. In accordance with the "Safety, Health and Welfare at Work Act 2005", all staff must comply with all safety regulations.
5. St James's Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.

Confidentiality

In the course of your employment, you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

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.

Infection Control & Hygiene

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

Recruitment Process

- Approval to Hire (VAF process)
- Hiring Manager – Role Profile
- Advertising
- Application Process (Standard Application Form)
- Shortlisting of Candidates will be based on information provided in Standard Application Form
- Interview Process
- All applicants who move to the 2nd stage of the Selection process (i.e. post interview) will be subject to Reference Checking X 2, Garda E Vetting and Occupational Health Screening (Questionnaire)
- In the event that we receive a large number of applications and while you may meet the eligibility requirements of the competition, it may be decided at shortlisting to reduce the numbers being invited to interview. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

Application Procedure:

To apply for this position, please complete the relevant online application form no later than **Sunday, 27th April 2025.**

A panel may be formed from which future vacancies will be filled
St. James's Hospital is an Equal Opportunities Employer