Candidate Campaign Information Pack

User Liaison Team Leader, Tusla Case Management System – Child Protection Alternative Care (TCM) Southwest

Dear Candidate,

Thank you for your interest in the post of – User Liaison Team Leader, Tusla Case Management System – Child Protection Alternative Care (TCM) Southwest

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. Candidate Information Pack - Recruitment Process

For any informal enquiries regarding the position and job specification please contact: **Fiona Cronin fiona.cronin@tusla.ie / 0877208774.**

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: recruitsouthwest@tusla.ie or **Tusla Recruit Campaign Manager: Etaoin Molloy etaoin.molloy@tusla.ie /0872073060**

Kind Regards,
Tusla Recruitment Team

Job Specification

Job Title, Grade and Grade Code	User Liaison Team Leader, Tusla Case Management System – Child Protection Alternative Care (TCM) Southwest Grade Code: 3902 - Social Work Team Leader
Campaign Reference Approval Code	TRSW20261261
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	5th of November 2026
Closing Date for Applications	Noon 23rd of November 2026
Proposed Interview date(s)	December - *may be subject to change based on volume of candidates and availability of Service resources.*
Contact for Informal Enquiries	**Fiona Cronin fiona.cronin@tusla.ie / 0877208774.**
Location of Post	The current vacancy is in Cork. However, the initial assignment will be confirmed upon appointment. A panel may be created for the purpose of filling current vacancies. Once vacancies are appointed the panel will cease. For Tusla Regions & Networks please check the following link: https://www.tusla.ie/get-in-touch/local-area-offices/
Details of Service	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. 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. The Child and Family Agency has responsibility for the following range of services: • 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

	Further information is available on www.tusla.ie
Purpose of Role:	The purpose of the post is to support Child & Family agency workers in their use of TCM and its alignment with the standard business processes thereby enabling the continual development of proficiency amongst system users and the on-going improvement of TCM system efficiency. The role will involve identifying and resolving user issues, aligning local policies and procedures with national policy as reflected in TCM and engaging with the TCM-CPAC Practice Lead, TCM-CPAC Change Lead, CPAC Operations team, TCM Managers, Tusla ICT Dept and the area Data Quality and Reporting Worker in the resolution of complex user issues as well as TCM application improvement projects.
Reporting Relationship	The successful applicant will be reporting to the relevant Area Manager or designate (Data Manager) on a day-to-day basis. However, the successful applicant will also take direction from and report back to the TCM Practice Leand and TCM Change Lead nationally for TCM improvement and implementation initiatives.
Duties and Responsibilities	**Main Duties and Responsibilities** This is a dedicated role for support and administration of the NCCIS and promoting workers best use of the system in the designated area**.** The principal duties will include the following: • Provide leadership in the designated area promoting the use of TCM as an effective case management system. Promote the TCM as the central recording system for all social work data and to provide information on the review and development of services locally and nationally. • 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. • 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. • Act as area Point of Contact for TCM users regarding business process queries and supporting users to address issues related to social work practice arising from the use of TCM. • Maintain on-going liaison with the local area regarding issues impacting on the optimal use of the system and reporting this back to the national TCM team. • Facilitate and support region / area with regard to HIQA inspections • Provide coaching and mentoring support at the User's place of work where required. • Be a point of contact for Users to diagnose and solve / escalated issues in conjunction with the National Help desk.

	• Promote awareness and compliance with documentation/guides/tutorials to enable social workers become confident TCM users. This should be done through individual or group meetings, presentations, lunchtime learning sessions or other means as appropriate. • 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. • Proactively monitor the data being recorded on the system identifying key areas of difficulty and/or staff where further training is required. • Enable staff to directly record faults/requests for assistance via the ICT Service Desk software • Capacity and experience to explain and communicate technical concepts in language accessible to TCM users. • Meet with the relevant TCM 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. • Contribute to a regional network consisting of local TCM, Operational and ICT staff to co-ordinate information and data management initiatives including reporting, data quality improvement, records management and support for data owners • Work with the relevant TCM Data Quality and Reporting Worker, National TCM and Tusla ICT Team in the investigation and resolution of more technical TCM issues which have arisen locally and support bring these to a resolution. • Monitor, review, resolve and/or reassign issues logged relating to TCM 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. • 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 TCM and ICT teams as required. • 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. • Work with the Data Quality & Reporting/ National TCM, National ICT and other Tusla staff on identifying/producing protocols to allow for management and/or practice of tasks within the TCM • Action tasks in TCM as assigned to the Local User Liaison Team Leader. • Participate in User Acceptance Testing (UAT) of any upgrades helping to evaluate the software from the perspective of the local service and practitioner. • Assist National Workforce Development staff in the delivery of formal class based and ongoing refresher TCM training courses and in the evaluation and application of National Training Documentation • In consultation with local management, actively identify, specify and provide training for TCM Users who require more detailed training. • Meet regularly with the Users and groups of use to ensure their knowledge, skills and expertise in TCM is maintained at the level required for their role

	• Play an active role in the National User Support and Local Area Team Forum • Work with the Local Data Quality and Reporting colleagues and/or National Manager to support local reporting requirements through TCM • 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 • Work with Data Quality and Reporting colleagues, local management, PSWs and GM's to enhance to maintain and improve data quality on the system • 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. • Assist with social work team leader functions in ensuring cases are managed appropriately in the area. **<u>Health & Safety</u>** • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • 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. • To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. **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.**
Eligibility Criteria Qualifications and / or Experience	**Applicants must by the closing date of application have the following:** • Candidates must be in employment within Tusla – Child and Family Agency. • Be registered in the Social Workers Register maintained by the Social Workers Registration Board at CORU • Maintain live annual registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU • At least three years post qualification experience. • 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 **Health** 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.

	Character Each candidate for and any person holding the office must be of good character
Skills, competencies and/or knowledge	**Tusla Leadership Competency Framework** The **Tusla Leadership Competency Framework** 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 behavioral 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. The Tusla Leader Framework relevant for this role is Leading Others Please access this Leading Others link to fully familiarise yourself with the impact of this **Leading Others** proficiency for Tusla. **The Competency of Professional Knowledge is specifically linked to the duties, responsibilities and criteria for this role**
Other requirements of the role	• The post holder will require access to appropriate transport as the post will involve a high volume of travel. • Have awareness of children and young people's participatory practice
Campaign Specific Selection Process **Shortlisting / Interview**	The online application system has a time out facility, this is in order to protect the privacy of the user. This time out facility activates if the application has been 'dormant' for over 60 minutes. Any work not saved will be lost if the system times out due to lack of activity. As such please ensure to save your application as you work on it, any lost data cannot be recovered. It might be an idea for candidates to work on their applications outside of the system and copy and paste their answers into the online application forms once they are fully complete and subit then. Once your application is fully submitted you will receive a confirmation email to your profile. If you do not receive this email, your application HAS NOT been submitted and received and you should log back on to submit fully. AI generated content must not be used in your application. Tusla reserves the right to assess if content in applications is likely created by AI in part or in whole. Use of AI may result in disqualification and exclusion from the recruitment process. 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. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.

	Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.
Code of Practice	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. Codes of practice are published by the CPSA and are available on www.cpsa.ie. Tusla Child and Family Agency is an Equal Opportunities Employer. Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 & 1988 and the Freedom of Information Act 2014.

The Integrated Reform Programme is a significant initiative being undertaken by Tusla to improve the way in which we deliver our services to children and families.

Tusla has designed a consistent regional structure to ensure this equitable provision of services and as part of this design Tusla is moving from 17 areas to 30 networks. The initial assignment will be to South-West Region. It is important to note that this is an initial assignment and maybe subject to change in line with the Integrated reform process. The Integrated Reform Programme may also impact on duties of this role as structures change, and you will be notified of same as the programme progresses as appropriate to this role.

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	The current vacancy available is temporary and whole time. The post is pensionable. A panel may be created for the purpose of filling this position. Once the position is appointed the panel will cease. 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.

Remuneration	The Salary scale for the whole time equivalent of this post is: **01/06/2026:** €72,407, €74,470, €76,538, €78,602, €80,667, €82,729, €83,520 LSIs (Long Service Increments) are represented by emboldened figures. 1st LSI is paid after 3 years on the max, the 2nd LSI after 3 years on LSI1, and the 3rd LSI after 3 years on the 2nd LSI (where applicable). The appointee shall commence on the first point of the salary scale. Incremental credit may be given on appointment for certain types of relevant experience- more information available in Appendix 5. 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. Different terms and conditions may apply if the appointee is a currently serving civil or public servant.
Working Week	The standard working week applying to the post is: **35** hours
Annual Leave	The annual leave associated with the 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	A probation period of 39 weeks, or proportion of same for fixed term /specified purpose contracts, where applicable shall apply from the commencement of employment, during which the 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 9 weeks or proportion of same for fixed term/specified purpose contracts, where applicable. Confirmation of appointment as a permanent member of staff is subject to the successful completion of the probationary period, for permanent contracts. 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.
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	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. All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)
Ethics in Public Office 1995 and 2001 **Positions remunerated at or above the minimum point of the Grade VIII salary scale**	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 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. 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. 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. 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/