



Candidate Campaign Information Pack ICT QA Test Lead - Grade VII

Dear Candidate,

Thank you for your interest in the post of – Grade VII ICT QA Test Lead

This Candidate Pack includes the following information:

- Full and detailed Job Specification and important dates to note
- Recruitment Process detail and important dates to note
- Candidate General Declaration

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process.

For any informal enquiries regarding the position and job specification please contact:

Kieran Hever (ICT Applications Manager) – Email: Kieran.hever@tusla.ie Mobile: 086 8063252

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: tuslarecruit@tusla.ie or contact Magda on T: +353 (0)1 771 8917 and/or magdalena.basinska@tusla.ie.

Kind Regards,

Tusla Recruitment Team

Job Specification
ICT QA Test Lead - Grade VII

Job Title	ICT QA Test Lead - Grade VII
Grade Code	Grade Code: 0582
Campaign Reference Approval Code	TNCOR2018323u
Applications considered Via	Tusla Recruit Portal only (For application/system enquiries please ring 01 771 8608)
Opening date for Applications	27 th August 2018
Closing Date for Applications	12:00 midday 17 th September 2018
Proposed Interview date(s)	September/October 2018
Contact for Informal Enquiries	Kieran Hever (ICT Applications Manager) – Email: Kieran.hever@tusla.ie
Location of Post	Corporate Office – Brunel Building, Heuston South Quarter, Dublin 8
Details of Service	<p>About Tusla: The Child and Family Agency was established on 1st January 2014 and is responsible for improving wellbeing and outcomes for children. It represents the most comprehensive reform of services for the development, welfare and protection of children and the support of families ever undertaken in Ireland. It is an ambitious move which brings together some 4,000 staff who were previously employed within Children and Family Services of the Health Service Executive, the National Educational Welfare Board and the Family Support Agency.</p> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> • Child Welfare and Protection Services, including family support services • Family Resource Centres and associated national programmes • Early years (pre-school) Inspection Services • Educational Welfare responsibilities including School completion programmes and Home School Liaison • Domestic, sexual and gender based violence services • Services related to the psychological welfare of children <p>Further information is available on www.tusla.ie</p> <p>About Tulsa ICT</p>

	<p>Tusla has one of the largest ICT networks (managed by the HSE) in the Public Service with almost 4,500 users in over 400 locations. Tusla are currently developing an ICT strategy and propose to build a team of highly skilled technical professionals that will be tasked with providing the innovation and systems required to support Tusla in delivering its services and achieving its business and strategic objectives.</p> <p>The ICT team will be responsible for delivering the following core expanded functions:</p> <ul style="list-style-type: none"> • Applications: Implementation of an application solution architecture and software development capability within the ICT unit to develop innovative applications that support the work of Tusla and assist staff in maximising the use of technology to work efficiently and effectively. • Infrastructure: Expansion of the current infrastructure team to provide the resources and capability required to ensure Tusla develops and maintains a technical infrastructure that is secure, highly available and fit for use. • Data: Establishment of a new Data & Analytics function to provide data management and analytics capabilities that support Tusla in obtaining the data analytics and visualisation required for evidence based planning, policy development and programme evaluation as well as gaining administration efficiencies by implementing data management best practice across the organisation. • Service Delivery: Expansion of capabilities to become self-sufficient in the delivery of ICT services based on ICT service best practice (ITIL) and establishment of a quality driven service delivery function providing users with the ICT devices, systems and support they require to efficiently perform their role. • Service Strategy and Design: Establishment of a new function within the ICT responsible for Strategy Management, Business Relationship Management, Service Portfolio Management, Financial Management, Service Catalogue Management, Risk Management, Information Security Management, Service Continuity Management and Compliance Management.
<p>Purpose of post</p>	<p>Overview of the Role</p> <p>The ICT QA Test Lead will work as part of the Applications team in quality assurance of ICT solutions to support the work of Tusla and assist staff in maximising the use of technology to work efficiently and effectively.</p> <p>The QA Test Lead will develop and maintain Test strategy, Test Plan and Test Cases for all Tusla ICT systems. The role will involve developing automated testing solutions to introduce automated testing as much as possible. The Lead will have overall responsibility for the end to end testing of systems under development and ongoing maintenance of the quality assurance processes to reduce development defects and maintain quality standards.</p> <p>Tusla's Application Development Architecture</p> <p>Tusla deliver a wide range of Child and Family programmes many of which are currently supported by manual administration processes. Tusla are currently implementing a platform based on Dynamics CRM and SharePoint that will support the core work of the Agency; however, in addition there is a requirement to develop a range of ancillary and related systems for both internal and external users on both traditional and mobile devices.</p>

	<p>Tusla have established an internal software development team (led by the Applications Manager) and have recently finalised a set of web application architecture and coding guidelines. In summary the Tusla development architecture will be based on:</p> <ul style="list-style-type: none"> • .Net and MVC • Microsoft SQL Server • Microsoft Dynamics and Microsoft SharePoint • Rest API for interoperability with external partners
<p>Reporting Relationship</p>	<p>The successful applicant will report to the ICT Applications Manager.</p>
<p>Duties and Responsibilities</p>	<p>Key Duties and Responsibilities</p> <p>The role requires an experienced ICT QA Test Lead with a strong technical background in an ICT environment.</p> <p><u>Solution Development</u></p> <ul style="list-style-type: none"> • Responsible for the creation of Test Cases in Visual Studio Team Services (VSTS) using in-depth technical analysis of both functional and non-functional specifications (such as reliability, efficiency, usability, maintainability and portability). • Creates traceability records from test cases back to requirements/user stories in VSTS. • Manages/produces test scripts, materials and regression test packs to test new and amended software or services. • Manages/produces automated tests using Selenium. • Executes, interprets and documents test plans using agreed methods and standards. • Records and analyses actions and results and maintains a defect register. • Reviews test results and modifies tests, if necessary. • Documenting backlog feature requirements in line with Tusla’s Agile software development methodology. <p><u>Relationship Management and Collaboration</u></p> <ul style="list-style-type: none"> • Works as part of an Agile software team to facilitate the delivery of web and mobile applications being developed by Tusla ICT. • Works as part of the application team to improve the quality assurance of new solutions being developed by Tusla ICT. • Preparation of Test Plan related documentation. • Works in collaboration with the ICT service delivery team as required to support the implementation and integration of ICT systems. <p><u>Resource Management</u></p> <ul style="list-style-type: none"> • Interact with designers to understand software limitations. • Interact with the different ICT teams to deliver composite Test Plans. <p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • Have a working knowledge of the Health Information and Quality Authority

	<p>(HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role.</p> <ul style="list-style-type: none"> • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <p>The above Job Description 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.</p>
<p>Eligibility Criteria Qualifications and / or Experience</p>	<p>Applicants must by the closing date of application have the following:</p> <ul style="list-style-type: none"> • Have a third level qualification in an ICT or related discipline. • Have a minimum of 3 years’ experience in an ICT QA Test role, including experience of using test management tools (for example, Visual Studio Team Services (VSTS), VSTS Test Manager, Jira). • Have experience using test automation tools (for example Selenium) • Experience with Microsoft .Net technologies and the Microsoft SQL Server data environment. • Have experience of applying software development methodologies (agile) and working with code control and continuous integration. • A Software Testing Qualification such as ISTQB or similar. <p><u>Health</u> 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><u>Character</u> Each candidate for and any person holding the office must be of good character.</p> <p><u>Age</u> Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant within the meaning of the Public Services Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age.</p>
<p>Skills, competencies and/or knowledge</p>	<p>Professional Knowledge and experience</p> <ul style="list-style-type: none"> • Experience of creating and managing test cases/plans in Visual Studio Team Services (VSTS). • Experience using Selenium to create and develop automated test plans. • Experience of running, reviewing and improving Test Plans. • Experience of working in an ICT environment with the Software Development Life Cycle. • Have experience of applying software development methodologies (agile) and working with code control and continuous integration. • A working knowledge and strategic understanding of legislation, policy, research and practice for Children and Family Services. • A working knowledge of HIQA Standards as they apply to the role • Ability to work on one’s own initiative.

Communication and Interpersonal Skills:

- Highly effective communication and interpersonal skills in order to deal effectively with a wide range of stakeholders.
- Excellent presentation and facilitation skills to deliver complex information in understandable terms.
- Excellent written communication skills including report writing.
- Capacity to communicate effectively across a wide range of professionals and agencies.
- Ability to work with a variety of stakeholder groups and to unpick complex themes and ideas.

Team Skills:

- Ability to build and maintain relationships in inter-agency and multi-disciplinary environments.
- The ability to work on own initiative and as part of a team.
- Flexibility, adaptability and openness to working effectively in a changing environment.
- Diplomacy, discretion and an ability to negotiate.
- Ability to contribute to the development of an effective team.

Evaluating Information and Judging Situations

- The ability to evaluate information from a number of sources, make effective decisions and problem solve in a timely manner
- The ability to analyse and interpret information and make decisions quickly and accurately, as appropriate.
- The ability to confidently explain the rationale behind decisions when faced with opposition.
- The ability to recognise when it is appropriate to refer decisions to a higher level of management.
- The ability to use initiative and problem solving as appropriate.

Planning and Managing Resources:

- Ability to effectively plan, manage and prioritise effectively and work to agreed timescales.
- The ability to use resources effectively, challenging processes to improve efficiencies where appropriate.
- Monitors activities to ensure budgets are adhered to.
- Delegates tasks to others and makes sure deadlines are met.
- The ability to manage own time efficiently to ensure delivery of results.

Commitment to providing a quality service:

- Commitment to providing a quality service.
- Flexibility, adaptability and openness to working effectively in a changing environment.
- The ability to work effectively within a multi-disciplinary organisation in a complex and pressured environment.
- A commitment to continuing professional development.

	<ul style="list-style-type: none"> • A commitment to developing own knowledge and expertise. • A commitment to providing a professional service to internal and external stakeholders.
Other requirements of the role	Access to transport as the role may require some travel.
Campaign Specific Selection Process Shortlisting / Interview	<p>Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing 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>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p>
Code of Practice	<p>The Recruitment Service Child and Family Agency 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.</p> <p>Codes of practice are published by the CPSA and are available on www.cpsa.ie. Tusla Child and Family Agency is an Equal Opportunities Employer</p> <p>Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 & 1988 and the Freedom of Information Act 2014.</p>
<p>Tusla Child and Family Agency Transformation Programme may impact on this role and as structures change the job description may be reviewed</p> <p>This job description 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>	

Terms of Employment
Grade VII

Tenure	<p>The current vacancy available is permanent and fulltime. The post is pensionable.</p> <p>A panel may be formed to fill this position.</p> <p>Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2013 and the Public Service Management (Recruitment and Appointments) Act 2004.</p>												
Remuneration	<p>The Salary scale for the post is as at 01/01/2018:</p> <table border="1" data-bbox="357 730 1469 768"> <tr> <td>48,495</td> <td>49,678</td> <td>51,064</td> <td>52,452</td> <td>53,847</td> <td>55,091</td> <td>56,359</td> <td>57,592</td> <td>58,816</td> <td>60,926</td> <td>63,041</td> <td>LSIs</td> </tr> </table>	48,495	49,678	51,064	52,452	53,847	55,091	56,359	57,592	58,816	60,926	63,041	LSIs
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Working Week	<p>The standard working week applying to the post is: 37 hours</p>												
Annual Leave	<p>The annual leave associated with the post is 30 days per annum.</p>												
Superannuation	<p>This is a pensionable position with Tusla. 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.</p>												
Probation	<p>Every appointment of a person who is not already a permanent officer of the Child & Family Agency/ 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>												
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2011)	<p>The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.</p>												
National Standards for Children and Family Services	<p>Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areas-we-work/childrens-services) and / or the Adoption Authority of Ireland Standards as they apply to the role.</p> <p>All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2011)</p>												



This document contains important information regarding this campaign. We recommend that you read this document before making application. In this document we lay out the regulations by which the campaign will be run and we explain the recruitment and selection process. This document outlines what we require from you and in what format it is required. This is to ensure we have the same information from all candidates and that candidates are treated in the same manner.

Recruitment Process

1. Who should apply?

We are very interested to receive applications from all suitably qualified individuals who are interested in working with Tusla – Child and Family Agency.

For each post there are criteria that apply to applicants which will determine if you are eligible or ineligible. Eligibility criteria are detailed on the Job Specification for each post.

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see **Appendix 2**.
- Please note we cannot accept applications from applicants who are in receipt of pensions from particular superannuation schemes, please see **Appendix 3** for more information on this.

2. How do I apply for this post?

You must complete the Tusla Recruit online application particular to this post. All posts are posted on the following links:

- <http://www.tusla.ie/about/careers-in-tusla> or <http://www.tusla.ie/staff/tusla-internal-jobs> you need to access the link and follow on- line application instructions.

- Please ensure that you have completed your Tusla Recruit Profile in full and you are happy that the information you have provided is accurate.
- As we require the same information from all candidates in order to make fair decisions on their applications we will not be able to process applications by any method other than that of the Tusla Recruit online application process.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.
- You are required to answer **all questions** asked of you on the application form and provide specific dates and details as requested. If you omit information pertinent to your eligibility in the questions asked it may result in your application being deemed ineligible and subsequently not called forward to interview. Information must be clear and outlined in format requested. The onus is on the candidate to provide all information requested in format required on the on-line application form.
- There is no need to sign on-line applications; we will request candidates to sign their application form at interview if called to attend.
- We will not be able to process applications by CV or any other method than that requested.
- Support is available with on-line applications from the Tusla Recruit Team, if you need support please send an email request to tuslarecruit@tusla.ie and put the words **System Support** in the subject bar of the email. Provide a contact number in the email and then a member of the team will contact you directly.

We will contact you mainly by mobile phone and emails to your Tusla Recruit Profile.

Therefore we recommend you specify in your application your personal mobile number and you fully complete your Tusla Recruit profile. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Tusla Recruit Profile. If you choose to use your work mobile and you do not have access to Tusla Recruit you may receive communications that have a time deadline requirement while working away or on leave.

3. How will the selection process be run?

- You must complete the official application form in full on line. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements and provide the detail requested.
There may be a number of stages of selection and short-listing or a ranking exercise may take place. Applicants who meet the eligibility criteria may be shortlisted for interview based on information supplied in the application form at the closing date or in other specified assessment process. Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/or knowledge sections of the job specification and the information supplied in the competency based application form or eligibility questions, whichever is used. It is therefore very important that you think about your experience in light of those requirements and that you provide a detailed and accurate account of your qualifications and experience in your application. Please provide dates and details as requested.

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Tusla Recruit may decide that a number only will be called to interview. In this respect, Tusla Recruit provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against a predetermined 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/ experience on the application form.

- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.

- Any candidate invited to interview will be given more details regarding the interview or other additional assessment stages at a later date.

The selection process may involve additional assessments, for example:

- Short listing of candidates on the basis of the information contained in their application
 - Online and/or paper- based assessment/ tests/questionnaire(s)
 - A qualifying preliminary interview – competency based
 - Work sample/role play/ media exercise
 - A competency based interview which may include a presentation and any other tests or exercises that may be deemed appropriate. Applicants deemed eligible, will be notified of these additional stages if applicable and may be required to attend additional assessments and interview.
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- Candidates who are successful at interview may be placed on a panel (Talent Pool) in order of merit.
 - We will offer the posts to the candidates with the highest scores on the panel (Talent Pool).
 - Weighting may take place in situations whereby 2 or more candidates are placed in the same position on a panel (Talent Pool). The candidate with the highest score in professional knowledge will be ranked highest.
 - If a candidate declines the post we will offer it to the next highest scoring candidate etc.
 - Tusla Recruit must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. Tusla Recruit determines the merit, appropriateness and relevance of references. Tusla Recruit reserves the right to remove candidates from specific recruitment panels (Talent Pools) and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note Tusla Recruit may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. Tusla Recruit reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

4. Acceptance / Declination of a Job Offer

The time lines and panel (Talent Pool) management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel (Talent Pool).

5. Campaign Time Scales

The Closing date for this position is as stated in the Job Specification.

It is anticipated that interviews will be scheduled on the dates as specified in the Job Specification. Therefore we advise that you note these dates in your diary now as due to the limited availability of the interview board it is unlikely that an alternative interview date and time can be offered. Interviews will be held in person only, therefore candidates must be available to present for interview.

6. Security Clearance

Our office will seek Garda Vetting for all of your residences in the Republic of Ireland and Northern Ireland.

All appointments will require satisfactory security clearances. If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career with Tusla we would strongly advise that you commence seeking international security clearances now. Please see **Appendix 2** for more information on international clearances.

Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

7. Commission for Public Service Appointments – Codes of Practice

Appointments in Tusla are made under a recruitment license and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Under the Codes of Practice candidates are entitled to request a review of any part of the appointment process or make a complaint regarding any part of the process that they feel is unfair or has been applied unfairly to them.

Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 review **or** a Section 8 complaint. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure.

Candidates should in the first instance make an informal request for review to the Tusla Recruit Campaign Manager via tuslarecruit@tusla.ie. Please note that informal reviews prior to interview must be requested within 2 working days of receipt of a decision. Informal appeals after interview must be requested within 5 working days of notification of a decision.

Please note:

A Candidate who is simply seeking clarification on the basis for the decision reached about their candidature should obtain this feedback from the Tusla Recruit Campaign Manager. They do not need to invoke any of the procedures referred to above. Such feedback will be properly managed by the Tusla Recruit Campaign Manager as an integral part of the appointment process.

In addition The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 5 and Section 9 of the Code of Practise under the Act.

These obligations are as follows:

Section 5

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

- Knowingly or recklessly make a false or a misleading application

- Knowingly or recklessly provide false information or documentation
- Canvass any person with or without inducements
- Impersonate a candidate at any stage of the process
- Knowingly or maliciously obstruct or interfere with the recruitment process
- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it
- Interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence and it is the policy of Tusla to report any such above contraventions to An Garda Síochána.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment/selection process, then, in accordance with the Public Services Management (Recruitment and Selection) Act 2004:

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;
- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment.

Section 9

Any unreasonable conduct by the candidate may result in their contact being restricted.

Candidates shall not display the following types of behaviour which the Commission considers

‘Unreasonable Conduct’:

- Unreasonable persistence
- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviour

Examples of Unreasonable Conduct include:

- Insisting that an issue be reviewed again by another officer.
- Expecting immediate responses to requests or communications.
- Insisting their version of events be accepted as fact where there is no objective evidence to support this.
- Impolite or aggressive conduct.

The decision to restrict access may include:

- Requesting the individual make contact in a particular form, for example by letter only.
- Requiring contact to take place with a named officer only.
- Restricting telephone calls from the individual to specified days and timeframes.
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- Restricting access to the offices of an organisation.

- Asking the customer to enter into an agreement about their future conduct.
- Refusal to pursue a complaint or request for a review.
- Terminating all contact with the complainant.

We encourage you to visit www.cpsa.ie for further information on the Code of Practice.

Appendix 1

(i) EEA Nationals

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, The Netherlands, Portugal, Spain, Sweden, United Kingdom, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia, Slovenia, Norway, Iceland, Liechtenstein, Switzerland, Bulgaria and Romania.

(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

And

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 1, Stamp 4/ 4EUfam, Stamp 5

Or

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 3 and scanned copies of the following:

Marriage/Civil Partnership Certificate

And

Spouse's passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 1, 4 or 5

Or

If your spouse holds a Stamp 2 for the purposes of **PhD study**, please include a copy of their passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD** student.

Applications that are not accompanied by the above documents where necessary will be considered incomplete and will not be processed any further.

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview.

For more details on EEA countries please see visit the Department of Jobs, Enterprise and Innovation website www.djei.ie

Please note:

Tusla Recruit welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status.

Appendix 2

All appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career with Tusla we would strongly advise that you commence seeking international security clearances now.

All applicants will need to apply for a vetting disclosure from the National Vetting Bureau.

If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more, it will be mandatory for you to furnish this department with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country/countries.

Note: Candidates who studied outside of Ireland e.g. in the UK, please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated after you left the UK.

The following websites may be of assistance to you in this regard:

United Kingdom

London:

<http://content.met.police.uk/Site/infomationaboutyourself>

[Metropolitan Police Service - Your right to information](#)

www.disclosurescotland.co.uk

<http://www.south-wales.police.uk/more-about-us/your-right-to-information/data-protection/>

www.north-wales.police.uk

The <http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

Australia

www.afp.gov.au This website will provide you with information on obtaining a national police clearance certificate for Australia

New Zealand

www.courts.govt.nz This website will provide you with information on obtaining police clearance in New Zealand.

United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**,

<https://www.fbi.gov/about-us/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who receive job offers will have 5 working days in which to produce the required documentation; otherwise the job offer will be withdrawn. When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.

Appendix 3

Candidates who CANNOT APPLY

Applications received from candidates who fall under the below categories will not be processed further in the selection process; this means that you will not be invited to interview.

Persons in receipt of a pension from specified Superannuation Schemes

Tusla and the HSE has implemented a policy which prohibits the rehire of retired members of Tusla and the HSE staff in all grades. You will not be eligible to compete for posts to be filled in this campaign if you have previously worked for Tusla/ the HSE/former Health Boards and are now in receipt of a pension awarded under the terms of one of the following Pension Schemes:

2. Local Government Superannuation Scheme (LGSS)
3. HSE Employee Superannuation Scheme
4. Voluntary Hospital's Superannuation Scheme (VHSS) (Officers or Non Officers Schemes)
5. Nominated Health Agencies Superannuation Scheme (NHASS).

Prospective candidates must satisfy themselves as to their eligibility to be employed by the Health Service Executive before applying/competing for posts to be filled through this recruitment campaign.

Former Health Service and public sector employees must ensure that they adhere to their contractual obligations where they have previously availed of the Incentivised Scheme of Early Retirement (ISER), 2010 Voluntary Early Retirement Scheme (VER) or 2010 Voluntary Redundancy Scheme (VRS).

General Declaration

It is important that you read this Declaration carefully and then sign it in the space below.

Part 1:

Obligations Placed on Candidates who participate in The Recruitment Process.

The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 5 and Section 9 of the Code of Practise under the Act.

These obligations are as follows:

Section 5

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

- Knowingly or recklessly make a false or a misleading application
- Knowingly or recklessly provide false information or documentation
- Canvass any person with or without inducements
- Impersonate a candidate at any stage of the process
- Knowingly or maliciously obstruct or interfere with the recruitment process
- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it
- Interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence.

It is the policy of Tusla to report any such above contraventions to An Garda Siochana.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment/selection process, then, in accordance with the Public Services Management (Recruitment and Selection) Act 2004:

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;
- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment

Section 9

Any unreasonable conduct by the candidate may result in their contact being restricted.

Candidates shall not display the following types of behaviour which the Commission considers

‘Unreasonable Conduct’:

- Unreasonable persistence
- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviour

Part 2:

Declaration: ‘I declare that to the best of my knowledge and belief there is nothing in relation to my conduct, character or personal background of any nature that would adversely affect the position of trust in which I would be placed by virtue of my appointment to this position. I hereby confirm my irrevocable consent to the Child and Family Agency to the making of such enquiries, as the Child and Family Agency deems necessary in respect of my suitability for the post in respect of which this application is made.

I hereby accept and confirm the entitlement of the Child and Family Agency to reject my application or terminate my employment (in the event of a contract of employment having been entered into) if I have omitted to furnish the Child and Family Agency with any information relevant to my application or to my continued employment with the Child and Family Agency or where I have made any false statement or misrepresentation relevant to this application or my continuing employment with the Health Service.

Furthermore, I hereby declare that all the particulars furnished in connection with this application are true, and that I am aware of the qualifications and particulars for this position. I understand that I may be required to submit documentary evidence in support of any particulars given by me on my Application Form. I understand that any false or misleading information submitted by me will render me liable to automatic disqualification or render me liable to dismissal, if employed.’

Failure to sign application will render it invalid.*

Signed: _____

(Candidate Name) Date: _____

***Important: If you are submitting your application via Tusla Recruit online we will accept the Declaration unsigned once you have confirmed understanding of the document via the system process but you will be required to sign the Declaration at interview should you be invited to attend.**

