



**DAUGHTERS OF CHARITY DISABILITY  
SUPPORT SERVICES  
Disability Support Services**

**JOB DESCRIPTION  
& PERSON SPECIFICATION**

**HR Manager  
1.0 WTE Permanent Contract**

## **Job Description**

<b>TITLE:</b>	<b>HR Manager</b>
<b>REPORTS TO:</b>	<b>Director of HR</b>
<b>LOCATION:</b>	Central Management, St Vincent's Centre, Navan Road, Dublin 7
<b>SALARY SCALE:</b>	Grade VIII Salary Scale €68,310 - €81,883 dependant on relevant Public Sector experience
<b>HOLIDAYS:</b>	30 days per annum pro rata
<b>HEALTH:</b>	A candidate for and any person holding the office must be free from any defect or disease which would render him/her unsuitable to hold the office and be in a state of health as would indicate a reasonable prospect of ability to attend regular and efficient service.
<b>CHARACTER:</b>	A candidate for and any person holding the office must be of good character.
<b>HOURS OF WORK:</b>	37 hours per week. There may be times when you will be required to work outside of the normal office hours.
<b>ETHICAL CODE:</b>	The post holder is requested to respect the special charism, ethos and tradition of Daughters of Charity Disability Support Services and to observe and comply with its general policies, procedures and regulations.
<b>CONFIDENTIALITY:</b>	The post holder will have access to various types of records/information in the course of work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, Service Users or other service business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.
<b>JOB PURPOSE:</b>	The HR Manager is operationally responsible for the Human Resource service reporting directly to the HR Director. The role involves a travel remit across north Dublin within multiple centres. Acting as a senior business partner you will work hand in hand with Service Managers and the Multi-Disciplinary Team Heads of Department across the service in guiding and providing leadership. S/he has key role in supporting the HR Director in ensuring the delivery of the strategic objectives.

## **Duties and Responsibilities**

### **1. HR Planning:**

- In conjunction with the HR Director will act as a change manager in driving HR/People Management priorities and development of plans and initiatives to support the overall organisational strategy.
- Draft, develop and submit business cases to the HSE to maintain skill mix.

### **2. Employee Relations:**

- Ensuring positive working relationships with employee representatives and a pro-active approach to employee relations in the service.
- Case manage employee relations issues, including complex & high profile cases, providing expert advice.
- Effectively managing grievances, disciplinary and Trust in Care issues, ensuring relevant policies and procedures are followed and managing claims to a successful conclusion.
- Working with external agencies such as IBEC or Corporate Employee Relations Services (CERS) in preparing submissions to third party bodies such as the WRC.
- Ensuring third party rulings are implemented in an expedited and efficient manner following receipt of funding.
- Skilled and key advisor within Service n relation to protection and welfare issues.
- Responsible for the effective management of requests for re-grading of positions.
- Providing advice to service managers and senior managers.
- Implementation of absenteeism strategy to ensure absenteeism levels remain at a minimum.
- Through HR ensure employees are referred for independent medical assessments as necessary.
- Project manage and lead out on the implementation of HR initiatives, e.g. Employee Wellbeing, Performance Development, Talent Management, Employee Retention

### **3. Recruitment, selection and retention:**

- Participate on interview panels in the recruitment of employees to the service. Undertaking reference checks as necessary.
- Ensure compliance throughout service of the recruitment and selection procedure.
- Ensure a systematic approach to exit interviews for employees who resign.

### **4. Policies, procedures, conditions and statistics:**

- Providing advice to employees on their conditions of employment.
- Developing policies and procedures that ensures compliance with legislation and best practice requirements.
- Ensuring implementation of HR policies and procedures throughout the service in a fair and

consistent manner.

- Through HR team monitoring employee entitlements, ensuring these are not exceeded.
- Compile and present reports and other statistical information as may be required.
- Management of absenteeism management in conjunction with senior managers, ensuring staff are adhering to Service Policy on same, and meeting with poor attenders in accordance with procedure.

**5. Education and training:**

- Assist in the development and delivery of training programmes on HR issues as may be required, throughout the Service
- Provide regular up-dates for line managers in respect of changes to employment legislation or other aspects of HR

**6. HRIT and administration:**

- Ensure through HR admin staff an efficient and effective HR administration system.
- Assisting in ensuring that personnel files and HRIT are consistently up to date in accordance with HIQA regulations.

**7. General:**

- Represent the service on national committees.
- Keeping up to date in respect of current trends in HR and employment legislation.
- Maintain the highest standards of confidentiality in respect of issues pertaining to HR.
- Ensuring each person with an intellectual disability is treated with the utmost respect and dignity at all times.
- Maintain a high standard of work performance, attendance, appearance and punctuality at all times.
- Participate in service annual personal development review process and undertake reviews on HR staff as required.
- Any other duties as may be assigned by the HR Director.

**Garda Vetting:**

Daughters of Charity Disability Support Services recognise its responsibilities under the National Vetting Bureau (Children and Vulnerable Persons) Act 2012-2016. This act applies to those employees who provide care for children and vulnerable adults. Daughters of Charity Disability Support Services appointed liaison person will apply for vetting disclosure for new and current employees.

*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. This job description will be subject to review in the light of changing circumstances. It is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work*

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Masters Level qualification in Human Resources or related discipline.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 5 years consecutive experience in a Senior HR role, within the last 5 years</li> <li>• Previous ER/IR experience is essential</li> <li>• Experience working in a unionised environment.</li> <li>• Excellent knowledge of employment law.</li> <li>• Strong leadership and influencing skills</li> <li>• Excellent stakeholder and relationship management skills.</li> <li>• Applicants should possess Level 3 behavioural competencies of DOCDSS competency framework set out below.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working within the health sector</li> </ul>

### Level 3 Core Competencies

#### **Quality Service**

- Mentor and develop workforce to establish a high performing culture.
- Monitors, maintains and develops the quality of the service.
- Seeks opportunities and leads initiatives for improving services.
- Promotes a multi-disciplinary approach.
- Promotes a proficient and cost effective service.

#### **Planning & Organising**

- Plans ahead with a vision for understanding the overall integration across different service areas and disciplines.
- Excellent awareness of how external factors impact on workforce planning.
- Develops strategic plans and objectives.
- Is aware of workload and pressures across teams and acts appropriately to promote maximum organisational effectiveness.
- Ensures both self and teams' time is utilised to meet key organisational objectives

#### **Professionalism**

- Is an advocate for the service by consistently projecting a professional image.
- Ensure a respectful representation of service/department.
- Act as a professional role model for others.
- Demonstrates and encourages a strong work ethic.
- Is transparent; acts with integrity and carries no hidden agendas.
- Espouses professional ethics and codes of practice.

### **Continuous Learning & Development**

- Leads continuous professional and personal development in support of vision /department/ team.
- Aware of critical roles central to the core service of the organisation and ensures successful delivery of these positions.
- Ensures 'managers of the future' are identified and developed.
- Provides and supports learning opportunities for others.
- Uses professional bodies to improve knowledge and resources.
- Presents at industry seminars/conferences when appropriate.

### **Organisational Knowledge**

- Anticipates and manages impact of political environment on service
- Understands how different service areas and disciplines align with overall service.
- Excellent knowledge of organisational culture, key stakeholders and internal dynamics.
- Understands and Influences national frameworks for the service.
- Keeps up to date on developing technologies and their likely impact.
- Balances available resources: implements a 'value for money' approach.

### **Innovation & Creativity**

- Fosters and develops an innovative and creative culture to meet organisational goals and objectives.
- Encourages and values new ideas, perceptions and suggestions.
- Ability to see future trends and changes in opportunities and anticipates appropriate courses of action.
- Works with internal & external resources, encouraging partnership on new ideas.
- Thinks laterally and is considered within the service as a good source of creativity for new ideas.
- Encourages diversity and inclusion in the creative process to generate highly innovative solutions.

### **Leadership Potential**

- Translates the overall strategic vision and goals and clarifies what is required from each department.
- Inspires commitment and passion in others to accomplish objectives.
- Influences others through evidence based reasoning aligned with strategic priorities.
- Challenges traditional assumptions and champions new initiatives.
- Decisive, can make unpopular decisions after consulting major stakeholders.
- Shows skills at negotiating when manging upwards in the organisation.
- Demonstrates a high level of self-belief and credibility in all interactions.
- Leads multiple teams/projects adapting leadership style to different situations and/or individuals in order to achieve optimum results
- Creates and fosters an environment where people are flexible and open to change.
- Keeps the wider service informed of health service developments.

### **Problem Solving & Decision Making**

- Thinks creatively and laterally in relation to the entire service.
- Processes diverse information and can make well informed decisions during times of uncertainty.
- Considers how full scope and impact of decisions effects the service financially.
- Anticipates Issues/opportunities and implements appropriate measures accordingly.
- Can examine complex information to identify root causes of problems issues.
- Breaks large problems down into smaller, more manageable sections.
- When providing solutions, is not restricted by convention.
- Facilitates groups or teams through problem-solving and creative-thinking processes leading to the

development and implementation of new approaches, systems, structures and methods.

### **Team work**

- Create an environment where employees work collaboratively and effectively in a spirit of co-operation and mutual respect to maximise service delivery for service users.
- Embraces diversity and values a broad range of perspectives.
- Is inclusive of key stakeholders when making important decisions.
- Encourages consultation and collaboration across disciplines.

### **Communication & Interpersonal Skills**

- Takes a strategic approach to communicating across the organisation.
- Creates a culture of open communication to maintain a climate of trust and honesty.
- Adapts tone and pace of communications to reflect the needs of the individual and / or situation.
- Opens up communication channels through implementation of systems and processes.
- Establishes and maintains information networks across service.
- Adopts a range of communication techniques as appropriate to explain complex information.
- Skilfully mediates conflict situations creating win-win scenarios.