

## **Candidate Campaign Information Pack**

### **User Liaison Team Leader, National Child Care Information System (NCCIS) - Temporary Contract**

Dear Candidate,

Thank you for your interest in the post of – User Liaison Team Leader, National Child Care Information System (NCCIS)

This Candidate Pack includes the following information:

- Full and detailed Job Specification and important dates to note
- Recruitment Process detail and important dates to note
- Candidate General Declaration

Please ensure that you read this Campaign Information Pack in detail and that you fully understand the process.

For any informal enquiries regarding the position and job specification please contact:

Informal Enquiries contact Audrey Warren, 086 7810080

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: [tuslarecruit@tusla.ie](mailto:tuslarecruit@tusla.ie) or contact Tusla Recruit campaign Manager Michael McLoone, [michael.mcloone@tusla.ie](mailto:michael.mcloone@tusla.ie) / 0870691131

Kind Regards,

Tusla Recruitment Team

### Job Specification

<b>Job Title, Grade and Grade Code</b>	User Liaison Team Leader, National Child Care Information System (NCCIS) - Temporary Grade Code: 3902 - Social Work Team Leader
<b>Campaign Reference Approval Code</b>	TNCOR2019342
<b>Applications considered Via</b>	Tusla Recruit Portal only
<b>Opening date for Applications</b>	25 <sup>th</sup> June 2020
<b>Closing Date for Applications</b>	12 noon 20 <sup>th</sup> July 2020
<b>Proposed Interview date(s)</b>	July / August 2020 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
<b>Contact for Informal Enquiries</b>	Audrey Warren, 086 7810080
<b>Location of Post</b>	Naas, Co. Kildare
<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 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> </ul>

	<ul style="list-style-type: none"> <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>
<b>Purpose of Role:</b>	<p>The purpose of the post is to support Child &amp; Family agency workers in their use of NCCIS and its alignment with the standard business processes thereby enabling the continual development of proficiency amongst system users and the on-going improvement of NCCIS system efficiency. The role will involve identifying and resolving user issues, aligning local policies and procedures with national policy as reflected in NCCIS and engaging with the Practice and Operations Lead, NCCIS National Manager, Tusla ICT Dept and the area NCCIS Data Quality and Reporting Worker in the resolution of complex user issues as well as NCCIS application improvement projects.</p> <p>The post-holder work will work closely with the NCCIS Data Quality and Reporting Worker to support the integration of new users to the NCCIS system and the efficient application of the NCCIS for operations and reporting.</p>
<b>Reporting Relationship</b>	<p>The successful applicant will be reporting to the relevant Area Manager or designate on a day to day basis. However, the successful applicant will also take direction from and report back to the Practice and Operations Lead nationally for all NCCIS initiatives.</p>
<b>Duties and Responsibilities</b>	<p><b>Main Duties and Responsibilities</b></p> <p>This is a dedicated role for support and administration of the NCCIS and promoting workers best use of the system in the designated area.</p> <p>The principal duties will include the following:</p> <ul style="list-style-type: none"> <li>• Provide leadership in the designated area promoting the use of NCCIS as an effective case management system. Promote the NCCIS as the central recording system for all social work data and to provide information on the review and development of services locally and nationally.</li> <li>• Provide expertise on recording and accessing key information for best practice that promotes the welfare and safety of children. Mindful of the CORU Standards of Proficiency for social work identify in liaison with the national practice and operations lead best practice in this area.</li> <li>• Acquire and maintain an effective working knowledge of the Tusla Standard Business Processes and Workflows and ensure users compliance with them in their use of the system.</li> <li>• Acting as area Point of Contact for NCCIS users regarding business process queries and supporting users to address issues related to social work practice arising from the use of NCCIS.</li> <li>• Maintaining an on-going liaison with the local area regarding issues impacting on the optimal use of the system and reporting this back to the national NCCIS team.</li> <li>• Provide coaching and mentoring support at the User's place of work where required.</li> <li>• Be a point of contact for Users to diagnose and solve / escalated issues in conjunction with the National Help desk.</li> <li>• Promote awareness and compliance with documentation/guides/tutorials to enable social workers become confident NCCIS users. This should be done through individual or</li> </ul>

	<p>group meetings, presentations, lunchtime learning sessions or other means as appropriate.</p> <ul style="list-style-type: none"> <li>• Empower and enable staff to confidently apply the agreed data quality and records management standards and work with the local information and data quality colleagues to extend these on an on-going basis.</li> <li>• Proactively monitor the data being recorded on the system identifying key areas of difficulty and/or staff where further training is required.</li> <li>• Enable staff to directly record faults/requests for assistance via the ICT Service Desk software</li> <li>• Capacity and experience to explain and communicate technical concepts in language accessible to NCCIS users.</li> <li>• Meet with the relevant NCCIS Data Quality and Reporting Worker on a regular basis to discuss ongoing problems and developmental issues and agree joint approaches to how these are to be solved/progressed.</li> <li>• Contribute to a regional network consisting of local NCCIS, Operational and ICT staff to co-ordinate information and data management initiatives including reporting, data quality improvement, records management and support for data owners</li> <li>• Work with the relevant NCCIS Data Quality and Reporting Worker, National NCCIS and Tusla ICT Team in the investigation and resolution of more technical NCCIS issues which have arisen locally and support bring these to a resolution.</li> <li>• Monitor, review, resolve and/or reassign issues logged relating to NCCIS on the ICT Service Desk. This will involve gathering further information from service users relating to such calls and following up with them after resolution.</li> <li>• Monitor, review, calls logged by users in the local area on the national service desk to identify problem\need trends and put in place solutions to resolve in liaison with the National NCCIS and ICT teams as required.</li> <li>• Working in co-operation with Tusla ICT, alert the Data Quality and Reporting worker on the arrival and departure of staff and assist such staff in setting up a local network user login and e-mail account.</li> <li>• Work with the Data Quality &amp; Reporting/ National NCCIS, National ICT and other Tusla staff on identifying/producing protocols to allow for management and/or practice of tasks within the NCCIS</li> <li>• Action tasks in NCCIS as assigned to the Local User Liaison Team Leader.</li> <li>• Play a key role in User Acceptance testing of any upgrades helping to evaluate the software from the perspective of the local service and practitioner.</li> <li>• Assist National Workforce Development staff in the delivery of formal class based and ongoing refresher NCCIS training courses and in the evaluation and application of National Training Documentation</li> <li>• In consultation with local management, actively identify, specify and provide training for NCCIS Users who require more detailed training.</li> <li>• Meet regularly with the Users and groups of use to ensure their knowledge, skills and expertise in NCCIS is maintained at the level required for their role</li> </ul>
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	<ul style="list-style-type: none"> <li>• Play an active role in the National User Support and Local Area Team Forum</li> <li>• Work with the Local Data Quality and Reporting colleagues and/or National Manager to support local reporting requirements through NCCIS</li> <li>• Work with Data Quality and Reporting colleagues to facilitate the production and validation of regular local or national management performance reports and others as needed</li> <li>• Meet with the Local Senior Management on a regular basis to discuss system issues and bringing these to the National User Support Forum as required.</li> <li>• Facilitate access to the NCCIS for external users as required.</li> <li>• Assist with social work team leader functions in ensuring cases are managed appropriately in the area.</li> </ul> <p><b><u>Health &amp; Safety</u></b></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 the Health Information and Quality Authority (HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role.</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>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 Qualifications and / or Experience</b></p>	<p><b>Applicants must by the closing date of application have the following:</b></p> <ul style="list-style-type: none"> <li>• Be registered in the Social Workers Register maintained by the Social Workers Registration Board at CORU</li> <li>• Maintain live annual registration on the Social Workers Register maintained by the Social Workers Registration Board at Coru</li> <li>• At least three years post qualification experience.</li> <li>• Must have the requisite knowledge and ability (including a high standard of suitability, professional and managerial ability) for the proper discharge of the duties of the office. including high level of competency in the use of ICT tools regularly used within the service</li> </ul> <p><b>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>Character</b> Each candidate for and any person holding the office must be of good character</p>

<b>Skills, competencies and/or knowledge</b>	<p><b><u>Professional Knowledge</u></b></p> <ul style="list-style-type: none"> <li>• Awareness of children and young people’s participatory practice</li> <li>• Demonstrate sufficient clinical and professional knowledge to carry out the duties and responsibilities of the role.</li> <li>• Demonstrate an ability to apply knowledge to best practice.</li> <li>• Demonstrate a willingness to develop IT skills relevant to the role.</li> <li>• Demonstrate commitment to continuing professional development.</li> <li>• Demonstrate or be willing to quickly acquire awareness of obligations and responsibilities under Data Protection and Copyright legislation.</li> <li>• Demonstrate an awareness of the duty of confidentiality that attaches to all information accessed and used.</li> <li>• Demonstrate a comprehensive working knowledge of the standard business processes</li> <li>• Demonstrate a broad understanding of the legal framework in which Tusla operates.</li> <li>• In-depth knowledge of all Child Care Legislation, social work theory including attachment, child development etc.</li> <li>• Demonstrate sufficient clinical and professional knowledge to carry out the duties and responsibilities of the role.</li> <li>• Demonstrate an ability to apply knowledge to best practice.</li> <li>• Demonstrate a willingness to develop IT skills relevant to the role.</li> <li>• Demonstrate commitment to continuing professional development</li> </ul> <p><b>Team and Leadership:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate strong leadership and team skills.</li> <li>• Demonstrate the ability to manage and develop self and others in a busy working environment.</li> <li>• Demonstrate effective supervision skills.</li> </ul> <p><b>Analysing Information and Problem Solving:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to evaluate information and make effective decisions especially with regard to service delivery.</li> <li>• Is resourceful and creative, generating original approaches when solving problems and making decisions.</li> <li>• Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions.</li> </ul> <p><b>Planning and Managing Resources:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the capacity to manage, plan and deliver the Social Work service in an effective and resourceful manner within a model of person-centred care.</li> <li>• The ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes.</li> <li>• The ability to use resources effectively, challenging processes to improve efficiencies where appropriate</li> <li>• Ensures all outputs are delivered to a high standard and in an efficient manner.</li> </ul> <p><b>Commitment to providing a quality service:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to facilitate change and improve service delivery.</li> <li>• Demonstrate initiative and innovation in identifying areas for service improvement.</li> <li>• Demonstrate a commitment to delivering a quality user- centred service.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Display awareness and appreciation of the service user as expert through experience including promoting the role of service user in care planning and decision-making and service development.</li> </ul> <p><b>Communication and Interpersonal Skills:</b></p> <ul style="list-style-type: none"> <li>• Display effective interpersonal and communication (verbal and written) skills including skills in multi-disciplinary working and the ability to collaborate with colleagues, families, etc.</li> <li>• Demonstrate the ability to empathise with and treat others with dignity and respect.</li> </ul>
<b>Other requirements of the role</b>	The post holder will require access to appropriate transport as the post will involve a high volume of travel.
<b>Campaign Specific Selection Process</b>  <b>Shortlisting / Interview</b>	<p>Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.</p> <p>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p>
<b>Code of Practice</b>	<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>	

<b>Tenure</b>	<p>The current vacancies available is temporary and whole time.</p> <p>The posts are pensionable.</p> <p>A panel may be created for the purpose of filling this position the panel will cease on the filling of the post.</p> <p>Appointment as an employee of the Child &amp; Family Agency is governed by the Child and Family Agency Act, 2013 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: €55,789, €57,408 €59,028, €60,648, €62,266, €63,886, €65,000</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 30 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.</p> <p>All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>



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

### **Recruitment Process**

<b>1. Who should apply?</b>
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We are very interested to receive applications from all suitably qualified individuals who are interested in working with Tusla – Child and Family Agency. For each post there are criteria that apply to applicants which will determine if you are eligible or ineligible. Eligibility criteria are detailed on the Job Specification for each post.

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see **Appendix 2**.
- Please note we cannot accept applications from applicants who are in receipt of pensions from particular superannuation schemes, please see **Appendix 3** for more information on this.

<b>2. How do I apply for this post?</b>
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You must complete the Tusla Recruit online application particular to this post. All posts are posted on the following links:

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

We will contact you mainly by mobile phone and emails to your Tusla Recruit Profile. Therefore we recommend you specify in your application your personal mobile number and you fully complete your Tusla Recruit profile. It is your responsibility to ensure you have access to your mobile voice mails, text messages

and your Tusla Recruit Profile. If you choose to use your work mobile and you do not have access to Tusla Recruit you may receive communications that have a time deadline requirement while working away or on leave.

<b>3.      How will the selection process be run?</b>
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- You must complete the official application form in full on line. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore it is very important that you think about your experience in light of those requirements and provide the detail requested.

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

While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Tusla Recruit may decide that a number only will be called to interview. In this respect, Tusla Recruit provide for the

employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against a predetermined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

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

The selection process may involve additional assessments, for example:

- Short listing of candidates on the basis of the information contained in their application
  - Online and/or paper- based assessment/ tests/questionnaire(s)
  - A qualifying preliminary interview – competency based
  - Work sample/role play/ media exercise
  - A competency based interview which may include a presentation and any other tests or exercises that may be deemed appropriate. Applicants deemed eligible, will be notified of these additional stages if applicable and may be required to attend additional assessments and interview.
- Candidates who are successful at interview may be placed on a panel (Talent Pool) in order of merit.
  - We will offer the posts to the candidates with the highest scores on the panel (Talent Pool).
  - Weighting may take place in situations whereby 2 or more candidates are placed in the same position on a panel (Talent Pool). The candidate with the highest score in professional knowledge will be ranked highest.

- If a candidate declines the post we will offer it to the next highest scoring candidate etc.
- Tusla Recruit must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. Tusla Recruit determines the merit, appropriateness and relevance of references. Tusla Recruit reserves the right to remove candidates from specific recruitment panels (Talent Pools) and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note Tusla Recruit may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. Tusla Recruit reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

**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.**

<b>4. Acceptance / Declination of a Job Offer</b>
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The time lines and panel (Talent Pool) management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel (Talent Pool).

## **5. Campaign Time Scales**

The Closing date for this position is as stated in the Job Specification.

It is anticipated that interviews will be scheduled on the dates as specified in the Job Specification. Therefore we advise that you note these dates in your diary now as due to the limited availability of the interview board it is unlikely that an alternative interview date and time can be offered. Interviews will be held in person only, therefore candidates must be available to present for interview.

## **6. Security Clearance**

Our office will seek Garda Vetting for all of your residences in the Republic of Ireland and Northern Ireland.

All appointments will require satisfactory security clearances. If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career with Tusla we would strongly advise that you commence seeking international security clearances now. Please see **Appendix 2** for more information on international clearances.

Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

## 7. Commission for Public Service Appointments – Codes of Practice

Appointments in Tusla are made under a recruitment license and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Under the Codes of Practice candidates are entitled to request a review of any part of the appointment process or make a complaint regarding any part of the process that they feel is unfair or has been applied unfairly to them.

Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 review **or** a Section 8 complaint. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure.

Candidates should in the first instance make an informal request for review to the Tusla Recruit Campaign Manager via [tuslarecruit@tusla.ie](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 Practice under the Act.

These obligations are as follows:

#### Section 5

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

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

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

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

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

#### Section 9

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

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

‘Unreasonable Conduct’:

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

Examples of Unreasonable Conduct include:

- Insisting that an issue be reviewed again by another officer.



- Expecting immediate responses to requests or communications.
- Insisting their version of events be accepted as fact where there is no objective evidence to support this.
- Impolite or aggressive conduct.

The decision to restrict access may include:

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

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

## **Appendix 1**

### **(i) EEA Nationals**

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

### **(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE**

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

**And**

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 1, Stamp 4/ 4EUfam, Stamp 5

**Or**

A scanned copy of your current Certificate of Registration (GNIB card) showing Stamp 3 and scanned copies of the following:

Marriage/Civil Partnership Certificate

**And**

Spouse's passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 1, 4 or 5

**Or**

If your spouse holds a Stamp 2 for the purposes of **PhD study**, please include a copy of their passport showing their identification and current immigration stamp **and** their current GNIB card showing Stamp 2 **and** documentary evidence from the relevant educational institution showing that they are a **PhD** student.

**Applications that are not accompanied by the above documents where necessary will be considered incomplete and will not be processed any further.**

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview.

For more details on EEA countries please see visit the Department of Jobs, Enterprise and Innovation website [www.djei.ie](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).

## **General Declaration**

It is important that you read this Declaration carefully and then sign it in the space below.

Part 1:

Obligations Placed on Candidates who participate in The Recruitment Process.

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

These obligations are as follows:

### **Section 5**

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

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

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

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

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

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;

- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment

## **Section 9**

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

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

‘Unreasonable Conduct’:

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

Part 2:

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

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

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



me liable to automatic disqualification or render me liable to dismissal, if employed.'

Failure to sign application will render it invalid.\*

Signed:\_\_\_\_\_

(Candidate Name) Date:\_\_\_\_\_

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