

Candidate Campaign Information Pack

Social Care Worker – South East

Dear Candidate,

Thank you for your interest in the post of **Social Care Worker – South East**

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:

Deputy Regional Manager Ms. Fiona Hislop on Fiona.hislop@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 Stephanie.doyle3@tusla.ie

Kind Regards,
Tusla Recruitment Team

Job Specification

Job Title, Grade and Grade Code	Social Care Worker – South East Grade Code: 3029
Campaign Reference Approval Code	SCWSoutheast2024
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	25 th April 2024
Closing Date for Applications	12 noon, 13 th May 2024
Proposed Interview date(s)	May/June 2024 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Deputy Regional Manager Ms. Fiona Hislop on Fiona.hislop@tusla.ie Mobile: 087-1002259 <i>Making an informal enquiry gives you the opportunity to ask questions about the campaign and job specification. This informal enquiry contact is available only for the duration of the application process.</i>
Location of Post	The initial vacancy is in South East. For Tusla Region / Areas please look at list of Local Area Services
Details of Service	<p>The Child and Family Agency was established on 1st January 2014 and is responsible for a range of statutory functions including provision of child protection, alternative care, specified regulatory services and a range of family support services. The Agency has commenced a major improvement programme with significant focus on Practice, Culture and Structure.</p> <p>The Agency currently has responsibility for a budget in excess of €800m and delivers its services through circa 5,000 people in 350 locations across the Country.</p> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none">• Child Protection and Welfare• Family Support• Alternative Care• Adoption

	<ul style="list-style-type: none"> • Tusla Education Support Services (TESS) • Domestic Sexual and General Based Violence (DSGBV) • Children's Service Regulation • Counselling and Therapeutic Supports <p>Further information is available on www.tusla.ie</p>
Purpose of Role:	<p>The policy of Tusla Child and Family Agency is to enable children / young people to live with their own families wherever possible and to support parents where necessary in fulfilling that role. The Social Care Worker will provide care, protection, and support to vulnerable or dependent clients, individually or in groups, in conjunction with the wider multidisciplinary team and other relevant agencies. The primary aim is to provide intervention necessary to address the child / young person's issues or the issues that are preventing them from living at home or in relative / foster care. S/he will ensure the welfare of those under his/her care and will act as an advocate as appropriate.</p> <p>Social Care Workers in a Residential setting work as part of a multidisciplinary team to provide care to service users. Children / young people may be referred to a residential setting for a number of reasons by the Social Work department e.g. family breakdown / separation, history of neglect, sexual / physical abuse, addiction or mental health issues. Residential care aims to provide a therapeutic care placement to service users who most often present with emotional or behavioural difficulties and cannot live with their own families.</p>
Reporting Relationship	Social Care Leader, Deputy Social Care Manager and Social Care Manager (to be determined by the management structure in the Centre).
Duties and Responsibilities	<p>Main Duties and Responsibilities</p> <p><u>Working with Children</u></p> <ul style="list-style-type: none"> • To participate in the development and implementation of Care and Placement Plans and to ensure appropriate recording of same • To promote the rights and responsibilities of each child/young person within the centre. • To promote physical, emotional, social and religious welfare of each young person in care. • To encourage attendance at school, training centres, medical and clinical appointments. • To be responsible for the organisation of personal documents, arrangements, information and finance on behalf of the young person. • To liaise with the parent, family, general services and other agencies on behalf of the young person. • To attend meetings in relation to the care and developments of the young person. • To engage in age-appropriate play and other activities with each child/young person within the centre. • To engage in physical intervention and / or restraint which is in keeping with local

	<p>policies and procedures.</p> <p><u>Household Activities</u></p> <ul style="list-style-type: none"> • To prepare and provide, in conjunction with the young people, well balanced meals of high quality. • To undertake various aspects of home management including the household budget, upkeep and cleaning. <p><u>Administration and Accountability</u></p> <ul style="list-style-type: none"> • To attend team meetings and to report to the Social Care Leader / Manager on matters affecting the delivery of service. • To be accountable for any money spent on behalf of the Child and Family Agency during the course of duty. • To make written and verbal reports to the Social Care Leader / Manager on a regular basis on the progress of development of the young person. • Reporting and recording any incidents, however minor, that may happen to the young person or are caused by them. • The supervision of students, as appropriate/required under the direction of the Social Care Manager. • To be familiar with emergency procedures and to know who to contact in an emergency. • To work as a member of a team. • To keep abreast of current legislation and current professional child care knowledge. • To implement the Child and Family Agency's procedures and policies. • To undertake ongoing professional training and development. • To attend regular supervision with the Social Care Leader / Manager. • To perform any other duties that may be assigned from time to time. <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 (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. • To 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"> - Be registered in the Social Care Workers Register maintained by the Social Care Workers Registration Board maintained by CORU. <p>or</p> <ul style="list-style-type: none"> - Hold a CORU approved Social Care Worker qualification and have applied for CORU

registration (evidence of application will be necessary)
(<https://coru.ie/health-and-social-care-professionals/education/approved-qualifications/social-care-workers/>)

- Bachelor of Arts (Honours) in Social Care Practice, Atlantic Technological University
- Bachelor of Arts (Honours) in Applied Social Care, Atlantic Technological University
- Bachelor of Arts in Applied Social Care, Atlantic Technological University
- Bachelor of Arts (Honours) in Social Care Practice, Institute of Technology, Sligo
- Bachelor of Arts (Honours) in Applied Social Care, Galway-Mayo Institute of Technology
- Bachelor of Arts in Applied Social Care, Galway-Mayo Institute of Technology
- Bachelor of Arts (Honours) in Social Care, Dundalk Institute of Technology
- Bachelor of Arts in Social Care, Munster Technological University
- Bachelor of Arts in Social Care, Institute of Technology, Tralee
- Honours Bachelor of Arts (Social Care), National University of Ireland, Galway
- Bachelor of Arts in Applied Social Studies (Professional Social Care), Quality and Qualifications Ireland, delivered by Carlow College, St. Patrick's
- Bachelor of Arts in Social Care, Quality and Qualifications Ireland, delivered by The Open Training College
- Bachelor of Arts (Honours) in Professional Social Care Practice, South East Technological University
- Bachelor of Arts in Professional Social Care Practice, South East Technological University
- Bachelor of Arts (Honours) in Applied Social Studies in Professional Social Care, South East Technological University
- Bachelor of Arts in Applied Social Studies in Professional Social Care, South East Technological University
- Bachelor of Arts (Honours) in Social Care Practice, South East Technological University
- Bachelor of Arts in Applied Social Care, South East Technological University
- Bachelor of Arts (Honours) in Professional Social Care Practice, Institute of Technology, Carlow
- Bachelor of Arts in Professional Social Care Practice, Institute of Technology, Carlow
- Bachelor of Arts (Honours) in Applied Social Studies in Professional Social Care, Institute of Technology, Carlow
- Bachelor of Arts in Applied Social Studies in Professional Social Care, Institute of Technology, Carlow
- Bachelor of Arts (Honours) in Social Care Practice, Waterford Institute of Technology
- Bachelor of Arts in Applied Social Care, Waterford Institute of Technology
- Bachelor of Arts in Applied Social Studies in Social Care, Technological University Dublin
- Bachelor of Arts (Honours) in Applied Social Studies in Social Care, Technological University Dublin
- Bachelor of Arts (Honours) in Social Care, Technological University Dublin
- Bachelor of Arts in Applied Social Care, Technological University Dublin
- Bachelor of Arts (Honours) in Applied Social Care, Technological University Dublin
- Bachelor of Arts in Applied Social Studies in Social Care, Institute of Technology, Blanchardstown
- Bachelor of Arts (Honours) in Applied Social Studies in Social Care, Institute of Technology, Blanchardstown
- Bachelor of Arts in Social Care, Dublin Institute of Technology
- Bachelor of Arts (Honours) in Social Care Practice, Institute of Technology, Tallaght
- Bachelor of Arts in Social Care Practice, Institute of Technology, Tallaght
- Bachelor of Arts in Applied Social Care, Technological University of the Shannon: Midlands Midwest

	<ul style="list-style-type: none"> - Bachelor of Arts in Applied Social Studies in Social Care, Technological University of the Shannon: Midlands Midwest - Bachelor of Arts (Honours) in Social Care Practice, Technological University of the Shannon: Midlands Midwest - Bachelor of Arts in Social Care Work, Technological University of the Shannon: Midlands Midwest - Bachelor of Arts (Honours) in Social Care Work, Technological University of the Shannon: Midlands Midwest - Bachelor of Arts in Applied Social Care, Athlone Institute of Technology - Bachelor of Arts in Applied Social Studies in Social Care, Athlone Institute of Technology - Bachelor of Arts (Honours) in Social Care Practice, Athlone Institute of Technology - Bachelor of Arts in Social Care Work, Limerick Institute of Technology - Bachelor of Arts (Honours) in Social Care Work, Limerick Institute of Technology <p>or Be eligible for registration in the Social Care Workers Register maintained by the Social Care Workers Registration Board maintained by CORU (evidence of application will be necessary)</p> <p>and</p> <ul style="list-style-type: none"> - Have the requisite knowledge and ability (including a high standard of suitability and ability) for the proper discharge of the duties of office. <p>Health A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character Each candidate for and any person holding the office must be of good character</p>
Skills, competencies and/or knowledge	<p>Tusla Leadership Framework - <u>Leading Self</u></p> <p><u>Professional Knowledge & Developing Personally and Professionally</u></p> <ul style="list-style-type: none"> • I have knowledge and understanding of the vision, mission, outcomes, and key activities of the Agency. I understand my role, objectives and targets and how they fit into the work of my team, and the wider Agency. • I develop and maintain the knowledge, skills and expertise necessary to carry out my role to a high standard, role modelling and sharing this knowledge with others. • I am proactive in keeping up to date on issues, relevant evidence and key developments that may impact my own area, the Department and/ or wider Agency. • I maintain a strong focus on self-development, through building self-awareness, seeking feedback and opportunities for growth. I use supervision, coaching and/or mentoring to help me in this regard. • I consistently review my own performance and set myself challenging goals and targets to support my continuous development. • I am committed to self-development and continuously seek to improve my personal performance. <p><u>Being Accountable and Resilient & Making Judgements and Decisions</u></p>

- I am accountable for the achievement of my agreed goals and objectives. I recognise how my work impacts others that I work with. I always follow through on my commitments.
- I plan and prioritise work in terms of importance, timescales and other resource constraints, re-prioritising considering changing circumstances.
- I recognise that new developments and changing work practices are a constant part of our service provision. I am clear about what is expected of me in my role.
- I am enthusiastic and resilient, persevering in the face of challenges and setbacks staying firmly fixed on achieving my goals.
- I put problems in perspective, this prevents me from being overwhelmed by them. I use supervision and team meetings as means to discuss work related challenges.
- I recognise when I have met my limits and I ask for help in a timely manner. I participate in activities that promote self-care, availing of existing support services, as well as manager, peer, and colleague support.
- I help where I see others that require assistance. I speak up when I see the need, I feel safe to do so.
- I take time to understand the context and root cause of the situation before I move to solution mode.
- I gather information and evidence from enough sources, including existing practice, policies and procedures, research, data, and other people to make well-founded decisions.
- I use my expertise and professional judgement to make sound decisions with a well-reasoned rationale, and I stand by these.
- I work with others to enquire and find solutions based on the cause, to address problems.
- I quantify the likely value-add of proposals and use this to influence evidence-informed decision-making.
- I make decisions and solve problems in a timely manner before they accumulate. I know when it is time to escalate a decision.
- I am resourceful and creative, generating original approaches when solving problems and making decisions.

Communicating with Impact and Respect & Building Rewarding Relationships & Teamworking and Collaboration

- I actively listen to others, using questions to seek clarity and gain a shared understanding.
- I tailor the communication method and the message to match the needs of the audience.
- I anticipate and recognise the emotional reactions of others when delivering sensitive messages.
- I speak and write in a clear, articulate and impactful manner, considering both the

	<p>audience and the context.</p> <ul style="list-style-type: none"> • I am respectful, courteous and professional, remaining composed, even in challenging circumstances. I maintain confidentiality with and for colleagues, service users, and other agencies. • I am assertive and professional when dealing with challenging issues. • I deliver presentations to groups with confidence and credibility. I share stories, analogies or examples to illustrate a point. • I collaborate and work in partnership with my team, and others. I respect and value difference and diversity. • I actively network, building trust by taking time to get to know, and build rapport, with my stakeholders. • I actively listen, seeking to understand the perspective and position of others. • I identify when my approach is not working and take the time to reflect on and adopt a different approach. • I work to understand the dynamics at play and tailor my approach accordingly. I share my opinions when it is right to do so. • I establish strong personal credibility by demonstrating empathy, integrity and a high degree of competence within my profession. • I make credible evidence-informed arguments in support of proposals. • I understand my role in the team, and I take ownership of things within my control and play my part in our team and contribute to my fullest. • I treat colleagues and co-workers with dignity and respect, embracing the value that diversity brings, and being inclusive of all. • I offer ideas, perspectives, and timely feedback for the greater good of the team, and I am open minded to considering other's ideas. • I react constructively to setbacks and avoid blaming individual team members. • I develop and maintain good working relationships with others, and actively share information, knowledge and expertise to help the team to meet its objectives. • I help team members out when they are in need and act as a buddy to others within the team. <p><u>Delivering Quality Services & Creating the Services of the Future</u></p> <ul style="list-style-type: none"> • I understand the concerns and needs of my service-users and have these foremost in all my actions. I participate in learning and development programmes to keep myself UpToDate with the new ways of doing things. • I am aware of, and follow, the relevant policy, legislative and professional requirements to ensure appropriate standards in my area of responsibility. • I prioritise my work devoting energy and time to the most important task at any given time. • I consistently strive to perform at a high level and deliver a quality service, welcoming
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	<p>feedback as an opportunity to continuously improve.</p> <ul style="list-style-type: none"> • I approach, and deliver, my work in a thorough and organised manner, working in a helpful and co-operative way with team members and others. • I demonstrate flexibility and openness to change, suggesting new ways of doing things better and more efficiently. • I have knowledge and an understanding of the work of the Agency. I understand the steps and processes that our service users go through and can clearly explain these. • I am honest, truthful, and responsible when providing our services. I always maintain ethical and professional standards. • I recognise that new developments and changing work practices are a constant part of our service provision. I adapt quickly to new ways of doing things. • I am guided by a clear set of personal values that align to our profession. I seek feedback and use it to inform how I can improve. • I build credibility and portray the profession in a positive light by being professional and well informed. • I demonstrate determination and initiative to achieve results and improve service.
Other requirements of the role	<p>The post holder may be required to engage in physical intervention and / or restraint which is in keeping with local policies and procedures.</p> <p>While It is NOT mandatory for the post holder to have specific vaccinations it is the position of the Child and Family Agency to recommend that the post holder have the following vaccinations for this position and the Agency will provide such where relevant:</p> <ul style="list-style-type: none"> • Hepatitis B core antibody (Anti-HBc) • Hepatitis B surface antigen (HBsAg) • Tetanus <p>The post holder will require access to appropriate transport as the post may involve travel.</p>
Application Process Campaign Specific Selection Process Shortlisting / Interview	<p>The online application system has a time out facility, this is in order to protect the privacy of the user. This time out facility activates if the application has been 'dormant' for over 60 minutes. Any work not saved will be lost if the system times out due to lack of activity. As such please ensure to save your application as you work on it, any lost data cannot be recovered. It might be an idea for candidates to work on their applications outside of the system and copy and paste their answers into the online application forms once they are fully complete and submit then. Once your application is fully submitted you will receive a confirmation email to your profile. If you do not receive this email, your application HAS NOT been submitted and received and you should log back on to submit fully.</p> <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 - 2018 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 and reporting relationships may be reviewed and updated.</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> <p>Tusla values individual's rights and freedoms in respect of privacy and fully complies with the requirements of the Data Protection Act 2018.</p> <p>All roles within Tusla carry responsibility towards the protection of personal and sensitive data.</p>	

<p>Tenure</p>	<p>The current vacancies available are permanent/temporary and whole time/part-time.</p> <p>The posts are pensionable.</p> <p>A panel may be created from which permanent and specified purpose vacancies of full or part time duration will be filled. The tenure of these posts will be indicated at “expression of interest” stage for each individual post.</p> <p>The purpose of this campaign is to fill immediate urgent vacancies and it is expected that panel placements will cease if expressions are not received within the appropriate processes.</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>
<p>Remuneration</p>	<p>The Salary scale for the whole time equivalent of this post is: 01/10/2023: €36,945 - €38,472 - €40,352 - €41,727 - €43,118 - €44,515 - €45,934 - €47,375 - €48,806 - €50,264 - €51,743</p> <p>The appointee shall commence on the first point of the salary scale. Incremental credit may be given on appointment for certain types of relevant experience- more information available in Appendix 5.</p> <p>Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation, and the rate of remuneration may be adjusted from time to time in line with Government pay policy.</p> <p>Different terms and conditions may apply if the appointee is a currently serving civil or public servant.</p>

Working Week	The standard working week applying to the whole time equivalent of this post is: 39 hours
Annual Leave	<p>The WTE annual leave associated with the applying to the post will be outlined at job offer stage and will be dependent as below on relevant service.</p> <p>22 days: 0 - 5 years' service 23 days: 5 - 10 years' service 25 days: 10 years + service</p>
Superannuation	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.
Probation	<p>A probation period of six (6) months shall apply from the commencement employment, during which contract may be terminated by either party in accordance with this contract. The probationary period may be extended at the discretion of management by a further period of up to four (4) months. Confirmation of appointment as a permanent member of staff is subject to the successful completion of the probationary period.</p> <p>Where you have already completed a probationary period with the Child and Family Agency, Health Service Executive, Local Authority, and there is no break in service, no period of probation applies.</p>
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)	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.
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 (2017)</p>
Ethics in Public Office 1995 and 2001	Positions remunerated at or above the minimum point of the Grade VIII salary scale 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.
Positions remunerated at or above the minimum point of the Grade VIII salary scale	<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</p>

	interest. A person holding such a post should provide such statement to the 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.
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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.

If I have a disability, can I still apply?

The Disability Act 2005 sets out a legal obligation on public service bodies to take all reasonable measures to promote and support, in so far as possible, the employment of persons with a disability.

Tusla Recruit has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need. Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for any competition.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.

If you have indicated on your application/profile that you require reasonable accommodations, please submit a psychologist/medical report with your application.

The purpose of the report is to provide Tusla Recruit with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologist's reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments.

If you would like to talk about your application or any accommodations that may be of benefit during the recruitment process, please contact our Accessibility Champion, Magda Basinska on magdalena.basinska@tusla.ie

Tusla Recruit still expects that any person appointed to a position will have demonstrated an ability to effectively carry out the duties and responsibilities of the role.

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 information regarding 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 application process relevant for this post and as outlined within this Candidate Information Pack and Job Specification. Please ensure that you have completed your application in full and you are happy that the information you have provided is accurate.
- Your CV should be no longer than 3 pages in length and should clearly state your relevant achievements and experience in your career to date.
- For each position you outline within your CV, please ensure you clearly indicate your Management Level, the Budget you were responsible for and the Number of Staff reporting to you.
- Your personal statement should very clearly state your suitability for the role as linked to the stated competencies within this Job Specification.
- If requested, we would appreciate it if you would forward a copy of an organisation chart indicating your current (or most recent) position within the Senior Management team in your organisation/company. This will assist the selection panel to help them understand your level with your current/most recent organisation. If you are an Independent or have not been part of an organisation recently, a chart is not necessary.
- 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 specified within this document.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.
- You are required to submit all information asked of you within the application

process 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.

- We will contact you mainly by mobile phone and emails. Therefore, we recommend you specify in your application your personal mobile number. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Tusla Recruit Profile if applicable. If you choose to use your work mobile and you do not have access to email 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 process in full and on time. 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.

- ***It is noted that this recruitment process includes the request of a personal statement stating suitability for the role. Failure to include information clearly stating your suitability for this role as relevant to the requirements outlined with the eligibility criteria and skills, competencies and/or knowledge section of this job specification may result in you not being called forward to any further stage of the selection process.***
- 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.

Please note:

Where Qualifications are deemed essential within the eligibility criteria, unless otherwise stated on the job specification all qualifications essential are to be in full and complete.

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements, on the date specified within the Job Specification/Candidate Information Pack, and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign.

Please note that, given the volume of applications, Tusla Recruit is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. Tusla Recruit reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the campaign at any stage.

An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

Where QQI is referred to within the essential criteria further detail can be found here:
<https://www.gqi.ie/>

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 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 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

• EEA Nationals

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

• **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/IRP Card) showing Stamp 1, Stamp 4/ 4EUfam, Stamp 5

Or

A scanned copy of your current Certificate of Registration (GNIB card/IRP 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/IRP 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/IRP 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 Business, Enterprise and Innovation website www.dbei.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

Persons in receipt of a pension from specified Superannuation Schemes

Former health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension Schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed by Tusla, Child & Family Agency before applying for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012)

Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new posts, exceeds the updated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective whether the relevant pension was accrued in the same Pension Scheme which applied to the new appointment, or in another Public Pension Scheme.

Appendix 4

General Data Protection Regulation for Tusla Recruit

Contact details for the Data Protection Office are as follows:

Our Data Protection Officer can be contacted by email at datacontroller@tusla.ie or by telephone on +353 1 771 8500 or by post at Brunel Building, Heuston South Quarter, Dublin 8.

The basis for processing your personal data is to process your application for the position you have applied for with Tusla Child and Family Agency.

Storage period – your application will be retained for one year from the date a panel for the position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired (Panels in some cases may be extended for a further one year or two years).

You have a right to make a data access request to Tusla Child and Family Agency and this can be done in writing to datacontroller@tusla.ie.

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 Síochana.

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.**