



Job Specification

Area Manager - Networks

Job Title, Grade and Grade Code	Area Manager – Networks Grade Code: Q137
Campaign Reference Approval Code	AMNTUS25
Applications considered Via	Applications are invited by CV, together with a personal statement clearly stating suitability for the role as linked to the stated competencies to elaine.mcgrane@tusla.ie by 5:00pm Thursday 10 th April. <i><u>Guidance that candidates may find useful in relation to the personal statement is that a word count of 250 should sufficiently allow candidates to fully demonstrate their competence as linked to the specific requirements and seniority of the role – using examples.</u></i> Within your Personal Statement please also confirm which Network you are most interested in applying for.
Opening date for Applications	27 th March 2025
Closing Date for Applications	5:00pm Thursday 24th April.
Proposed Interview date(s)	May 2025 - <i>Please note interview dates will be subject to change dependant on availability of interview board members and volume of campaign.</i>
Contact for Informal Enquiries	Informal enquiries should be made to the relevant Regional Chief Officer (Appointment in Confidence) via Elaine McGrane, Head of Recruitment and Talent Management, Interim via 087-2260177 or elaine.mcgrane@tusla.ie or Magdalena Basinska, National Recruitment Operations Manager, Interim via 087 151 7513 or magdalena.basinska@tusla.ie

	<p><i>Making an informal enquiry gives you the opportunity to ask questions about the campaign and job specification. This informal enquiry contact is available only for the duration of the application process.</i></p>
Location of Post	<p>There are currently 8 posts available across the Tusla Regions and details are below:</p> <p><i>**please note that initial locations are subject to change and will be confirmed upon appointment.</i></p> <p>West Dublin / North Kildare – Celbridge location or as agreed upon appointment</p> <p>Dublin North West – Blanchardstown location or as agreed upon appointment</p> <p>Waterford / South Kilkenny – Cork Road, Waterford or as agreed upon appointment</p> <p>Wicklow – Knockrobin or as agreed upon appointment</p> <p>Cork City and County East – Cork City or as agreed upon appointment</p> <p>Cork City and County South / West – St Finbarrs Hospital or as agreed upon appointment</p> <p>Laois / Offaly – Tullamore or Portlaoise or as agreed upon appointment</p> <p>Sligo / Leitrim / Roscommon – Sligo or as agreed upon appointment</p>
Details of Service	<p>The Child and Family Agency was established on 1st January 2014 and is responsible for a range of statutory functions including provision of child protection, alternative care, specified regulatory services and a range of family support services. The Agency has commenced a major improvement programme with significant focus on Practice, Culture and Structure.</p> <p>The Agency currently has responsibility for a budget of circa €1.2billion and delivers its services through over 5,500 people in 259 locations across the Country.</p> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> • Child Protection and Welfare • Parenting, Family Support and Early Help Services • Alternative Care • Birth Information & Tracing and Adoption • Tusla Education Support Services (TESS) • Children’s Service Regulation • Counselling and Therapeutic Supports <p>Further information is available on www.tusla.ie</p>
Purpose of Role:	<p>The Area Manager - Networks will:</p> <ul style="list-style-type: none"> • Be accountable for the overall management and delivery of relevant Tusla Services in the Network Area in line with Tusla Local Integrated Service Delivery Model.

	<ul style="list-style-type: none"> • Ensure integration with other Tusla National Services in line with agreed operating model. • Be a member of the Regional Management Team, and work in partnership with other Area Managers in the Region, and wider management team, to ensure high quality service delivery across the Region, in line with Tusla's Business and Corporate Plan, national and regional performance targets, and standards. • As part of the Regional Management Team, lead on practice, structural and cultural reform as part of Tusla's Integrated Reform Programme. • Have oversight of the development and implementation of an evidence informed commissioning plan for the network in line with national operating model. • Contribute to, lead and influence regional and national initiatives and projects, as may be agreed with the relevant Regional Chief Officer. • Engage and collaborate with key external stakeholders to promote inter-agency collaboration and promote joint working. • Ensure compliance with relevant financial, statutory, regulatory and legislative regulations and requirements. • Ensure that Tusla services and partners are working together to make the lives of children and families better.
Reporting Relationship	The post holder will report directly to the Regional Chief Officer, Tusla, Child and Family Agency.
Duties and Responsibilities	<p><u>Governance</u></p> <ul style="list-style-type: none"> • Ensure the delivery of Tusla services in the Network in line with Tusla Local Integrated Service Delivery Model. • Ensure high standards in all aspects of practice and services delivered to children and families, the working environment, with the wider organisation and funded partners. • Ensure compliance with relevant financial, statutory, regulatory, and legislative regulations and requirements. • As part of the Regional Management Team, ensure appropriate governance structures and systems are in place across Networks to ensure all staff work in accordance with and are supported to fulfil their roles and responsibilities in relation to governance and oversight. • Ensure compliance with Health Information and Quality Authority (HIQA) Standards as they apply to the service, and staff fulfil their roles and responsibilities in

implementing and maintaining these standards as appropriate to the role and are supported to do so.

- Ensure that the local regional and national data and trend analysis is used to help inform decision making and the effective use of resources.
- In line with Tusla's values of Kindness, Respect, Empowerment and Trust, support the staff to promote a culture of openness, integrity, and accountability across all services.

Management & Leadership

- Manage the designated staff resources, ensuring that staff levels and skill mix are appropriate and within agreed resources allocation.
- Supporting the retention and recruitment of staff through local, regional and national initiatives, leading by example.
- Actively work towards ensuring that staff are supported and empowered to fulfil their roles and responsibilities.
- Support staff to deliver to the highest standards of excellence in all aspects of their work, ensuring the appropriate supports are available to staff when required and addressing issues around performance in a manner that is fair to all and in line with the guidance.
- Ensure all staff engage with and are supported in Personal Development Planning and Performance Achievement meetings are in place ensuring personal goals, performance and Agency objectives are aligned.
- Through the Training Needs Analysis process and in conjunction with WLD lead on identification of training and development needs of individual staff and teams and ensure the implementation of appropriate training in conjunction with relevant partners.
- Build and sustain good relationships and ensure proactive, timely and positive communication with staff and wider stakeholders in the Network.
- Review what is working well and identify gaps in the service. In conjunction with key stakeholder's plan and implementing actions to address service needs in a complex operating environment, which is built on good communication at all levels across the agency.
- Lead staff by example, holding oneself accountable to the highest standards of excellence in service delivery, expected by Tusla's service users.

Resource Management

- Promote integrated multidisciplinary team working in line with Local Integrated Services Delivery Model.
- Be responsible for the allocation of resources, including staff, to achieve the best outcomes for children and families, in line with the Agency's Local integrated Service Delivery Model, Corporate and Business plans.
- Demonstrate the effective use of influencing skills in respect of resources not directly controlled.
- Support all relevant internal processes related to the provision of resources within the Network.

Financial Management

- Hold budgetary responsibility and be accountable for ensuring that services operate within the agreed budgetary levels in the Network, and in compliance with approved procedures within the Child and Family Agency.
- Ensure all staff under responsibility are complying with National Financial Regulations.
- Ensure that appropriate financial information is provided to the relevant management team.
- Maintain such financial records as required by the Child and Family Agency.
- Ensure appropriate Service Level Agreements/Cotracets are in place for all services commissioned, engaged, contracted, or procured in the Network.

Risk Management

- Demonstrate a clear knowledge of the framework within which risk is managed in the Agency.
- Under our QRSI process ensure a Risk Register is maintained reviewed and managed in line with Risk Management Policy.
- Ensure the timely notification of existing or emerging risks to RCO.
- Support the development of a culture which manages risk wisely and proportionately, involving the Agency's partners, and children, families, and communities as appropriate.
- Demonstrate the ability to deal with complex ethical issues and make informed judgements.
- Ensure learning and service improvements are identified and implemented internal and external review processes.

Change Management

- Contribute to the planning and implementation of the Tusla Integrated Reform Programme.
- Lead on the implementation of change programmes (for e.g. TCM, GDPR Programme) at network and regional level.
- Actively managing the changes required and ensuring all actions required to introduce, embed, and maintain change is taken by relevant staff.
- Demonstrate a positive and proactive approach to change management and engagement at Network and Regional level.
- Lead change through courage, reflection and proportionate actions if ethics and values are compromised.

Culture & Vision

- Champion the implementation of Tusla vision, mission, and values, across all services.
- Actively promote Tusla values across the agency and with all service partners, through collaboration, co-creation, clear communication and a relationship based approach.
- Lead by example in the development and maintenance of an organisation culture in line with Tusla values and characterised by creativity, innovation, collaboration, and candour.
- Lead on the reform of culture at network, regional and agency level in line with the Tusla Integrated Reform Programme.
- Lead on implementation of communication and engagement strategy in the Network/Region in line with national strategy and KPIs.

Communication & Engagement

- Clearly articulate and communicate the Agency's vision in a range of contexts.
- Ensure a proactive, timely and effective approach to communication and engagement in locally, regionally and nationally.
- Ensure the network area staff to act in accordance with, the highest standards of professionalism, efficiency, and accuracy in all communications, internally and externally. Support any challenges to this approach.
- Ensure high quality written communication relating to Tusla services and activities. Ensuring that Children and Families are communicated with in an age appropriate and relatable manner.

	<p><u>Continuing Professional Development</u></p> <ul style="list-style-type: none"> • Ensure CPD opportunities relevant to the role and ongoing development are prioritised in the context of reflective practice. • Support staff to pursue / access relevant CPD opportunities in line with agreed performance processes including PDP's. • Demonstrate the ability to apply learning into practice. <p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. • Support local, regional and national Health and Wellness initiatives in line with the organisational values. <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</p>
<p>Eligibility Criteria</p> <p>Qualifications and / or Experience</p>	<p>Applicants must by the closing date of application must have the following:</p> <ul style="list-style-type: none"> • Relevant 3rd level qualification. • Have a minimum of 3 years' experience at senior management level in the Child and Family Agency/HSE or another relevant organisation. <p>Health</p> <p>A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character</p> <p>Each candidate for and any person holding the office must be of good character.</p>

Skills, competencies and/or knowledge	<p><u>Tusla Leadership Competency Framework</u></p> <p>The <u>Tusla Leadership Competency Framework</u> describes the behaviours that are key to Tusla colleagues being effective in the execution of their role at all levels within the Agency. The competencies and associated behavioural descriptors, capture the transversal knowledge, skills, abilities and other characteristics that will enable colleagues, regardless of role or rank, to be effective in their work.</p> <p>The Tusla Leader Framework relevant for this role is <u>Leading Service</u></p> <p>Please access this <u>Leading Service</u> link to fully familiarise yourself with the impact of this <u>Leading Service</u> proficiency for Tusla.</p> <p><u>Professional Knowledge & Developing Personally and Professionally</u></p> <ul style="list-style-type: none"> • I keep up to date with key departmental, sectoral, national and international policies, and economic, political and social trends that affect my role and that of the Agency. • I champion an environment that is actively working towards Tusla being a learning organisation. I take the opportunity to learn from my colleagues at all levels in the Agency. • I role model proactive engagement in our Performance and Development practices, which ensures I and my colleagues have focused development goals. • I develop a culture of learning and development, offering coaching, mentoring and constructive / supportive feedback. • I promote and foster the career development of others. I empower staff by appropriately delegating responsibility and authority. • I recognise the need for strategic talent development for the Agency and work with my managers to support ongoing succession planning. I promote opportunities for colleagues to participate in areas that will support their professional development. <p><u>Being Accountable and Resilient & Making Judgements and Decisions</u></p> <ul style="list-style-type: none"> • I initiate and am accountable for delivering results and services in my own area, recognising there are internal and external dependencies. • I work to meet agreed deadlines and take actions to instil this approach within the team and department. • I ensure teams are focused and act on service plan priorities, even when faced with pressure. I make optimum use of resources and implement performance measures to deliver on objectives. • I manage competing demands, prioritising agendas and tasks, and reallocating resources to manage any change of focus.

- I proactively anticipate and plan for challenges which may arise in the future. I keep team members and the wider function/service informed and UpToDate, managing concerns in a timely manner.
- I promote a culture that emphasises well-being and work-life balance. I mentor and coach managers to optimise the team dynamic to build team resilience.
- I foster a culture of psychological safety, creating the environment for colleagues to speak up in times of uncertainty and ask for help.
- I identify and focus on core issues when dealing with complex information and/or situations.
- I assemble evidence, interrogate verbal and numerical information and data, and think through issues logically.
- I take ownership for and positively influence the outcomes of decisions made.
- I ensure that the appropriate policies and procedures are in place to facilitate decision making to happen at the appropriate level.
- I strive to effectively balance the sectoral issues, political elements and the service user impact in all decisions.
- I make timely and appropriate decisions based on a mixture of analysis and experience and where there is a degree of risk and/or uncertainty.
- I identify coherent solutions to complex issues and can reach an acceptable compromise in difficult situations.

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

- I ensure regional and national channels of communication are maintained. I communicate often, and at all levels within the Agency.
- I represent the organisation with credibility and show discretion when dealing with service-users or other agencies.
- I encourage open and constructive discussions, managing and resolving conflicts / disagreements in a positive and constructive manner.
- I reduce uncertainty by ensuring communications include all the information the receiver needs to evaluate its content, solve a problem, or make a decision.
- I maintain composure and professionalism when communicating highly sensitive and complex issues. I am open to and approachable to challenging questions.
- I positively influence the service-users' and other stakeholders' perception of Tusla, communicating in a manner that is inspirational and engaging.

- I solicit and encourage participation from others, using arguments and examples relevant to the audience's experience. I effectively address concerns through tailored communication.
- I seek networking opportunities to build alliances with other professions both within and outside the organisation to pursue common objectives and share learning.
- I use informal networks to gauge the standpoints of other groups and professions
- I work in a persuasive manner to build consensus and co-operation among others to facilitate the accomplishment of goals.
- I operate effectively within complex networks of people outside the organisation whose cooperation is necessary for organisational success.
- I develop and apply medium to long-term influence strategies tailored to specific situations. I effectively negotiate with people whose objectives are very different from our own, and work to achieve win-win outcomes.
- I work to secure a strong and credible position for the Agency in the strategic decision-making process.
- I work effectively within the political process, recognising and managing tensions arising from different stakeholders' perspectives.
- I establish and communicate linkages between organisational outcomes, goals, objectives, values and standards, and the responsibility of relevant functions and teams.
- I strive to ensure that other professions and disciplines show recognition for the value and contribution of our department/function/ wider Agency.
- I develop strategies to improve cross functional and cross organisational team working.
- I consider the effectiveness of outcomes in terms wider than our own immediate area, recording and escalating risk as appropriate, and managing it effectively.
- I monitor how well teams are functioning in my area of responsibility and take action when necessary, ensuring teams take ownership of things within their control.
- I promote a culture that embraces diversity, equity, and inclusion, recognising the added value different perspectives bring to the Agency.

Delivering Quality Services & Creating the Services of the Future

- I strive for continuous improvement in the development of service plans that aim to anticipate the changing needs of service users and deliver a holistic model of service provision.
- I identify methods of promoting policy and procedure compliance across the relevant area of responsibility, promoting a culture of psychological safety to sensitively manage incidents where things have gone wrong.
- I role model and promote a culture that fosters the highest standards of ethics and integrity.

	<ul style="list-style-type: none"> • I proactively looks for ways to measure, audit, benchmark and quality assure working practices with a view to identifying strengths and weaknesses. • I demonstrate innovation to overcome resource limitations, championing the need for value for money and a sense of accountability by all staff members. • I identify the areas of greatest risk to the organisation, prioritising within finite resources and developing plans to address them. • I provide clarity about our shared purpose and structure and how it all fits together, clarifying leadership roles at each level of the organization. • I take time to understand and contribute to the future vision of the agency by looking for the latest technologies to support efficiency; aligning with national frameworks being designed; being outcomes focused. • I strive to anticipates and responds quickly to developments in the sector, leading on, preparing for and implementing significant change, and influencing future policy in the area, whilst closely managing risk. • I assess service-user needs in advance of designing services, developing strategic priorities that embody our vision, collaborating with key stakeholders to learn from others and avoid duplication where possible. • I work at a strategic level to build alliances. I learn how to best position the Agency to meet the needs of our service users through consultation with front line services and service users themselves. • I work to keep myself up to date with the latest thinking in management practice in our area, and I facilitate open communication and the exchange of ideas.
Other requirements of the role	The post holder will require a current driving licence and access to appropriate transport as the post will involve travel.
Application Process Campaign Specific Selection Process Shortlisting / Interview	<p>Applications are invited by CV, together with a personal statement clearly stating suitability for the role as linked to the stated competencies to elaine.mcgrane@tusla.ie by 5:00pm Thursday 24th April.</p> <p>This application process is fully outlined from page 10 / section 2 of the 'recruitment process' section of this Candidate Information Pack. Please take note of the guidance given relating to CV and personal statement.</p> <p>Assessment of Applications will commence on the closing date and will be based on the written submissions.</p>

	<p>Short listing where relevant will be carried out on the basis of information supplied in your cover letter as linked to the stated competencies. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p><u>Guidance that candidates may find useful in relation to the personal statement is that a word count of 250 should sufficiently allow candidates to fully demonstrate their competence as linked to the specific requirements and seniority of the role – using examples.</u></p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p> <p>The selection process may also involve additional assessments, for example:</p> <ul style="list-style-type: none"> ○ 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.
Code of Practice	<p>The Recruitment Service Child and Family Agency will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice.</p> <p>Codes of practice are published by the CPSA and are available on www.cpsa.ie.</p> <p>Tusla Child and Family Agency is an Equal Opportunities Employer.</p> <p>Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 - 2018 and the Freedom of Information Act 2014</p>

Tusla Child and Family Agency Transformation Programme may impact on this role and as structures change the job description and reporting relationships may be reviewed and updated.

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.

Tusla values individual's rights and freedoms in respect of privacy and fully complies with the requirements of the Data Protection Act 2018.

All roles within Tusla carry responsibility towards the protection of personal and sensitive data.

Tenure	<p>The current vacancies available are permanent and whole time.</p> <p>The posts are pensionable.</p> <p>A panel may be created for the purpose of filling these positions. Once the position is appointed the panel will cease.</p> <p>Appointment as an employee of the Child & Family Agency is governed by the Child and Family Agency Act, 2013 and the Public Service Management (Recruitment and Appointments) Act 2004.</p>										
Remuneration	<p>Effective Date in line with Government Pay Policy.</p> <p>The validated Salary scale for the whole time equivalent of this post is currently:</p> <table><tr><td>01.10.2024</td><td>102,180</td><td>107,151</td><td>111,779</td><td>116,406</td></tr></table> <p><i>*This salary scale is expected pending validation to update in line with Government Pay Policy as below:</i></p> <table><tr><td>01.03.2025</td><td>104,223</td><td>109,294</td><td>114,015</td><td>118,734</td></tr></table> <p>The appointee shall commence on the first point of the salary scale.</p> <p>Incremental credit may be given on appointment for certain types of relevant experience- more information available in Appendix 5.</p> <p>Candidates should note that entry will be at the minimum point of the scale and will not be subject to negotiation, and the rate of remuneration may be adjusted from time to time in line with Government pay policy.</p> <p>Different terms and conditions may apply if the appointee is a currently serving civil or public servant.</p>	01.10.2024	102,180	107,151	111,779	116,406	01.03.2025	104,223	109,294	114,015	118,734
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Working Week	<p>The standard working week applying to the whole time equivalent of this post is: 35 hours.</p>										

Annual Leave	The annual leave associated with the whole time equivalent of this post is 30 days per annum.
Superannuation	This is a pensionable position with Tusla. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment.
Probation	<p>A probation period of six (6) months shall apply from the commencement employment, during which contract may be terminated by either party in accordance with this contract. The probationary period may be extended at the discretion of management by a further period of up to four (4) months. Confirmation of appointment as a permanent member of staff is subject to the successful completion of the probationary period.</p> <p>Where you have already completed a probationary period with the Child and Family Agency, Health Service Executive, Local Authority, and there is no break in service, no period of probation applies.</p>
Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)	The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.
National Standards for Children and Family Services	<p>Employees must have a working knowledge of HIQA Standards (https://www.hiqa.ie/areas-we-work/childrens-services) and / or the Adoption Authority of Ireland Standards as they apply to the role.</p> <p>All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>
	Positions remunerated at or above the minimum point of the Grade VIII salary scale are designated positions under Section 18 of the Ethics in Public Office Act

Ethics in Public Office 1995 and 2001	<p>1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below.</p>
Positions remunerated at or above the minimum point of the Grade VIII salary scale	<p>A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive not later than 31st January in the following year.</p>
NOTE	
THIS SECTION REFERS TO POSTS AT €73,209 PLUS	<p>B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of Tusla and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive.</p> <p>C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website http://www.sipo.gov.ie/</p>

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

Recruitment Process

1. Who should apply?

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

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

If I have a disability, can I still apply?

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

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

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need. Reasonable accommodation in our selection process refers to

adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for any competition.

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

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

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

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see **Appendix 2**.
- Please note information regarding applicants who are in receipt of pensions from particular superannuation schemes, please see **Appendix 3** for more information on this.

2. How do I apply for this post?

- You must complete the Tusla Recruit application process relevant for this post and as outlined within this Candidate Information Pack and Job Specification. Please ensure that you have completed your application in full and you are happy that the information you have provided is accurate.
- Your CV should be no longer than 3 pages in length and should clearly state your relevant achievements and experience in your career to date.
- For each position you outline within your CV, please ensure you clearly indicate your Management Level, the Budget you were responsible for and the Number of Staff reporting to you.
- Your personal statement should very clearly state your suitability for the role as linked to the stated competencies within this Job Specification.

- If requested, we would appreciate it if you would forward a copy of an organisation chart indicating your current (or most recent) position within the Senior Management team in your organisation/company. This will assist the selection panel to help them understand your level with your current/most recent organisation. If you are an Independent or have not been part of an organisation recently, a chart is not necessary.
- As we require the same information from all candidates in order to make fair decisions on their applications, we will not be able to process applications by any method other than that specified within this document.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.
- You are required to submit all information asked of you within the application process and provide specific dates and details as requested. If you omit information pertinent to your eligibility in the questions asked it may result in your application being deemed ineligible and subsequently not called forward to interview. Information must be clear and outlined in format requested. The onus is on the candidate to provide all information requested in format required.
- We will contact you mainly by mobile phone and emails. Therefore, we recommend you specify in your application your personal mobile number. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Tusla Recruit Profile if applicable. If you choose to use your work mobile and you do not have access to email you may receive communications that have a time deadline requirement while working away or on leave.

3 . How will the selection process be run?

- You must complete the official application process in full and on time. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore, it is very important that you think about your experience in light of those requirements and provide the detail requested.
 - There may be a number of stages of selection and short-listing or a ranking exercise may take place. Applicants who meet the eligibility criteria may be shortlisted for interview based on information supplied in the application form at the closing date or in other specified assessment process. Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/or knowledge sections of the job specification and the information supplied in the competency based application form or eligibility questions, whichever is used. It is therefore very important that you think about your experience in light of those requirements and that you provide a detailed and accurate account of your qualifications and experience in your application. Please provide dates and details as requested.
 - While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Tusla Recruit may decide that a number only will be called to interview. In this respect, Tusla Recruit provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against a predetermined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

- ***It is noted that this recruitment process includes the request of a personal statement stating suitability for the role. Failure to include information clearly stating your suitability for this role as relevant to the requirements outlined with the eligibility criteria and skills, competencies and/or knowledge section of this job specification may result in you not being called forward to any further stage of the selection process.***
- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.
- Any candidate invited to interview will be given more details regarding the interview or other additional assessment stages at a later date.
- The selection process may involve additional assessments, for example:
 - Short listing of candidates on the basis of the information contained in their application
 - Online and/or paper- based assessment/ tests/questionnaire(s)
 - A qualifying preliminary interview – competency based
 - Work sample/role play/ media exercise
 - A competency based interview which may include a presentation and any other tests or exercises that may be deemed appropriate. Applicants deemed eligible, will be notified of these additional stages if applicable and may be required to attend additional assessments and interview.
- Candidates who are successful at interview may be placed on a panel (Talent Pool) in order of merit.
- We will offer the posts to the candidates with the highest scores on the panel (Talent Pool).
- Weighting may take place in situations whereby 2 or more candidates are placed in the same position on a panel (Talent Pool). The candidate with the highest score in professional knowledge will be ranked highest.
- If a candidate declines the post we will offer it to the next highest scoring candidate etc.
- Tusla Recruit must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate

to the post. Tusla Recruit determines the merit, appropriateness and relevance of references. Tusla Recruit reserves the right to remove candidates from specific recruitment panels (Talent Pools) and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note Tusla Recruit may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. Tusla Recruit reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

Please note:

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

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

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

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

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

Where QQI is referred to within the essential criteria further detail can be found here:

<https://www.qqi.ie/>

4 . Acceptance / Declination of a Job Offer

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

5. Campaign Time Scales

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

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

6. Security Clearance

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

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

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

7. Commission for Public Service Appointments – Codes of Practice

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

Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 review **or** a Section 8 complaint. Before submitting a request for

review candidates should determine which procedure is appropriate to their particular circumstances.

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

Candidates should in the first instance make an informal request for review to the Tusla Recruit Campaign Manager via tuslarecruit@tusla.ie. Please note that informal reviews prior to interview must be requested within 2 working days of receipt of a decision. Informal appeals after interview must be requested within 5 working days of notification of a decision.

Please note:

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

In addition The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 5 and Section 9 of the Code of 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.
- Restricting access to the offices of an organisation.
- Asking the customer to enter into an agreement about their future conduct.
- Refusal to pursue a complaint or request for a review.
- Terminating all contact with the complainant.

We encourage you to visit www.cpsa.ie for further information on the Code of Practice.

Appendix 1

- **EEA Nationals**

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

- **NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE**

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

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

And

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

Or

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

Marriage/Civil Partnership Certificate

And

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

Or

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

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

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

For more details on EEA countries please see visit the Department of Business, Enterprise and Innovation website www.dbei.ie

Please note:

Tusla Recruit welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status.

Appendix 2

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

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

All applicants will need to apply for a vetting disclosure from the National Vetting Bureau.

If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more, it will be mandatory for you to furnish this department with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country/countries.

Note: Candidates who studied outside of Ireland e.g. in the UK, please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated after you left the UK.

The following websites may be of assistance to you in this regard:

United Kingdom

London:

<http://content.met.police.uk/Site/infomationaboutyourself> Metropolitan

Police Service - Your right to information www.disclosurescotland.co.uk

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

www.north-wales.police.uk

The <http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

Australia

www.afp.gov.au This website will provide you with information on obtaining a national police clearance certificate for Australia

New Zealand

www.courts.govt.nz This website will provide you with information on obtaining police clearance in New Zealand.

United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only,**

<https://www.fbi.gov/about-us/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who receive job offers will have 5 working days in which to produce the required documentation; otherwise the job offer will be withdrawn. When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.

Appendix 3

Persons in receipt of a pension from specified Superannuation Schemes

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

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

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

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

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

Abatement of Pension (Section 52 of Public Service Pensions Act 20120)

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

Appendix 4

General Data Protection Regulation for Tusla Recruit

Contact details for the Data Protection Office are as follows:

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

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

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

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

General Declaration

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

Part 1:

Obligations Placed on Candidates who participate in The Recruitment Process.

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

These obligations are as follows:

Section 5

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

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

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

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