

Candidate Campaign Information Pack

Grade VII, Business Support – Service Directors Office, West

Dear Candidate,

Thank you for your interest in the post of – **Grade VII, Business Support - Service Directors Office, West**

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:

Dr. Mary Boyd, 087 6006592 / mary.boyd1@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 Tusla Recruit Campaign Manager, Clodagh Kilkenny, Tel: 01 771 8906/087-0632911, Email: Clodagh.kilkenny@tusla.ie

Kind Regards,
Tusla Recruitment Team



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Job Specification

Job Title, Grade and Grade Code	Grade VII, Business Support – Service Directors Office, West Grade Code: 0582
Campaign Reference Approval Code	TN2019199
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	9 th July 2020
Closing Date for Applications	12 noon 3 rd August 2020
Proposed Interview date(s)	August / September 2020 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Dr. Mary Boyd, 087 6006592 / mary.boyd1@tusla.ie
Location of Post	Ballyshannon, Co. Donegal
Details of Service	<p>The Child and Family Agency was established on 1st January 2014 and is responsible for improving wellbeing and outcomes for children. It represents the most comprehensive reform of services for the development, welfare and protection of children and the support of families ever undertaken in Ireland. It is an ambitious move which brings together some 4,000 staff who were previously employed within Children and Family Services of the Health Service Executive, the National Educational Welfare Board and the Family Support Agency.</p> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> • Child Welfare and Protection Services, including family support services • Family Resource Centres and associated national programmes • Early years (pre-school) Inspection Services • Educational Welfare responsibilities including School completion programmes and Home School Liaison • Domestic, sexual and gender based violence services • Services related to the psychological welfare of children • Adoption & Alternative Care <p>Further information is available on www.tusla.ie</p>

Purpose of Role:	As a senior administrative managerial post you will be required to work within the regional structure across all service areas.
Reporting Relationship	The person appointed will report to a Senior Manager within the designated services
Duties and Responsibilities	<p>Main Duties and Responsibilities:</p> <p><u>Administration/General</u></p> <ul style="list-style-type: none"> • Monitor & analyse financial transactions reporting on the various trends and compliance requirements from the perspective of the West Regional office. • Create and manage a suite of data management reports to facilitate the provision of information and advice to the Service Director & Senior Managers as required. • Support the monitoring and control of resources in accordance with Tusla's Financial Regulations. • Ensure appropriate records are maintained as may be required by Tusla. • Promote good working practices and uniformity of standards. • Work with HR and Finance Specialists to ensure adherence to the legislative framework and internal Tusla policies and procedures • Undertake all duties assigned in line with relative policy, procedure and legislation. • Build Stakeholder relationships. • Prepare, circulate and collate templates, data and documentation required by the Service Process. • Assist in the development and implementation of service plans. • Undertake projects as delegated by the Senior Management. • Responsible for coordinating FOI requests received within the relevant office and providing a national oversight to all responses issued and liaises with the national office FOI as appropriate. • To manage the interface between the relevant Office and the various services within the agency with a view to facilitating good communication and understanding the respective roles. • To manage the interface between the relevant Office and the senior management team and to provide a high level of administrative support as required. • To help establish and maintain links between TUSLA and HSE colleagues to support service delivery. • Take special responsibility for meeting deadlines for internal and external communications including HIQA, Ombudsman and Ombudsman for Children. • Represent and advocating on behalf of the General Manager as appropriate. • To support the Senior Management in his/her lead roles across the service area and nationally which includes setting and delivering strategic objectives as required. • Promote and participate in the implementation of any change management programme. • Management of Capital and Minor projects and maintenance of premises in conjunction with Estates and service managers where relevant. • Management of Estates and ancillary functions where relevant. • Provide advice to Senior Management regarding Estates, ICT, Procurement and Capital Developments as required. • Responsible for coordinating all PQ's and public representative requests received within the relevant office and providing a national oversight to all responses issued and liaise with the PAD national office as appropriate. <p><u>Policy, Research & Quality</u></p> <ul style="list-style-type: none"> • Assist with the development of policy documentation on policy, procedure and guideline development and review processes.

- Responsible for Quality, Risk & Service Improvement and to progressing the agenda within the relevant office.
- Set a programme of work to review each policy to ensure it is aligned to the agreed template or format.
- Work with the relevant departments to identify policies which are used on shared basis with the HSE and to support the process in development of these documents to Tusla specific documents (content, references, structures, branding, formatting/template etc.).
- Support a programme of work of periodic quality audits to ensure consistent implementation of policies.
- Liaise with workforce learning and development to ensure training on new policies and/or key policies requiring refresher courses.
- Lead on the Quality Assessment Framework and Risk Management Policy Procedures for the Service.
- To support the research and information requirements of the Service.
- To oversee the reporting requirements of the Service.
- Keep up to date with policy and legislative developments relevant to the post.

Information Management

- Assist in preparation of service planning and business planning process and other planning processes as required.
- Develop and maintain processes for monitoring the implementation of business plans.
- Liaise with other units to promote inter-department knowledge sharing.
- Co-ordinate responses to PQ's, FOI, Public Representatives on request from appropriate channels.
- Contribute to policy development and implementation.
- Establish, maintain processes for the collation, analysis and reporting of data and collation of associated reports.
- Support the development of integrated management reports across performance indicators, human resources, finance, and risk management.

Human Resources:

- Supervise and make provisions for the well-being of staff within your remit.
- Management of HR projects and processes and liaise with HR managers as appropriate.
- Create and maintain a positive working environment among staff members, which contributes to maintaining and enhancing effective working relationships.
- Ensure staffs are aware of their responsibilities in line with the relative policies and procedures developed to support the delivery of an effective service.
- Plan, allocate and evaluate work and performance of teams and individuals.
- Management the performance of assigned staff and teams.
- Provide HR support to assigned team/unit and act as first point of contact for HR issues.
- Conduct regular staff meetings to keep staff informed and to hear views.
- Identify and agree training and development needs of team.
- Manage the performance of staff, dealing with underperformance in a timely and constructive manner.
- Implement Performance Achievement and Personal Development Plans in line with the unit and organisation objectives.
- Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring team knows how to action changes.
- Participate in the recruitment, retention and development of staff including training and continual assessment.

	<ul style="list-style-type: none"> • Encourage and support staff through transformation and change process. <p><u>Education and Training</u></p> <ul style="list-style-type: none"> • To maintain continuous personal development and participate in team based development, education, training and learning. • To complete all mandatory training. • Where appropriate, arrange for the induction and training for assigned staff, as required to maximise skill resources, (to include workplace experience placements where applicable). • Where appropriate, provide supervision and assist in the development of knowledge, skills of relevant staff under your supervision. • To participate in performance evaluation / review, identifying areas for improvement and appropriate plans / measures to achieve them. • To ensure policies and procedures exist for all areas. <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"> • Candidates must be in current employment with Tusla – Child and Family Agency or in direct employment with the HSE or within other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 or within a body that provides services on behalf of Tusla under Section 56 or Section 59 of the Child and Family Act 2013. <p style="text-align: center;">And</p> <ul style="list-style-type: none"> • Have at least 2 years’ experience working with Tusla – Child and Family Agency, the HSE or within other statutory health agencies, or a body which provides services on behalf of the HSE under Section 38 of the Health Act 2004 or within a body that provides services on behalf of Tusla under Section 56 or Section 59 of the Child and Family Act 2013. <p style="text-align: center;">And</p> <ul style="list-style-type: none"> • Have at least 3 years’ management experience – managing staff, budgets and general administration. <p style="text-align: center;">And</p> <ul style="list-style-type: none"> • Possess sufficient administrative capacity to discharge the functions of the grade/post. <p>Health</p>

	<p>A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character Each candidate for and any person holding the office must be of good character</p>
Skills, competencies and/or knowledge	<p>Knowledge and Skills:</p> <ul style="list-style-type: none"> • Ability to Monitor & analyse financial transactions reporting on the various trends and compliance requirements from the perspective of the West Regional office. • Knowledge of compiling data management reports to facilitate the provision of information and advice to the Service Director & Senior Managers as required. • A working knowledge and strategic understanding of legislation, policy, research and practice for Children and Family Services • A working knowledge of HIQA Standards as they apply to the role • Ability to work on one's own initiative • Project management and report-writing skills • Proficient in MS Office including Excel, Word & PowerPoint • Understanding of the key issues involved in unpicking complex situations and establishing clear Project management approaches and practices. <p>Communication and Interpersonal Skills:</p> <ul style="list-style-type: none"> • A Highly effective communication and interpersonal skills in order to deal effectively with a wide range of stakeholders. • Excellent presentation and facilitation skills to deliver complex information in understandable terms. • Excellent written communication skills including report writing • Capacity to communicate effectively across a wide range of professionals and agencies. • Ability to work with a variety of stakeholder groups and to unpick complex themes and ideas. <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 • Ability to build and maintain relationships in inter-agency and multi disciplinary environments. • The ability to work on own initiative and as part of a team • A track record as an effective leader who has shown a capacity for sound practical judgement and attention to detail • Flexibility, adaptability and openness to working effectively in a changing environment • Diplomacy, discretion and an ability to negotiate • Ability to contribute to the development of an effective team <p>Evaluating Information and Judging Situations</p> <ul style="list-style-type: none"> • The ability to evaluate information from a number of sources, make effective decisions and problem solve in a timely manner

	<ul style="list-style-type: none"> • The ability to analyse and interpret information and make decisions quickly and accurately, as appropriate. • The ability to confidently explain the rationale behind decisions when faced with opposition • The ability to recognise when it is appropriate to refer decisions to a higher level of management • The ability to use initiative and problem solving as appropriate <p>Planning and Managing Resources:</p> <ul style="list-style-type: none"> • Ability to effectively plan, manage and prioritise effectively and work to agreed timescales. • The ability to use resources effectively, challenging processes to improve efficiencies where appropriate • Monitors activities to ensure budgets are adhered to. • Delegates tasks to others and makes sure deadlines are met. • The ability to manage own time efficiently to ensure delivery of results <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 • A commitment to continuing professional development • High standards in Project Management and reporting. • Evidence of incorporating the needs of the Service User into service delivery • A commitment to developing own knowledge and expertise • A commitment to providing a professional service to internal and external stakeholders
Other requirements of the role	The post holder will require access to appropriate transport as the post may involve travel.
Campaign Specific Selection Process Shortlisting / Interview	<p>Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. 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>
Tusla Child and Family Agency Transformation Programme may impact on this role and as structures change the job description may be reviewed.	

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.

Tenure	<p>The current vacancy available is permanent and fulltime. The post is pensionable.</p> <p>A panel may be created for the purpose of filling this position. This campaign to fill the immediate vacancy as outlined within the job specification, once this position is filled 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 whole time equivalent of this post is: €49,837 €51,053 €52,477 €53,904 €55,337 €56,615 €57,919 €59,186 €60,444 €62,612 €64,786 LSIs</p>
Working Week	<p>The standard working week applying to the whole time equivalent of this post is: 37 hours</p>
Annual Leave	<p>The annual leave associated with the whole time equivalent of this 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 (2017)	<p>The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.</p>
National Standards for Children and Family Services	<p>Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areas-we-work/childrens-services) and / or the Adoption Authority of Ireland Standards as they apply to the role.</p> <p>All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>



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

Recruitment Process

1. Who should apply?

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

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

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see **Appendix 2**.
- Please note 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 online application particular to this post. All posts are posted on the following links:

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

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

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

3. How will the selection process be run?

- 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.

Please note:

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.

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 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, 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.

(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/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 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.**