



Grade V Staff Officer Role Job Specification & Terms and Conditions

Grade and Job Title	Grade V Staff Officer Role
Reporting Relationship	The Grade V Staff Officer will report directly to the Operations Manager.
Purpose of the Post	<p>The purpose of the Grade V Staff Officer post is to:</p> <ul style="list-style-type: none">• Support and lead the daily activities of the Contact Management Programme in an effective, efficient and timely manner. This will include supporting the local and National CMP Management Team in the administrative functions of the centre and to supervise assigned staff.
Principal Duties and Responsibilities	<p>The position of Grade V Staff Officer role encompasses both supervisory and administrative responsibilities which include the following:</p> <p>Administration</p> <ul style="list-style-type: none">• Lead team huddles to manage daily priorities and to communicate clearly and effectively with the team to ensure they are up to date with operational requirements• Escalates issues to Operations Manager(s), Subject Matter Experts and/or others as required• Provide updates on team performance as required• Keep track of staff member's performance and call volumes through the day and report any issues to the Ops Manager(s)• Ensure policies and procedures are well documented and understood and adhered to by Team• Ensure accurate attention to detail in own work and work of Team• Work with the Quality and Training team as and when required to ensure the delivery of best practice quality assurance is followed. <p>Human Resources / Supervision of Staff</p> <ul style="list-style-type: none">• Lead, supervise and ensure the well-being of the Team• Ensure adherence to COVID-19 safety measures, including break-time and floor-plan management• Provide guidance and support to staff member's on shift.• Troubleshoot issues that arise locally in a resolution-focused manner• Assist and lead on the peer review quality assurance and improvement of calls• Facilitate training, refresher training, induction training and ongoing education as required• Work together with the Operations Manager(s) and others to inform Team of any changes to the CRM systems or operation of the function• Ensure an even distribution of workload among Team, taking into account absence due to annual leave etc• Create and maintain a positive working environment among Team members, which contributes to maintaining and enhancing effective working relationships• Deal with under performance in a timely and constructive manner and assist Management Team in Performance reviews where and when applicable• Identify training and development needs of Team members• Promote co-operation and working in harmony with other teams and disciplines <p>Customer Service</p>



- Promote and maintain a customer focused environment by ensuring service-users are treated with dignity and respect
- Mentor Team members to create a culture that enables high-quality calls and to empathise with and prioritise the needs and care of service-users
- Ensure consistency and transparency of service and deliver a 'one experience' approach. Monitor and drive individual performance against agreed key performance indicators

General

- Embrace change and adapt local work practices accordingly
- Encourage and support Team through change processes
- Monitor efficiency of service provided by Team, identify and implement changes to the administration of the service where inefficiencies arise
- Maintain own knowledge of relevant HSE policies, procedures, guidelines and practices to perform the role effectively and to ensure current work standards are met by own Team
- Maintain own knowledge of relevant regulations and legislation e.g. Health & Safety Legislation, Employment Legislation, FOI Acts, GDPR, etc.
- Pursue continuous professional development in order to develop management expertise and professional knowledge
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards and other standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards

The above 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.