



Candidate Campaign Information Pack

National Recruitment Operations Manager – Grade VIII

Interim 6 Month Contract

Dear Candidate,

Thank you for your interest in the post of – **National Recruitment Operations Manager – Grade VIII.**

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:

Head of Recruitment and Talent Management, Interim - Elaine McGrane:

elaine.mcgrane@tusla.ie / 087-226-0177

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: meabh.grandon@tusla.ie

Kind Regards,

Tusla Recruitment Team

Job Specification

National Recruitment Operations Manager – Grade VIII

Job Title, Grade and Grade Code	National Recruitment Operations Manager – Grade VIII - Interim 6 Month Contract Grade Code: 0655
Campaign Reference Approval Code	INTGMHR22
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	22 nd September 2022
Closing Date for Applications	12 noon, Monday 10 th October 2022
Proposed Interview date(s)	October 2022 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Head of Recruitment and Talent Management, Interim - Elaine McGrane: elaine.mcgrane@tusla.ie / 087-226-0177 <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	Corporate Office at Brunel Building, Heuston South Quarter, Dublin.
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

	<ul style="list-style-type: none"> • Family Support • Alternative Care • Adoption • Tusla Education Support Services (TESS) • Domestic Sexual and Gender Based Violence (DSGBV) • Children's Service Regulation • Counselling and Therapeutic Supports <p>Further information is available on www.tusla.ie</p>
Purpose of Role:	The post holder will be responsible for the operational management of internal recruitment processes in line with the Tusla People and Change Strategy. S/he will also have responsibility for ensuring best practice recruitment standards and efficiencies are met and will play a key role in providing guidance and support to recruitment teams in line with the Commission for Public Service Appointments and the Recruitment and Appointments Act, 2004
Reporting Relationship	The post holder will report to the Head of Recruitment and Talent Management or other HR designated management.
Duties and Responsibilities	<p><u>Main Duties and Responsibilities:</u></p> <p>The National Recruitment Operations Manager will:</p> <ul style="list-style-type: none"> • Take operational responsibility for National Recruitment Services providing appropriate advice on HR policy, legislation, procedure and protocol to all stakeholders involved. • Develop and implement annual recruitment plans in consultation with relevant stakeholders in line with the Tusla People and Change Strategy, Corporate and Business plans and service needs • Develop, and support others in progressing national recruitment processes that result in the delivery of appropriate resources for the agency • Ongoing review the recruitment model to ensure it is fit for purpose and effectively delivers on the resourcing needs of the Agency • Actively liaise with both internal and external stakeholders in devising, implementing and reviewing recruitment processes • Adhere to legislation impacting on the recruitment process and ensure that working practices meet legislative requirements • Provide advice and guidance to recruitment teams and relevant others on suitable selection methods and approaches • Set out the yearly recruitment projections and report on actual versus projected on a monthly basis • Provide data for monthly HR Integrated Report, HR Dashboards, Parliamentary Questions and other related reports

- Generate a monthly report on recruitment activity to inform Senior Management Team, The Board and Department of Children and Youth Affairs on recruitment activity and provide updates on related initiatives
- Provide information on outcomes and key performance indicators upon which recruitment and deployment strategies can be evaluated
- Engage in developing the annual Business Plan and monitor and provide updates on related actions
- Work closely with the Workforce Planning Manager and Team in the delivery of recruitment plans to provide for the Operational and Strategic Workforce Plans for the Agency
- Manage and provide resources for Graduate Recruitment Programme and associated initiatives
- Work closely with the team on projects and initiatives to promote Tusla as an employer of choice
- Work across multiple teams as required
- Be aware of risk management issues, identify risks and take appropriate action
- Maintain a good understanding of internal and external factors that can affect service delivery including awareness of national and local issues that impact on own area
- Be aware of and balance the needs and demands of other units / sections / areas
- Build and maintain constructive relationships with internal and external stakeholders and customers

Managing & Delivering Results (Operational Excellence):

- Ensure that policies and procedures are aligned with best practice, are well documented and communicated to others.
- Ensure that assigned projects are managed in line with stated objectives and within specified budget and timelines.
- Implement agreed changes in a co-operative and supportive manner, finding innovative ways to deliver service improvements within resource limitations.
- Develop appropriate project methodologies and establish working practices that promote cross-functional team working.
- Work with other Directorate and Tusla Senior Managers in the implementation and roll-out of new developments, with a particular emphasis on consistency and alignment across the system and reference to best practice, outcome measures and value for money.

Management and Leadership

- Effectively manage recruitment teams, promote good team working and a culture that values diversity
- Actively participate in the recruitment, retention, and development of staff within the teams
- To be responsible for the training, development and on-going support to staff within the team, including setting objectives, targets and monitoring performance using relevant policies and procedures.
- Develop and implement business plans, quality initiatives, audits etc. and report on outcomes

- Support the development and implementation of robust recruitment management information systems to facilitate accurate and up to date reporting
- Promote quality by reviewing and evaluating service regularly, identifying changing needs and implementing best practice solutions
- Promote good working practice and uniformity of standards
- Proactively engage in the development of IT systems as they apply to service / administration improvements / efficiencies
- Keep up to date with developments that may impact on the global recruitment market
- Perform such other duties appropriate to the office as may be assigned by the Director of HR or designate
- Deputise for the Manager of Recruitment and Talent Management as required
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
- To act as spokesperson for the Organisation as required

Finance & Human Resources

- Monitor budgets and expenditure.
- Develop and support business cases for new resources etc.
- Support HR processes within the directorate.

Commitment to providing a quality service:

- Be flexible and adaptable in his / her approach to work, embrace change and adapt work practices accordingly.
- Promote and maintain a quality customer-focused environment.
- Monitor efficiency within own area of responsibility and take remedial action or notify supervisor as appropriate.
- Continuously seek to improve systems / processes.

Education & Training:

- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate.
- Engage in career and professional development planning.
- Oversee the provision of a framework for the promotion of staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs of the inspection and monitoring team.
- Pursue continuous professional development in order to develop professional knowledge and keep updated with current and relevant HR legislation.
- Provide training with the team and region to share knowledge of relevant HR Procedures/ Processes.

Health & Safety:

- 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.

	<ul style="list-style-type: none"> 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>
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Eligibility Criteria Qualifications and / or Experience	<p>Applicants must by the closing date of application be currently employed with Tusla or the HSE AND have the following:</p> <ul style="list-style-type: none"> A 3rd level in HR/Business Qualification relevant to the role. 3 years senior management experience in an area related to the delivery of HR/Business services to include management experience in public sector recruitment Experience of managing and working collaboratively with multiple internal and external stakeholders to achieve results. A proven track record of delivering significant change in a complex multi stakeholder environment, as relevant to this role. Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the 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> <p>Age 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>
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Skills, competencies and/or knowledge	<p>Knowledge and Skills</p> <ul style="list-style-type: none"> • A detailed knowledge of the issues and developments and current thinking in relation to HR best practice in health care policy and service delivery. • Ability to deal with challenging and sometimes difficult situations in a constructive way, maintaining composure when dealing with crises and keeping a sense of perspective and balance in situations that involve significant personal or work challenge. • Has the ability to assimilate and analyse complex information; considers the impact of decisions before taking action; anticipates problems. Recognises when to involve other parties (at the appropriate time and level). <p>Communication and Interpersonal Skills</p> <ul style="list-style-type: none"> • A high level of interpersonal and communication skills including presentation, negotiation skills, conflict resolution and the ability to build and maintain relationships. • Ability to work from an interagency and multi-disciplinary perspective. • Ability to write reports. • Ability to present effectively. <p>Team and Leadership Skills</p> <ul style="list-style-type: none"> • The ability to effectively lead others and achieve results including the ability to effectively manage change and organisational development. • Self motivation and the ability to motivate others. • Demonstrates the ability to work independently as well as work with a wider (multidisciplinary / multi-agency) team in a complex and changing environment. <p>Analysing Information and Problem Solving</p> <ul style="list-style-type: none"> • Ability to evaluate information, make effective decisions and problem solve. • Shows the ability to quickly grasp and understand complex issues and the impact on service delivery. • Demonstrated the ability to confidently explain the rationale behind decision when faced with opposition. • Has a proven ability to make sound decisions with a well-reasoned rationale and to stand by these initiatives in the resolution of complex issues. • Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions. • Is resourceful and creative, generating original approaches when solving problems and making decisions. <p>Planning and Organising Skills</p> <ul style="list-style-type: none"> • Good planning, organisational and time-management skills and the ability to effectively manage resources. • Ability to effectively plan, manage and coordinate resources and prioritise effectively including the ability to work to agreed timescales.
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	<ul style="list-style-type: none"> • Demonstrates the ability to successfully manage a range of different projects and work activities concurrently, utilising computer technology effectively and assigning work to others as appropriate to meet strict deadlines. • Has the ability to use resources effectively, challenging processes to improve efficiencies where appropriate. • Assumes personal responsibility for and delivers on agreed objectives/goals. • Ensures all outputs are delivered to a high standard and in an efficient manner. <p>Commitment to providing a quality service</p> <ul style="list-style-type: none"> • Commitment to providing a quality service. • Flexibility, adaptability and openness to working effectively in a changing environment. • The ability to work effectively within a multi-disciplinary organisation in a complex and pressured environment. • Commitment to continuing professional development.
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Other requirements of the role	The post holder will require access to appropriate transport as the post may involve travel.
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>	

Terms of Employment

Tenure	<p>The current vacancy available is temporary and fulltime. The post is pensionable.</p> <p>A panel may be created for the purpose of filling this position. Once the position is appointed the panel will cease.</p> <p>Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2013 and the Public Service Management (Recruitment and Appointments) Act 2004.</p>
Remuneration	<p>The Salary scale for the post is:</p> <p>€70,373, €71,005, €73,782, €76,570, €79,337, €82,116, €84,877</p>
Working Week	<p>The standard working week applying to the post is: 35 hours</p>
Annual Leave	<p>The annual leave associated with the post is 30 days per annum</p>
Superannuation	<p>This is a pensionable position with Tusla. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.</p>
Probation	<p>Every appointment of a person who is not already a permanent officer of the Child & Family Agency/ Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.</p>
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2011)	<p>The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.</p>
National Standards for Children and Family Services	<p>Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areaswe-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>

<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>NOTE</p> <p>THIS SECTION REFERS TO POSTS AT €64,812 PLUS</p>	<p>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.</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 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>
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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.

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?
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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-internaljobs> you need to access the link and follow on- line application instructions.
- Please ensure that you have completed your Tusla Recruit Profile in full and you are happy that the information you have provided is accurate.

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

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

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

3. **How will the selection process be run?**

- You must complete the official application form in full on line. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements and provide the detail requested.

There may be a number of stages of selection and short-listing or a ranking exercise may take place. Applicants who meet the eligibility criteria may be shortlisted for interview based on information supplied in the application form at the closing date or in other specified assessment process. Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/or knowledge sections of the job specification and the information supplied in the competency based application form or eligibility questions, whichever is used. It is therefore very important that you think about your experience in light of those requirements and that you provide a detailed and accurate account of your qualifications and experience in your application. Please provide dates and details as requested.

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Tusla Recruit may decide that a number only will be called to interview. In this respect, Tusla Recruit provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against a predetermined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.
- Any candidate invited to interview will be given more details regarding the interview or other additional assessment stages at a later date.

The selection process may involve additional assessments, for example:

- Short listing of candidates on the basis of the information contained in their application
- Online and/or paper- based assessment/ tests/questionnaire(s)
- A qualifying preliminary interview – competency based
- Work sample/role play/ media exercise
- A competency based interview which may include a presentation and any other tests or exercises that may be deemed appropriate. Applicants deemed eligible,

will be notified of these additional stages if applicable and may be required to attend additional assessments and interview.

- 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 Practise under the Act.

These obligations are as follows:

Section 5

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

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

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

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

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

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

Section 9

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

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

‘Unreasonable Conduct’:

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

Part 2:

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

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

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

Failure to sign application will render it invalid.*

Signed: _____

(Candidate Name) Date: _____

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