

Candidate Campaign Information Pack

Service Director of Regulatory Functions

Dear Candidate,

Thank you for your interest in the post of – **Service Director of Regulatory Functions.**

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:

Mr. Brian Lee, Director of Quality Assurance

Direct Line to PA: +353 01 77 18878 Main Line: +353 01 77 18500

Email: brian.lee1@tusla.ie

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: tuslarecruit@tusla.ie or contact Tusla Recruit campaign Manager Elaine McGrane on 087 2260177 and/or elaine.mcgrane@tusla.ie.

Kind Regards,

Tusla Recruitment Team

Job Specification

Service Director of Regulatory Functions

Job Title and Grade	Service Director of Regulatory Functions Grade: Q138 Service Director
Campaign Reference	TNCRS2017361
Applications	Via Tusla Portal
Opening date for Applications	1 st February 2018
Closing Date for Applications	12:00 midday 22 nd February 2018
Proposed Interview date(s)	March 2018 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Mr. Brian Lee, Director of Quality Assurance Direct Line to PA: +353 01 77 18878 Main Line: +353 01 77 18500 Email: brian.lee1@tusla.ie
Location of Posts	This post will be located at Tusla Offices in Dublin or Limerick.
Details of Service	<p>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, bringing together some 4,000 staff previously employed within the HSE's Children and Family Services, the National Educational Welfare Board and the Family Support Agency.</p> <p>The post-holder shall be responsible for regulation, supervision and quality assurance of the following sectors:</p> <ul style="list-style-type: none"> • Early years services • School Age Child Care • Childminders • Non-statutory foster care • Children's residential care

	<ul style="list-style-type: none"> • Out of state placements • Alternative education settings (home schooling and unrecognised schools) • Tusla-commissioned external services • Children First Register of Non-Compliance (safeguarding statements) • Brussels II bis <p>Scope of the function of Regulation and Quality Assurance is anticipated to expand, following commencement of relevant legislation and/or policy direction.</p> <p>Further information is available on www.tusla.ie</p>
Reporting relationships	The postholder will report to the Director of Quality Assurance and will be expected to contribute to the policy development, strategy and direction of the Directorate and Agency.
Scope of the Role	The postholder will have overall accountability and responsibility for the effective operational and performance management of the Agency's regulation programmes. She/ he shall be accountable for for effective planning, design, implementation and delivery of the Agency's regulatory functions to drive safe and high-quality for children accessing services.
Purpose of the post	<ul style="list-style-type: none"> • To drive performance within the regulatory and achieve best utilisation of available resources to deliver the best outcomes for children. • Set strategy for implementation and development of the various regulatory functions, to ensure Tusla's overall approach to regulation is comprehensive, co-ordinated and aligned with principles of good regulation, in particular Right Touch Regulation. • Provide excellent vision, direction and leadership. • Ensure good regulatory governance is in place and undertake ongoing review and evaluation to ensure regulatory functions are discharged as efficiently and effectively as possible in line with statutory obligations. • Participate as part of the National Management Team of the Director of Quality Assurance. • Responsibility for promoting quality and safety across all Children's Services, monitoring compliance with regulation across the agency to support a safe, high-quality service delivery.

<p>Duties and Responsibilities</p>	<p><u>Leadership and Direction</u></p> <ul style="list-style-type: none"> • Set the strategic direction for regulatory functions, in consultation with the Director of Quality Assurance. Ensure that progress against the relevant elements of Tusla's strategy and Corporate Plan are monitored and reviewed, and that any deviations are signalled early so that timely remedial action can be taken. • Develop a comprehensive strategy for Tusla Regulatory functions in line with international best practice, legislative requirements and that maximises and integrates available resources and aligns to the corporate plan of the Agency and Directorate. • Provide advice to the Director of Quality Assurance, the Senior Management Team, and the Board in relation to regulatory functions and account for their effective strategic and operational delivery, including budget management. • To lead the development and implementation of appropriate management and controls system that will improve responsibility and accountability throughout regulatory services. • To take a lead role in the performance management process that uses logistics management, operations management and analytics to optimise performance. • To lead in the development of the annual Service Plan for the function to ensure the Plan is implemented within resources and targets are met. • To implement the corporate strategy and National annual service plan as directed by the Director of Quality Assurance. • Create a culture that supports synergy and interaction on all regulatory matters across the agency. • Maintain awareness and knowledge of contemporary regulation theory and methods, and provide suitable interpretation to Directors, managers and staff. • Deputise for the Director of Quality Assurance as required. <p><u>Operational Excellence and Managing and Delivery of Results/Performance</u></p> <ul style="list-style-type: none"> • Lead and manage the high quality, effective, and person-centred operational design, development and delivery of all regulatory functions in Tusla. • Ensure the function is organised and managed to fulfil the breadth of its regulatory responsibilities. • Ensure regulatory systems are intelligence-led, risk-based and responsive to appropriately identify and address risk in regulated services, using solicited and unsolicited information (e.g. complaints and concerns). • Hold budgetary responsibility and be accountable for ensuring that regulatory services operate with agreed service levels and budgets are delivered to the highest best practice standards and level of efficiency possible, demonstrably providing value for money. • Develop a performance framework for Tusla Regulatory Functions to include a suite
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	<p>of KPIs, metrics and outcome measures that demonstrate the impact of regulation on the quality of services, and value for money.</p> <ul style="list-style-type: none"> • Provide high quality and timely performance reports to the Director of Quality Assurance in respect of regulatory activity, significant regulatory decisions and service risks, suitable to facilitate informed decision making at senior management level. • Ensure regulatory systems and processes are in line with international best practice and statutory and legislative imperatives. • Continuously review regulatory processes with a view to ensuring efficiency and effectiveness while benchmarking against best practice across the system. • Work closely with other senior managers and Directorates within Tusla to ensure a seamless and integrated approach to regulation, business partnering and other functions. • To ensure and fully demonstrate that all corporate policies, procedures, standards etc. are implemented at all levels in the function. • Ensure good operational governance systems are in place across all regulatory services to include <ul style="list-style-type: none"> ○ Risk and incident management ○ Quality management ○ Health and safety ○ Complaints and feedback ○ Data protection and information governance ○ Freedom of information
	<p><u>Organisation Change and Development</u></p> <ul style="list-style-type: none"> • Lead on implementation of national change programmes with the view to optimising the opportunities for improved service provision in line with international best practice and best use of available resources. • Establish governance groups responsible for setting governance structures, processes and supporting infrastructures to ensure the highest level of corporate governance and accountability within the function. • Keep the Director of Quality Assurance abreast of any changes or developments in Children's Services regulation. • Lead and implement staff development programmes to include management performance evaluation schemes. • Contribute significantly and commit to the development and implementation of the strategic development of the Quality Assurance directorate. • Be responsible for promoting a culture of excellence in the delivery of services .

	<ul style="list-style-type: none"> • Introduce schemes for the attainment of registration/accreditation where such approved processes exist e.g. ISQua accreditation. <p><u>Building and Maintaining Relationships – Communications</u></p> <ul style="list-style-type: none"> • Liaise and manage communications with all stakeholders and government departments, facilitating third party contributions as appropriate. • Assist in the development and management of effective relationship between and across relevant external agencies at regional and local levels including the relevant services in health, education, An Garda Síochána, and the NGO sector. • Act as a spokesperson for the organisation in line with the Agency’s Communications Plan, to represent the Agency in an informed, professional and credible manner. To represent the Agency when required, in engagement with various stakeholders including the child, families, media, providers of services, the public, the Oireachtas and senior civil servants. • Provide strong thought leadership and advice the Department of Children and Youth Affairs and other key stakeholders in the development of effective regulatory policy, regulatory strategy and programmes in the sectors Tusla regulates. <p>The above 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 contribute to the development of the post while in office.</p>
<p>Essential Eligibility Criteria</p> <p>Qualifications and / or Experience</p>	<p>Applicants must by the closing date of application have the following:</p> <ul style="list-style-type: none"> • 7 years’ experience in the effective design, development, governance and execution of regulatory and/or quality assurance operational programmes. • 7 years’ senior management experience in strategic planning and the effective implementation of change along with improving and integrating services in a comparable size organisation to remit of this role. • Strong and demonstrable understanding of the sectors Tusla regulates. • Experience in the development and use of performance management systems and techniques. <p>Health</p> <p>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>Character</p>

	<p>Each candidate for and any person holding the office must be of good character.</p> <p>Age</p> <p>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>Desirable Eligibility Criteria</p> <p>Qualifications and / or Experience</p>	<ul style="list-style-type: none"> • A 3rd level Qualification relevant to the role.
<p>Skills, competencies and/or knowledge</p>	<p>Professional Knowledge</p> <ul style="list-style-type: none"> • A working knowledge and strategic understanding of legislation, policy, research and operating model and regulatory frameworks relevant to the Child and Family Agency. • Knowledge and understanding of Tusla business objectives, and the potential contribution the role can make to those objectives. • Ability to plan, develop and ensure the achievement of short, medium and long term priorities/ goals in line with the Agency's annual and strategic plans. • Ability to plan regulatory programmes aligned to Tusla's future vision. • Awareness of external developments and an understanding of the impact of current and emerging trends and legislation. • Demonstrated track record of strategic thinking and planning with proven outcomes. • Proven ability to form strategic alliances, partnerships and relationships with all stakeholders, both internal and external. • Proven track record in verbal, written and communication skills. <p>Managing and Delivering Results –Operational Excellence</p> <ul style="list-style-type: none"> • Demonstrate a significant track record of achievement in strategic and operational management in a relevant area. • Have a clear emphasis on regulatory performance and an understanding of the performance systems needed in this area. • Have proven ability to organise people and resources at both strategic and operational level to ensure that objectives can be met within budget and specified timeframes to high standards. • Communicate ideas and information clearly and effectively and be willing and able to act as a media spokesperson if required.

Critical Analysis and Decision Making

- The ability to rapidly assimilate and analyse complex information / evidence from a variety of sources to reach conclusions and present opinion based on evidence.
- Demonstrates excellent problem solving, analytical and decision making skills.
- Challenges policy, practice and the traditional service boundaries when necessary in the interest of the right solution or decision.
- Stays abreast of political and social events at national level in the service to ensure that decisions made are sensitive to the current climate.

Leadership, Direction and Team Work

- Excellent decision making and communication skills (both written and verbal). An ability to communicate ideas and information clearly and effectively to a wide range of audiences, in particular, comfort when communicating in the public domain (e.g. conferences, seminars etc.)
- Excellent strategic planning and organisation skills
- Exceptional people management skills
- Ability to analyse data, and provide it to the Director of Quality Assurance in a meaningful manner that facilitates informed decision making
- Effective stakeholder management, negotiation and influencing skills. Experience of liaising with union representatives. Ability to communicate with impact at a senior level and to demonstrate strong strategic and operational knowledge
- Remains fully informed in a dynamic and challenging environment, while at the same time having a clear view of what changes are required in order to achieve immediate and long term corporate objectives.
- Balances change with continuity – continually strives to improve service delivery, to create a work environment that encourages creative thinking and to maintain focus, intensity and persistence even under increasingly complex and demanding conditions.
- Demonstrates initiative, energy and leadership and the capacity to lead, organise and motivate staff to function effectively in a changing complex environment.
- Ability to surface unspoken concerns and take action to resolve them, leading to greater acceptance of proposals of change.
- Proven ability to lead a team and change focus or direction where necessary and is able to identify the strengths and weakness of various team members and proactively use their skills in the most effective way.
- Is committed to working co-operatively with and influencing senior management

	<p>colleagues to drive forward the change/transformation agenda.</p> <ul style="list-style-type: none"> • Demonstrates the ability to work independently as well as collaboratively with a wider multidisciplinary / multi-agency team in a complex and changing environment. • Sets high standards for the team and puts their work and the work of the organisation into meaningful context. • Has excellent influencing and negotiation skills, adapting techniques to suit the environment.
Other requirements of the role	The post holder will require a current driving licence and access to appropriate transport as the post will involve 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.</p> <p>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 and Conditions of Employment

Service Director – Regulatory Functions

Tenure	<p>The current vacancy is permanent and pensionable.</p> <p>A panel will be formed for the purpose of filling this vacancy and will cease upon appointment.</p> <p>Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2014 and the Public Service Management (Recruitment and Appointments) Act 2004.</p>
Remuneration	<p>The Salary scale for the post is:</p> <p>€92,004, €95,849, €99,765, €103,757. (rate as at 01/07/2017)</p>
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>
<p>Ethics in Public Office 1995 and 2001</p> <p>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€ 64,812 as at 01.01.10)</p>	<p>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€ 64,812 as at 01.01.2010) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below;</p> <p>A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive not later than 31st January in the following year.</p> <p>B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of Tusla and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the</p>

	<p>Chief Executive. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive.</p> <p>C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website http://www.sipo.gov.ie/</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 been 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 the 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?
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- 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.
- 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 Practise

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 Practice 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.
- Restricting telephone calls from the individual to specified days and timeframes.
- Restricting telephone calls from the individual to specified days and timeframes.
- 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 Practice 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 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

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.**