

**Candidate Information Pack**

**Professionally Qualified Social Workers – South**

Dear Candidate,

Thank you for your interest in pursuing career opportunities with Tusla, Child and Family Agency.

This Candidate Information Pack will introduce you to the system and process of selecting candidates for consideration for a number of Professionally Qualified Social Workers current and future job vacancies. 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.

This application system is used for large numbers of potential candidates to apply to be part of a recruitment pool for a number of current and future vacancies. Every applicant will be assessed in exactly the same way, to measure their skills and knowledge. At the end of the process, Tusla will rank the applicants in order of merit to create a Professionally Qualified Social Workers Regional Tusla Panel.

There are 2 stages within the process. Applicants will complete an online application form. All eligible applicants who complete this form and are deemed eligible will be called to a face to face competency based interview in the first instance. All eligible candidates will be given the opportunity to interview within specified timelines.

In order to participate in this initiative you will need access to a computer with an internet connection. You will also require an email address and mobile telephone number.

We will endeavour to ensure that all applicants have detailed information about the process, and have access to support throughout their application process.

**We would encourage you to download and save this document and keep it so that you can refer to it now and in the future.**

In this document we describe all stages of the process, what you can expect and when it will happen. We outline the guidelines under which the campaign will run, what we require from you and in what format. We seek the same information from all applicants so that everybody is treated in the same manner. It also explains what will happen after each stage of the Selection process and how the candidate pool will be managed. Please be assured that as each new part of the process arises we will contact you to tell what you need to do and by what date you need to have it completed.

If you have a query in relation to the process which is not covered in this guide, please contact:

[tuslarecruit@tusla.ie](mailto:tuslarecruit@tusla.ie) / Siobhan Mahon (Tusla Recruit Team Lead) 087 661 9589 /

[Siobhan.mahon@tusla.ie](mailto:Siobhan.mahon@tusla.ie)

Thank you for your interest in a career with Tusla, Child and Family Agency.

Yours Sincerely,

**Sabrina McGeough**

**Recruitment Services Manager**

087 714 3012

[sabrina.mcgeough@tusla.ie](mailto:sabrina.mcgeough@tusla.ie)

## **Introduction**

The Child and Family Agency was established on 1<sup>st</sup> 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.

The Child and Family Agency has responsibility for the following range of services:

- 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
- Alternative Care and Adoption

Further information is available on [www.tusla.ie](http://www.tusla.ie)

Tusla wishes to ensure equal access to career opportunities to the widest pool of competent candidates, while ensuring that each applicant is treated in a fair and consistent manner.

This recruitment method follows a number of stages:

Stage 1 – Online Application Form via Tusla Recruitment Portal

Stage 2 – Face to Face Competency Based Interview

### **Location Choices:**

Please indicate your region of preference – a map is attached for your convenience within **Appendix 5**. A panel will be formed to fill existing and future vacancies for the role of Professionally Qualified Social Worker within the SOUTH region by Area Panels.

It is the intention of Tusla Recruit to form a panel in order of merit for each Area within the SOUTH Region.

You should make your choice based on the SOUTH Area you would most like to work in. You may only select 1 Area for this process.

This Candidate Information Pack sets out each stage in detail explaining what needs to be done, what will happen next and what applicants can expect.

Again, we strongly recommend that you download and save this guide to keep as a reference for the duration of the campaign.

## **Important**

**Candidates will receive the same opportunities to apply for this campaign within the set deadlines. Candidates who decide not to apply within the specified dates or who do not attend for the competency based interview will be deemed to have withdrawn their candidature. Accordingly, their candidature will receive no further attention.**

### **1. Who should apply?**

We are very interested to receive applications from all suitably qualified individuals who are interested in working with Tusla as a Professionally Qualified Social Worker.

For this 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 this post which is detailed in **Appendix 1**.

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see **Appendix 2**.
- For information on Security Clearance please see **Appendix 3**.
- Please note we cannot accept applications from applicants who are in receipt of pensions from particular superannuation schemes, please see **Appendix 4** for more information on this.

### **2. Do I have to apply now?**

That is your decision, applying will potentially provide you with access to Professionally Qualified Social Workers opportunities in Tusla.

### **3. How do I apply for this post?**

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

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

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

#### 4. How will the selection process be run?

- You must complete all of the necessary official application and assessment forms in full. 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 board of senior managers will assess your application form against the eligibility criteria to see how your individual 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.
- There will be a number of stages of selection as described in this document and short-listing and ranking exercises may take place as outlined. A ranking exercise is an assessment that may be carried out on the basis of information supplied in your application form. The criteria for ranking are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of the job specification. Therefore it is very important that you think about your experience in light of those requirements.
- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.
- Candidates who have demonstrated the requisite skills and experience will be called to interview.
- Any candidate invited to interview will be given more details regarding the interview at a later date.
- Candidates who are successful at interview will be placed on a Tusla Panel in order of merit.
- We will offer the posts to the candidates with the highest scores on the Tusla Panel
- 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.

## **5. Acceptance / Declination of a Job Offer**

The time lines and Tusla Panel 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 Tusla Panel Further detail regarding this process is available in **Appendix 9**.

Please note that any such communications will be made via the email address that you have registered your Tusla Profile with. As such please also ensure that you have registered your profile with an email address that you have access to inside and outside of working hours. If you use your work email and do not have access to this at all times you may miss communications and deadlines. It is your responsibility to be available for Tusla Recruit communications.

***Please note that some appointments are also subject to internal HR sequencing arrangements and legal obligations/agreements.***

## 6. 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.

## 7. 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 3** 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.

## 8. 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](mailto:tuslarecruit@tusla.ie). Please note that informal reviews prior to interview must be requested within 2 working days of receipt of a decision. Informal appeals after interview must be requested within 5 working days of notification of a decision.

**Please note:**

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

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

These obligations are as follows:

**Section 5**

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

- Knowingly or recklessly make a false or a misleading application
- Knowingly or recklessly provide false information or documentation
- Canvass any person with or without inducements
- Impersonate a candidate at any stage of the process
- Knowingly or maliciously obstruct or interfere with the recruitment process

- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it
- Interfere with or compromise the process in any way

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

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

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

#### Section 9

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

Candidates shall not display the following types of behaviour which the Commission considers 'Unreasonable Conduct':

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

Examples of Unreasonable Conduct include:

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

The decision to restrict access may include:

- Requesting the individual make contact in a particular form, for example by letter only.
- Requiring contact to take place with a named officer only.
- Restricting telephone calls from the individual to specified days and timeframes.
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- Restricting access to the offices of an organisation.
- Asking the customer to enter into an agreement about their future conduct.
- Refusal to pursue a complaint or request for a review.
- Terminating all contact with the complainant.

We encourage you to visit [www.cpsa.ie](http://www.cpsa.ie) for further information on the Code of Practice.

#### **Appendices Tables of Contents**

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Appendix 8	Candidate Interview Guidelines
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## Appendix 1



<b>Job Title and Grade</b>	<b>Professionally Qualified Social Worker - South (Grade Code 3017)</b>
<b>Applications considered Via</b>	Tusla Recruit Portal only
<b>Opening date for Applications</b>	7 <sup>th</sup> May 2020
<b>Closing Date for Applications</b>	<p>You will note that there is no closing date stated for this campaign. This is to allow us to capture as many applicants as possible to fill these posts on an on-going basis.</p> <p>We may introduce intermediate 'cut off' dates in order to alert potential applicants that we will be drawing from the applicant pool to fill vacancies. Once we have a sufficient number of applicants we may introduce a final closing date. Interview dates will be communicated to eligible applicants if and when they are scheduled.</p>
<b>Proposed Interview date(s)</b>	Interviews will be arranged and prioritised for Areas with immediate opportunities.
<b>Contact for Informal Enquiries</b>	<b>South</b> Clare Murphy - 087 9192756 / <a href="mailto:clare.Murphy@tusla.ie">clare.Murphy@tusla.ie</a>
<b>Location of Post</b>	<p>A panel will be formed to fill existing and future vacancies for the role of Professionally Qualified Social Worker within the SOUTH region by Area Panels.</p> <p>Please indicate your Area of preference within the South region – Information is available <a href="#">Here</a> for your convenience.</p> <p>It is the intention of Tusla Recruit to form a panel in order of merit for each Area within the SOUTH Region.</p> <p>You should make your choice based on the SOUTH Area you would most like to work in. You may only select 1 Area for this process.</p>
<b>Details of Service</b>	<p>The Child and Family Agency was established on 1<sup>st</sup> 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"> <li>• Child Welfare and Protection Services, including Alternative Care Services and Family Support Services</li> <li>• Family Resource Centres and associated national programmes</li> <li>• Early years (pre-school) Inspection Services</li> <li>• Educational Welfare responsibilities including School completion programmes and Home School Liaison</li> <li>• Domestic, sexual and gender based violence services</li> <li>• Services related to the psychological welfare of children</li> <li>• Adoption &amp; Alternative Care</li> </ul> <p>Further information is available on <a href="http://www.tusla.ie">www.tusla.ie</a></p> <p>As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.</p>
<b>Reporting Relationship</b>	Your professional reporting relationship for clinical governance and clinical supervision will be to the Head of Discipline through the professional line management structure.
<b>Scope and Purpose of the Post</b>	The purpose of the post is to provide a social work service that seeks to improve the health and social wellbeing of the service users within the context of the local communities. S/he will achieve this through the implementation of an accessible, equitable, person-centred service.
<b>Duties and Responsibilities</b>	<p><b><u>Professional / Clinical</u></b></p> <p>The Professionally Qualified Social Worker will:</p> <ul style="list-style-type: none"> <li>• Provide a direct point of access for the local community and offer initial and holistic social assessment and intervention to children, youth, families and groups.</li> <li>• Provide an initial assessment service to the care group and to develop referral procedures with other social work networked services.</li> <li>• Identify service users' individual and collective needs in partnership with them and co-create early interventions and/or social action strategies to meet those needs.</li> <li>• Manage and prioritise a caseload appropriate to the post.</li> <li>• Provide supportive counselling, emotional and practical support, and information to service users and their families.</li> <li>• Adopt a holistic approach aimed at enhancing the quality of life, health and social well-being of all persons within the service area.</li> <li>• Promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups.</li> <li>• Make it possible for service users to advocate for their own needs, or where appropriate advocate on behalf of service users.</li> </ul>

- Plan, deliver and engage in systemic interventions as appropriate with children, youth and families, groups, organisations and communities.
- Participate and take leadership in community needs assessment and ongoing community involvement including initiating and participating in prevention and health promotion activities.
- Deliver social work service in collaboration with other disciplines / agencies as required, in appropriate settings reflecting the needs of the service user.
- Assess where social conditions are a major factor in health and social wellbeing, consult and plan with the service user/ relevant team/ service and arrange appropriate social services for those who need them.
- Monitor and evaluate outcomes of person centred care plans for individual service users.
- Actively participate as a member of the relevant team/ service in team building and change management initiatives.
- Attend case conferences, meetings and other relevant fora as required.
- Attend court, tribunals etc as required.
- Work within current legislation, relevant policies and procedures, guidelines and protocols as laid down by the employer.
- Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions.
- Implement models of best practice / evidence based practice.
- Work within a key worker / case worker system, providing a co-ordinating role for case management where appropriate.
- Take direction from his / her line manager.
- Take an active role in an appropriate level of planned professional supervision, in accordance with the local/ national Supervision Policy.
- Engage in reflective practice.
- Deputise for the Social Work Team Leader as agreed / appropriate.
- Promote a culture that values diversity and respect in the workplace.
- Keep the Team Leader fully informed and up-to-date on all significant matters.

### **Education & Training**

The Professionally Qualified Social Worker will:

- 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 in collaboration with the Social Work Team Leader / Principal Social Worker.
- Keep up to date with advances in Social Work research, and ongoing review and evaluation of literature relevant to the assigned area.
- Keep abreast of developments in national policies and strategies and international best practice.
- Keep up to date with organisational developments within the Irish Health Service.
- Act as a resource by participating in the induction, education and training of Social Work colleagues, other health professionals and service user groups as required.
- Participate in the practice education of student Social Workers.
- Support and train other staff in accordance with professional standards as appropriate.
- Foster an understanding of the role and contribution of social work by providing professional

	<p>consultation and education to other members of the service.</p> <p><b><u>Health &amp; Safety</u></b></p> <p>The Professionally Qualified Social Worker will:</p> <ul style="list-style-type: none"> <li>• Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.</li> <li>• Have a working knowledge of HIQA Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.</li> <li>• To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.</li> </ul> <p><b><u>Administrative</u></b></p> <p>The Professionally Qualified Social Worker will:</p> <ul style="list-style-type: none"> <li>• Maintain a high standard of documentation, including service user files in accordance with local guidelines and the Freedom of Information (FOI) Act.</li> <li>• Maintain accurate up to date records and files, and submit activity data as required.</li> <li>• Write accurate, clear, concise and purposeful reports.</li> <li>• Ensure the maintenance of service user and data confidentiality.</li> <li>• Contribute to the development and implementation of information sharing protocols and audit systems.</li> <li>• Contribute to policy development, performance monitoring and budgetary control of service in conjunction with the Social Work Team Leader/ Principal Social Worker.</li> <li>• Collaborate with the Social Work Team Leader / Principal Social Worker or designate in developing the role of the Social Worker and the service e.g. through planning, audit, production of standards, continuing education, quality improvement initiatives and research.</li> <li>• Assist in ensuring that the social work service makes the most efficient and effective use of developments in IT.</li> </ul> <p><b>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.</b></p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and / or Experience</b></p>	<p><b>1. Applicants must by the closing date of application have the following:</b></p> <ul style="list-style-type: none"> <li>a) Be registered in the Social Work Register maintained by the Social Work Registration Board maintained at CORU (or have entitlement to be registered and obtain registration prior to appointment).</li> <li>b) Maintain live annual registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU</li> </ul>



	<p>c) Must have the requisite knowledge and ability (including a high standard of suitability and professional ability) for the proper discharge of the duties of the office.</p> <p><b>2. Health</b> 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><b>3. Character</b> Each candidate for and any person holding the office must be of good character.</p> <p><b>4. Age</b> 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).</p>
<b>Skills, competencies and/or knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role.</li> <li>• Demonstrate experience of applying evidence based practice.</li> <li>• Demonstrate an ability to apply knowledge to best practice.</li> <li>• Demonstrate the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.</li> <li>• Demonstrate the ability to manage self in a busy working environment including the ability to prioritise caseloads.</li> <li>• Demonstrate the ability to work in complex systems and to navigate these and develop excellent multiagency working relationships</li> <li>• Demonstrate a commitment to assuring high standards and strive for a user centred service.</li> <li>• Demonstrate initiative and innovation in identifying areas for service improvement.</li> <li>• Display awareness and appreciation of the service user as expert through experience including promoting the involvement of the service user in care planning, decision-making and service development.</li> <li>• Demonstrate the ability to empathise with and treat others with dignity and respect.</li> <li>• Demonstrate the ability to evaluate information and make effective decisions especially with regard to service user care.</li> <li>• Display effective interpersonal and communication (verbal and written) skills.</li> <li>• Demonstrate effective team skills.</li> <li>• Demonstrate flexibility and openness to change.</li> <li>• Demonstrate ability to utilise supervision effectively.</li> <li>• Demonstrate a willingness to develop IT skills relevant to the role.</li> <li>• Demonstrate commitment to continuing professional development.</li> </ul>
<b>Other requirements of the role</b>	Access to transport as this post may involve travel.
<b>Campaign Specific</b>	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

<p><b>Selection Process</b></p> <p><b>Shortlisting / Interview</b></p>	<p>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>
<p><b>Code of Practice</b></p>	<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 <a href="http://www.cpsa.ie">www.cpsa.ie</a>.</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 may be reviewed.</p> <p>This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.</p>	

## **Terms and Conditions of Employment**

### **Professionally Qualified Social Worker (Grade Code 3017)**

<b>Tenure</b>	<p>A panel will be formed to fill existing and future vacancies for the role of Professionally Qualified Social Worker within the SOUTH region by Area Panels.</p> <p>Please indicate your Area of preference within the Dublin North East region – Information is available <a href="#">Here</a> for your convenience.</p> <p>It is the intention of Tusla Recruit to form a panel in order of merit for each Area within the SOUTH Region.</p> <p>You should make your choice based on the DML Area you would most like to work in. You may only select 1 Area for this process. Appointment as an employee of the Child &amp; Family Agency is governed by the Child and Family Agency Act, 2014 and the Public Service Management (Recruitment and Appointments) Act 2004.</p>
<b>Remuneration</b>	<p>The Salary scale for the whole time equivalent of this post is: €41,330, €44,286, €45,807, €47,997, €50,186, €52,377, €54,565, €56,752, €58,944, <b>€60,086 LSI</b></p>
<b>Working Week</b>	<p>The standard working week applying to the whole time equivalent of this post is: 37 hours.</p>
<b>Annual Leave</b>	<p>The annual leave associated with the whole time equivalent of this post is 29 days per annum.</p>
<b>Superannuation</b>	<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>
<b>Probation</b>	<p>Every appointment of a person who is not already a permanent officer of the Child &amp; 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>
<b>Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</b>	<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>
<b>National Standards for Children and Family Services</b>	<p>Employees must have a working knowledge of HIQA Standards (<a href="https://www.hiqa.ie/areas-we-work/childrens-services">https://www.hiqa.ie/areas-we-work/childrens-services</a>) and / or the Adoption Authority of Ireland Standards as they apply to the role. All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>

## **Appendix 2**

### **(i) (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](http://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.disclosurescotland.co.uk)

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

[www.north-wales.police.uk](http://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](http://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](http://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).

### **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](mailto: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).

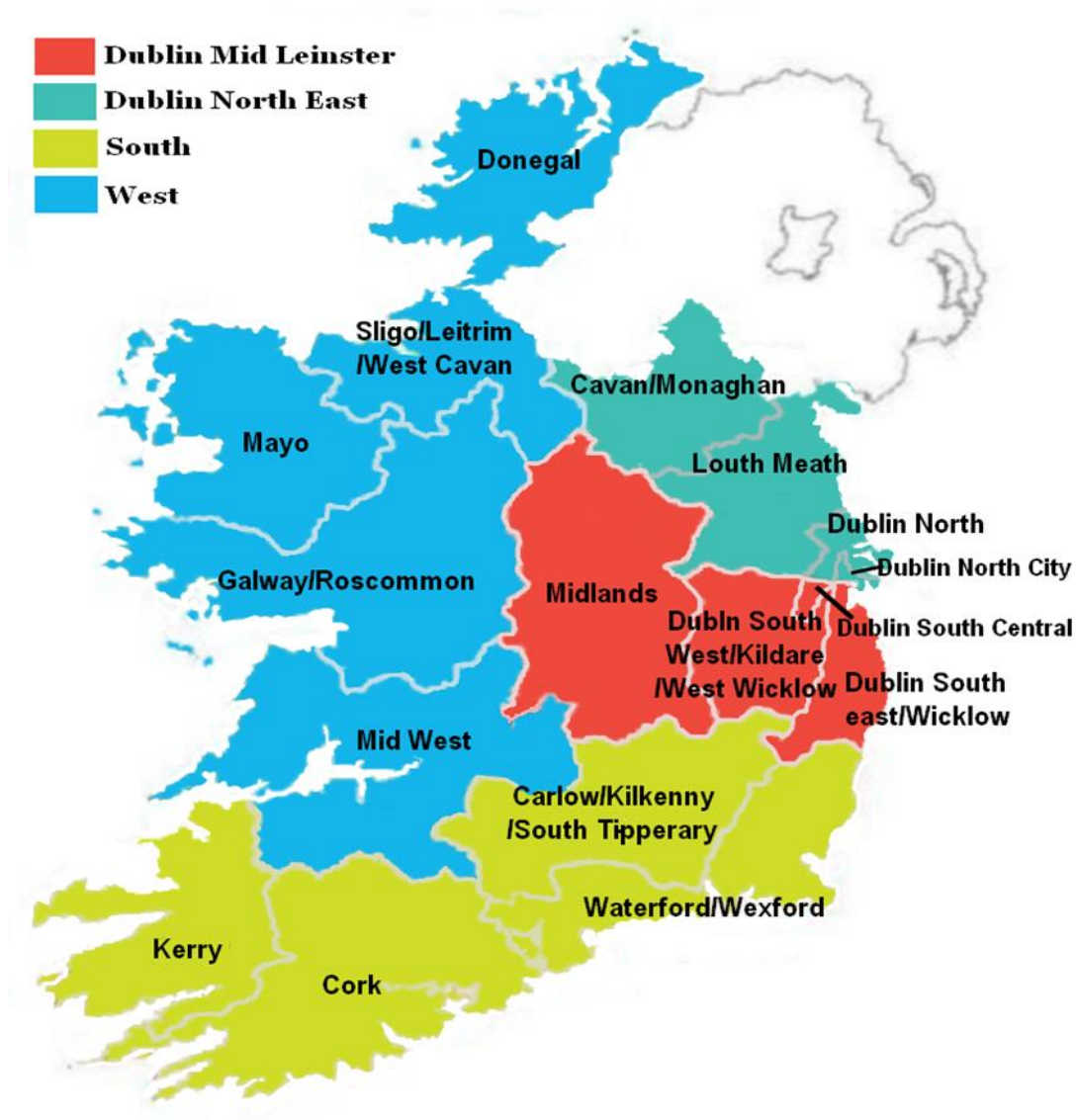
You have a right to make a data access request to Tusla Child and Family Agency and this can be done in writing to [datacontroller@tusla.ie](mailto:datacontroller@tusla.ie).



Appendix 5



An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency



## **Appendix 6**

Tusla Candidate User Guide, please click on below document to view.



Tusla Candidate User  
Guide 2016 (2).ppsx

## **Appendix 7**

### **Skills, Competencies and/or Knowledge**

In this section, you are required to describe some of your personal experiences to date that demonstrate certain necessary skills and competencies required for this specific position. The skills and competencies are outlined in this section

All competency areas must be completed. The instructions below will help you to complete the competency section, but you should also consider these instructions when you are preparing for interview.

Competencies are short statements, with a minimum of 250 words, defining the behaviour and actions needed to perform well in a particular job.

For each Response Area, you are given a description of the required competency. You are then asked to describe a situation, from your own experience, which you think is the best example of what YOU have done which demonstrates this competency. It is essential that you describe how you demonstrated the competency in question.

The information you present here may form part of a short listing and/or ranking exercise process, and may also be used to help structure your interview, if you are invited to one. A short listing and/or ranking exercise may apply based on the information you provide in your application form. This means that a short listing and/or ranking board will “shortlist/rank” applicants based on information put forward in this section of your application form. Interviews may be held on a phased basis, inviting applicants to interview based on the position held in the short listing and/or ranking exercise. A primary panel (talent pool) may be formed of candidates successful in the first phase of interviews. If subsequent interviews are held candidates successful at these interviews may be added to the end of the primary panel (talent pool) and will be listed with a lower order of merit.

Therefore, compose your replies carefully in this section and try to structure what you write so that you give specific information about what you have done - for example, do not simply say that “X was successful”, describe exactly what you did and how you demonstrated the competency in question.

For each example please include the following:

- (a) the nature of the task, problem or objective
- (b) what you actually did and how you demonstrated the competency (and, where appropriate, the date you demonstrated it)
- (c) the outcome or result of the situation and your estimate of the proportion of credit you can claim for the outcome.

Please do not use the same example to illustrate your answer to more than two competency areas.

Please note that, should you be called to interview, the board may look for additional examples of where you demonstrated the competencies required for this post so you should think of a number of examples of where you demonstrated each of the competencies required.

### **Preparation**

#### **Knowing the Job and the Organisation:**

Before you start find out as much as possible about the job you are applying for. This will help you decide if the job is right for you and will make you more confident in the interview. It may seem quite obvious but the starting point is the Job Specification/Description that has been circulated with the application form. Consider how your skills, education and experience compare with the skills that the job requires.

How much information do you have about the job? In the majority of cases the advertisement will identify a person whom you can contact for informal queries and you should ask for more detail if needed.

#### **Knowing the Skills, Knowledge and Experience required for the Job:**

A competency is the skill, knowledge or experience that has been identified as necessary to ensure effective performance in a particular job or role. These have been carefully considered and decided on before the interview takes place and are the competencies listed in the Job Specification. It is on these areas or competencies that you will be examined during the interview.

Each applicant will be treated in the same manner and examined on the same areas.

Competencies can be either technical (for example, specific experience, knowledge of a particular procedure, ability to implement particular legislation or operate specified equipment, etc.) or behavioural (for example, team working, customer services, etc.).

Typically each competency will be described in two – three lines or a short paragraph in the Job Specification and also on the Tusla Recruit Online Application Form. It is important that you read these descriptions carefully and understand what is required under each competency. These competency descriptions are carefully worded and contain a number of key words which should give you an insight into what Tusla sees as key to the role for which you are applying. Try to make sure you use these as a cross check against the experiences, etc. you will talk to the interview board about should you be invited for Interview.

### **Knowing You:**

In advance of applying for a job (i.e. even before filling in the application form) it is worth taking time out to analyse yourself.

Know your own strengths and the areas where you need to develop/improve.

Here are a few tips which should help you during this stage of your preparation:

- Write down your education and work experience to date and your main interests/hobbies. A CV approach would be very useful for doing this and indeed you may have it done already!
- Write down what you see as your main achievements to date, things that you are proud of, and where you feel you made a significant contribution, in any area of your life.
- Aim to include about 10 different achievements altogether, from different areas in your life, for example, education, work, interests, etc.
- Write down what you see as your strongest qualities or skills. List about five.....try to pick the qualities that you feel are most relevant to the job you are applying for.

### **Preparing your Responses/Experiences:**

It is important to remember that the interview board will want to know how YOUR experience, skills and qualities prepare you for the job in question. A useful approach in considering each achievement/experience identified by yourself while responding in this section is to use the STAR principle.

### **The STAR principle:**

Provide a description of the situation (S) and/or the actual task (T) followed by an overview of the action (A) you took and finish off with an outline of the results or outcomes (R)

**Situation:** Try to think of examples that show off your technical skills as well as the behavioural skills being assessed.

**Task:** Having described the general situation now set out the specific task you were required to do. Talk in terms of 'I was....' Not about the task as a whole group/team/department.

**Action:** What actions did you take? If you keep answering 'we...' then you have not defined your task well enough. The interview board is only interested in you, your skills, what you have achieved in the past. They are not going to employ the whole team.

**Result:**

- Describe the result in measurable terms. 'As a result there was a ..% reduction in waste, ..% increase in production...'
- Also talk about what you learned through the situation/exercise.

Note:

- All questions must be answered.
- It is recommended that you keep a copy of this section of the application so that you can re-read your examples before going for interview.

**EXAMPLE ON HOW TO COMPLETE THIS SECTION OF THE APPLICATION:**

**Competency:**      **Communication Skills:** *Be able to adapt your communication style to particular situations and audiences..... Be able to produce clear and concise written information.*

**Example 1:**

I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients' needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.

**Example 2:**

The unit I was attached to was responsible for producing a management report and

supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.

I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.

The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued

80% credit

#### Example 1 (above):

This is **not** a good example because it:

- Does not give sufficient details of exactly what the person did or how they actually demonstrated their '*effective communications skills*'
- Also, it is not clear where the information requested at (a), (b) and (c) of the supplementary or written example section of the application is presented.

#### Example 2 (above):

This is a better example because it:

- Describes exactly what the person did and how they communicated, for example '*.....consultation, mainly over the phone and face-to face*' & "*developed a format for a summarised report, reducing the average length from 40 pages to just 10*' '*achieved this through careful editing of the information and increased use of graphs*'. '*encouraged clients to ask questions*'.
- Also, it is clearer where the information requested at (a), (b) and (c) of the supplementary or written examples section of the application is presented.

## **Appendix 8**

### **CANDIDATE GUIDE TO INTERVIEW**

#### **INTRODUCTION & OVERVIEW:**

This guide has been prepared to provide candidates with information to assist them in their preparation for interview with Tusla - Child and Family Agency.

#### **PREPARATION:**

##### **Knowing the Job and the Organisation:**

Before you start find out as much as possible about the job you are applying for. This will help you decide if the job is right for you and will make you more confident in the interview. It may seem quite obvious but the starting point is the Job Specification/Description that has been circulated with the application form. Consider how your skills, education and experience compare with the skills that the job requires. How much information do you have about the job? In the majority of cases the advertisement will identify a person whom you can contact for informal queries and you should ask for more detail if needed.

It is important also to research general information on Tusla - The Child and Family Agency as again this will help you to decide if the job is right for you and it will also make you more confident in the interview. Such information can be obtained from a number of sources:

- Website Tusla – Child and Family Agency [www.tusla.ie](http://www.tusla.ie)
- Check the newspapers or online for any recent press releases on the organisation.
- If possible, talk to some people in the organisation, as this will give you an insight into how the organisation is run.

##### **Knowing the Skills, Knowledge and Experience required for the Job:**

A competency is the skill, knowledge or experience that has been identified as necessary to ensure effective performance in a particular job or role. These have been carefully considered and decided on before the interview takes place and are the competencies listed in the Job Specification. It is on these areas or competencies that you will be examined during the interview.

Each applicant will be treated in the same manner and examined on the same areas.

Competencies can be either technical (for example, specific experience, knowledge of a particular procedure, ability to implement particular legislation or operate specified equipment, etc.) or behavioural (for example, team working, customer services, etc.).

Typically each competency will be described in two – three lines or a short paragraph in the Job Specification. It is important that you read these descriptions carefully and understand what is required under each competency. These competency descriptions are carefully worded and contain a number of key words which should give you an insight into what Tusla sees as key to



the role for which you are applying. Try to make sure you use these as a cross check against the experiences, etc. you will talk to the interview board about.

### **Knowing Yourself:**

In advance of applying for a job (i.e. even before filling in the application form) it is worth taking time out to analyse yourself.

Know your own strengths and the areas where you need to develop/improve.

Here are a few tips which should help you during this stage of your preparation:

- Write down your education and work experience to date and your main interests/hobbies. A CV approach would be very useful for doing this and indeed you may have it done already!
- Write down what you see as your main achievements to date, things that you are proud of, and where you feel you made a significant contribution, in any area of your life.
- Aim to include about 10 different achievements altogether, from different areas in your life, for example, education, work, interests, etc.
- Write down what you see as your strongest qualities or skills. List about five.....try to pick the qualities that you feel are most relevant to the job you are applying for.

### **Preparing your Examples/Experiences:**

It is important to remember that the interview board will want to know how YOUR experience, skills and qualities prepare you for the job in question. In some instances you may be asked to provide written examples of when and how you demonstrated the competencies that have been identified for the role. Whether you are preparing written examples for submission with your application or considering examples you will discuss at interview, a useful approach in considering each achievement/experience identified is to use the STAR principle.

The **STAR** principle:

Provide a description of the situation (S) and/or the actual task (T) followed by an overview of the action (A) you took and finish off with an outline of the results or outcomes (R)

**Situation:** Try to think of examples that show off your technical skills as well as the behavioural skills being assessed.

**Task:** Having described the general situation now set out the specific task you were required to do. Talk in terms of 'I was....' Not about the task as a whole group/team/department.

**Action:** What actions did you take? If you keep answering 'we...' then you have not defined your task well enough. The interview board is only interested in you, your skills, what you have achieved in the past. They are not going to employ the whole team.

**Result:**

- Describe the result in measurable terms. 'As a result there was a ..% reduction in waste, ..% increase in production...'
- Also talk about what you learned through the situation/exercise.

In preparing for your interview you should think of a number of situations where you have demonstrated the competencies identified for the job. It is likely that the interview board will wish to explore a number of examples with you under each of the competency areas and you may find it difficult to come up with suitable examples on the spur of the moment.

While the interview board will discuss the result or outcome of a particular action with you, they will not make assumptions about your ability based solely on the result or outcome. Instead, they will be interested in exploring how you demonstrated a particular competency and exactly what you did to achieve the outcome.

There are further tips later in this guide on how to expand and flesh out the detail of each example/experience and you will need to be able to do this at interview. Also at the back of the guide there is an example of a badly written and a well written competency example and you should refer to this in advance of composing your written example.

#### **Before the Interview:**

- Re-read your application form and the Job Specification/Description
- Consider possible questions you might be asked and that you might ask
- To build confidence run through what you would say in the interview with a friend or colleague.
- If possible tape or video yourself so that you can hear how you sound (if this is not possible listen to your voice mail message or have another look at that Christmas video!)
- Know when, where and at what time the interview will take place and if you have to ask for a named individual, have his/her name.
- Make sure you arrive on time (if you are not certain where the interview is taking place, do a practice run. Also when deciding your set off time, take traffic delays into consideration).
- Tusla endeavours to indicate proposed interview dates at time of advertising.

### **THE INTERVIEW**

#### **Structured Interview**

A structured interview is an interview that follows a structured format and is the type of interview approach used within Tusla. Typically the interview board comprises between one – three interviewers and the areas that the interview board will examine you on are decided before the interview takes place. This is considered the fairest approach as:

1. The questions are designed around the selection criteria (i.e. what has been identified as the essential competencies for the job).
2. Each candidate is assessed on a similar type interview.

#### **Interview Board members**

Each interview board member has a different reason for being there

- Each board member brings a different perspective, and
- This reduces the chance of bias.

Generally you will be told in advance who will be interviewing you. However you should be aware that Tusla reserves the right to change the composition of an interview board due to unforeseen circumstances.

When answering a question address your response to the person who asked you. You should make eye contact with the other board members whilst you are answering, but start and finish the answer looking at the person who asked it.

### **Purpose of Interviews:**

Interviews are an important element in the selection process. Interviews are often described as a conversation with a purpose – it is an opportunity for the interview board and the candidate to meet, gather information about each other and to make an informed decision.

It is essential that you are well prepared for the interview.

Generally things the interview board will be looking for include:

- Social and interpersonal skills
- Communication skills
- Problem solving/mental agility
- Working style
- Technical knowledge/skills
- Specific work-related skills
- Knowledge and understanding of the organisation

### **During the Interview:**

Typically your interview will last between 30 – 40 minutes. This may be longer depending on the level of post for which you have applied.

- An interview board member will bring you to the interview board room.
- You will be asked to present photographic I.D. (Drivers Licence/Passport) to the chairperson of the interview board.
- At the start of the interview you will be introduced to each member of the board and the chairperson will explain the structured format to you.
- The chairperson will ask you to briefly talk about your work, education or voluntary experience to date.
- Once this has been completed, one of the skill/competency areas will be clearly introduced to you and one board member will ask you questions relating to you experience of demonstrating that skill/competency e.g. a board member will ask you for an example of your team working experience and will question you on your example.
- **At interview in addition to written competency examples you may have provided, you can expect to be asked questions and assessed on job related knowledge and skills as a separate competency area.**
- The other board members will have an opportunity to ask you questions at the end of that skill area or alternatively towards the end of the interview.

- You will be told when questioning for a particular skill/competency area has ended.
- The interview will follow this pattern until the range of skill/competency areas has been covered.
- Notes will be taken throughout the interview. These notes are to provide the interview board with a fair and accurate account of the examples you give and will be used during the assessment that follows directly after the interview.
- At the end of the interview you will be given an opportunity to add any additional information in support of your application. If there was some relevant point on your application that wasn't covered during the interview, mention it now.

It may seem quite obvious but during the interview it is vital that you listen extremely carefully to the questions that the board members ask. The questions that are used in the structured interview method are typically more specific than in interview formats that you may be used to. Also during the interview it is important to:

- Be yourself
- Be honest
- Be prepared to talk – but not too much. Give specific answers that demonstrate your experience in the particular skill or competency area.
- Be positive. Even when things have gone badly for you think positively about what you have learned from the experience. Think of the optimistic response.
- Be enthusiastic
- Never offer derogatory information about yourself.
- Maintain eye contact with the interviewer while you are talking, glancing occasionally at other members of the board.
- Don't pretend to know something you are ignorant of or try to answer a question you haven't understood. Ask for clarification.
- Be ready to recognise the simple question calling for a brief answer.
- Speak clearly and not too fast.
- Don't fidget – try to avoid mannerisms.

### **Questions during Interview:**

Anticipating possible questions and preparing answers is a key part of preparing for and succeeding in interviews (behaviour questions, technical questions and general questions).

Questions in a structured interview are focused around a particular skill or particular knowledge. During the interview it is important that you are able to flesh out the detail of your experience/examples in each of the identified skill/competency areas. The interview board will be using past behaviours as the best indicator of future behaviour and performance in the position.

Here are some guidelines on how to expand and flesh out the detail of your experience/examples.

### **The Background**

To sketch out the background to your experience/example ask yourself the following questions:

- **WHEN & WHERE** did this happen / occur
- **WHAT** were you hoping to do / expected to do
- **WHO** else was involved
- What **YOU** did...

---

### **What exactly did you do & how did you use your strengths?**

Ask yourself the following 'How, why, what?'

How did **you** organise that? Why did **you** choose to do this? & What did **you** do in particular that helped to progress things?

---

### **What were the results of your actions?**

How did things turn out? How did you know it went well? How did you measure this? Why do you think it was a good achievement?

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### **Why does this make you suitable for this job?**

How does this experience prepare you for the post you are applying for? Are the qualities you used here relevant to the job in question? What have you learned from this experience that would help you in this job?

Using this Q&A template for each experience/example will help you determine which of your experiences are relevant to the job and will help maximise your performance during the interview.

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### **And remember.....**

#### **Prepare.....**

Identify your most relevant experience and skills and practice how you can communicate them in the interview.

To build confidence try to run through what you would say in the interview with a friend or colleague.

Be fully familiar with your application form and with the Job Description/Specification.

If possible, tape or video yourself so you can hear how you sound and/or draw attention to overuse of gestures, etc.

Finally, learn from the experience – ask for feedback if necessary.

## **INTERVIEW PREPARATION ACTION PLAN**

What do I need to do to prepare for my interview?

- Knowing myself
- Knowing the job
- Competencies
- Preparation of Examples
- Practice
- Who will I ask to help me?
- When will I have my interview preparation completed by?
- Where and when is the interview taking place? How long does it take to get there?  
How will I get there? What do I need to take with me?

### **Documentation required to be present at Interview:**

If you are invited to interview you will receive an email detailing what documentation is required to be presented at interview.

You will be required to produce the following documentation upon your arrival for your interview. Candidates who do not bring the required documentation listed below **will not be admitted to interview.**

**Form of recent photographic identification** i.e. drivers licence, passport or student/ Tusla Work I.D. This identification will be checked and returned to you immediately on the day.

If you are successful at interview and are required to engage in pre-employment checks in advance of the offer of a Contract of Employment you will be requested to submit additional proof of identity to validate your identification.

To streamline this process we are combining these two identity processes and request that you bring to interview the required original validation forms. This will eliminate the need for dual verification of your identity.

Please bring to interview two items from the below Validation of Identity List.

Please note:

- One item must be photographic ID (if you are using your **passport** as photographic ID – we ask that you bring your original passport **plus** a photocopy of your passport details for validation purposes)

And

- Both documents submitted must be listed on the Validation Checklist and add to add to a minimum total of 100 points from the point system listed.

We ask that you bring the original item **plus** a copy of each for validation purposes.

Once your ID is validated at interview you will not be required to submit further validation of ID during the Pre-employment screening for the Garda Vetting Process.

Any copied documents submitted which are not required later in the process will be shredded on your behalf on closing your file.

### **List of ID Required for Validation of your Identity**

**Please note the two forms of identity need to add to a minimum total of 100 points from the point system listed.**

<b>Photographic Identification</b>	<b>Score</b>	<b>Tick</b>
Irish driving licence or learner permit (new credit card format)	80	<input type="checkbox"/>
Irish Public Services Card	80	<input type="checkbox"/>
Passport (from country of citizenship)	70	<input type="checkbox"/>
Irish certificate of naturalisation	50	<input type="checkbox"/>
Birth certificate	50	<input type="checkbox"/>
Garda National Immigration Bureau (GNIB) card	50	<input type="checkbox"/>
National Identity Card for EU/EEA/Swiss citizens	50	<input type="checkbox"/>
Irish driving licence or learner permit (old paper format)	40	<input type="checkbox"/>
<b>Employment Identification</b>		
ID card issued by employer (with name and address)	35	<input type="checkbox"/>
ID card issued by employer (name only)	25	<input type="checkbox"/>
<b>Letters from employers (within last two years)</b>		
Confirming name and address	35	<input type="checkbox"/>
P60 or P45 or Payslip (with home address)	35	<input type="checkbox"/>
<b>Membership Cards</b>		
Club, union or trade, professional bodies	25	<input type="checkbox"/>
Educational institution	25	<input type="checkbox"/>
<b>Other Correspondence</b>		
Utility bill e.g. gas, electricity, television, broadband (must not be less than 6 months old. Printed online bills are acceptable. Mobile Phone bills are not acceptable)	35	<input type="checkbox"/>
Public services card/ social services card/ medical card- no photograph	25	<input type="checkbox"/>
Public services card/ social services card/ medical card- which includes photograph	40	<input type="checkbox"/>
Bank/ Building Society/ Credit Union statement (Statements from Store cards/ catalogue companies are not acceptable)	35	<input type="checkbox"/>
Credit/ debit cards/ passbooks (only per institution)	25	<input type="checkbox"/>
National age card (issued by An Garda Síochána)	25	<input type="checkbox"/>
From educational institution /SUSI / CAO	20	<input type="checkbox"/>
From an insurance company regarding an active policy	20	<input type="checkbox"/>
From a bank/ credit union or government body or state agency	20	<input type="checkbox"/>
<b>Total (minimum total of 100 points)</b>	<b>=</b>	

Original documents may be submitted or alternatively certified copies are acceptable – i.e. copy-documents must be certified by either a practising Solicitor or Commissioner for Oaths, Notary Public, Peace Commissioner, (or Registered Teacher in the case you need to submit other correspondence from an educational institution SUSI/CAO). The certification should contain an endorsement (signature, date and stamp or registration number) on the copy-documentation stating that they are true copies of the original documents and that the originals have been sighted by the certifier

## **Appendix 9**

### **Tusla Panel Management Rules**

In this Appendix we outline how individual posts are notified to candidates who are successful at interview and are placed on the Talent Pool in order of merit. The time lines and Talent Pool management rules 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 Talent Pool.

***PLEASE NOTE: Tusla Recruit reserve the right to review these rules and update panel management in accordance to activity of panels that are no longer productive in terms of filling current non-specific vacancies.***

#### **Frequently used terms:**

**Expression of Interest:** An expression of interest simply means that you indicate that you would be interested in this job should it be offered to you.

**Formal Job Offer:** You are formally offered the job i.e. if you accept the formal job offer you will move to the next stage of the selection process- reference checking, occupational health clearance etc.

**Order of Merit:** The order of merit is initially decided by your score achieved at assessment/ interview i.e. candidates are listed in order determined by their score, the highest score achieved is no.1 on the panel, the second highest score is no.2 etc.

#### **Timelines:**

##### **Permanent Whole Time Posts:**

You will generally have 72 hours in which to express an interest in a permanent post. You will be made aware by an “alert” email to your chosen personal or professional email address to advise you of an e-mailed letter to your Tusla Recruit online Profile regarding the details of the post and the last date by which you may express an interest. You may also receive a phone call to alert you of any permanent posts. You will also receive a description of the post / service as well as contact details for the Service Manager to discuss the service / department. We strongly recommend that you do so.

Tusla Recruit may notify more than one candidate, in order of merit that a permanent post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will be offered the post. Candidates who do not express an interest or who reject a post when formally offered will not be moved on the Talent Pool and their ranking on the Talent Pool will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification alert and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.



Candidates who formally accept a post and subsequently decline the post will be removed from the Talent Pool.

Candidates who formally accept a permanent post will no longer be eligible for any further expressions of interest / job offers, and will be removed from the Talent Pool on their appointment.

Please note that candidates successful at interview and placed on the Talent Pool formed through this campaign may not be considered as applicants for any supplementary campaigns to add to this Talent Pool. This applies if you are still active on the Talent Pool, if you have accepted a permanent post from the Talent Pool or if you have been appointed permanently from the Talent Pool. *(Talent Pool members who have accepted a specified purpose contract are considered active Talent Pool members)*

Where Service need requires the time span in which to express interest may be less than 72 hours. The time span and deadline for expressing interest will be clearly indicated on your email alert and in the expression of interest email. We strongly advise candidates to pay due attention to expiry times.

#### **Permanent Part Time Posts**

Vacancies may arise that constitute less than one full time post (i.e. less than one full working week). Where possible we will endeavour to merge vacancies together in order to create a full time post. If this is not possible we will offer the part time post to candidates in order of merit. Permanent part time posts will be communicated to candidates in the same manner as permanent whole time posts.

Candidates who do not express an interest or who reject a post when formally offered will not be moved on the Talent Pool and their ranking on the Talent Pool will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification alert and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

Candidates who formally accept a post and subsequently decline the post will be removed from the Talent Pool.

Candidates who accept a permanent post will no longer be eligible for any further expressions of interest / job offers, and will be removed from the Talent Pool on their appointment.

Please note that candidates successful at interview and placed on the Talent Pool formed through this campaign may not be considered as applicants for any supplementary campaigns to add to this Talent Pool. This applies if you are still active on the Talent Pool, if you have accepted a permanent post from the Talent Pool or if you have been appointed permanently from the Talent Pool. *(Talent Pool members who have accepted a specified purpose contract are considered active Talent Pool members)*

#### **Specified Purpose Whole Time or Part Time Job Offers**

You will have 72 hours in which to express an interest in a specified purpose post. You will be made aware by an “alert” email to your chosen personal or professional email address to advise you of an e-mailed letter to your Tusla Recruit online Profile regarding the details of the post and the last date by which you may express an interest. You may also receive a phone call to alert you of any specified purpose whole time or part time posts. You will also receive a description of the post / service as well as contact details for the Service Manager to discuss the service / department. We strongly recommend that you do so.

Tusla Recruit may notify more than one candidate, in order of merit that a specified purpose post has arisen. This notification invites an expression of interest in a post and should not be considered an offer. The candidate who expresses an interest in the post and is highest in order of merit will be offered the post. Candidates who do not express an interest or who reject a post when formally offered will not be moved on the Talent Pool and their ranking on the Talent Pool will not change. If a candidate is not interested in a post they do not need to take any action and can ignore the job notification alert and email. It is most important for candidates not to express interest in posts that there is little chance they would accept if offered as this can cause large UNNECESSARY delays in the filling of posts and thus the provision of services.

Candidates, who accept a specified purpose post will not receive any further expressions of interest / job offers for specified purpose posts, and will be classified as “dormant”. This means that you will not be contacted regarding any further specified purpose posts, which arise unless you notify the Tusla Recruit. At any time, after you take up duty should you be about to become available for specified purpose work again, you can contact the Tusla Recruitment Team, who will immediately reactivate your status on the Talent Pool confirming your availability for specified purpose posts.

Candidates who take up specified purpose positions will not forfeit their ranking on the permanent Talent Pool. Candidates who do not take up or express an interest in specified purpose vacancies will not forfeit their ranking on the Talent Pool.

Regardless of whether a candidate’s status on the Talent Pool is dormant (due to accepting a specified purpose post) or active, it will not affect in any way expressions of interest / job offers for permanent positions.

**Interviews form a part of the selection process.**

**Tusla reserves the right to remove candidates from specific recruitment Talent Pools and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory.**

**Tusla 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.**

## **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.**