



## **Candidate Campaign Information Pack Grade VII- Quality Risk and Service Improvement Officer Separated Children Seeking International Protection**

Dear Candidate,

Thank you for your interest in the post of – Grade VII- Quality Risk and Service Improvement Officer Separated Children Seeking International Protection.

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:

**Des Delaney:** [des.delaney@tusla.ie](mailto:des.delaney@tusla.ie) / 0871164452

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: [recruitDML@tusla.ie](mailto:recruitDML@tusla.ie) or **Tusla Recruit Campaign Manager:** Aimee Power- [aimee.power@tusla.ie](mailto:aimee.power@tusla.ie) / 087 603 4820.

Kind Regards,  
Tusla Recruitment Team



An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

### Job Specification

<b>Job Title, Grade and Grade Code</b>	Grade VII- Quality, Risk and Service Improvement Officer- SCSIP Grade Code: 0582
<b>Campaign Reference Approval Code</b>	TNCORP20261733
<b>Applications considered Via</b>	Tusla Recruit Portal only
<b>Opening date for Applications</b>	Thursday 14 <sup>th</sup> May 2026.
<b>Closing Date for Applications</b>	12 noon, Tuesday 2 <sup>nd</sup> June 2026.
<b>Proposed Interview date(s)</b>	June / July 2026. - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
<b>Contact for Informal Enquiries</b>	<b>Des Delaney: <a href="mailto:des.delaney@tusla.ie">des.delaney@tusla.ie</a> / 0871164452</b>  <i>Making an <b>informal enquiry</b> 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>
<b>Location of Post</b>	The current vacancy is in SCSIP Herbert Place, Dublin 2. 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:  <a href="https://www.tusla.ie/get-in-touch/local-area-offices/">https://www.tusla.ie/get-in-touch/local-area-offices/</a>
<b>Details of Service</b>	The Child and Family Agency was established on 1 <sup>st</sup> 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.

	<p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> <li>• Child Protection and Welfare</li> <li>• Parenting, Family Support and Early Help Services</li> <li>• Alternative Care</li> <li>• Birth Information &amp; Tracing and Adoption</li> <li>• Tusla Education Support Services (TESS)</li> <li>• Children’s Service Regulation</li> <li>• Counselling and Therapeutic Supports</li> </ul> <p>Further information is available on <a href="http://www.tusla.ie">www.tusla.ie</a></p> <p>The team for <b>Separated Children Seeking International Protection</b> has the responsibility for providing a service to children and young people who have newly arrived in Ireland seeking international protection and who are separated from their parents or their guardian. The team provides valuable support to these most vulnerable children/young people from various countries who come to Ireland for safety, refuge, and better quality of life and as applicants for International Protection. The aim is to assist the young people in achieving their full potential through education and integration, to participate fully in Irish life and make a meaningful contribution to Irish Society through self-sufficiency and independence. To be supported with reunification where immediate family members join them in Ireland, escaping persecution, war and marginalisation in their country of origin. The service is multifaceted with operational responsibility for Intake, Duty and Initial Assessment of children and young people notified to Tusla by the IPO under the International Protection Act (IPA) 2015; for the intake eligibility assessment of such referred young people to determine their eligibility for service under the Child Care Act, for the placement of the young person. The service also manages teams for Children in Care and beneficiaries of temporary protection fleeing war in Ukraine and Subject to Placements under Section 5 of the 1991 Child Care Act; the provision of alternative care placements to Unaccompanied minors in Foster Care, Residential Care, Supported Lodgings and After Care Services. The team is expanding and involved in extensive service review and development. It is a multicultural team with a strong team ethos committed to meeting the needs of all service users.</p>
<p><b>Purpose of Role</b></p>	<p>The post holder will lead and be responsible for the effective delivery and implementation of quality, risk, service improvement initiatives and policy to support service areas meet their statutory obligations and support local practice and governance improvements. The post holder will work closely with Tusla staff and partners to develop preventative and family support services to ensure the active participation of children, young people, families and other statutory and non-statutory services.</p>
<p><b>Reporting Relationship</b></p>	<p>The post holder will report to the Regional QRSI Manager or nominated manager.</p>
<p><b>Duties and Responsibilities</b></p>	<p><b>Main Duties and Responsibilities</b></p> <p><b><u>Incident Management</u></b></p> <ul style="list-style-type: none"> <li>• Support the continued implementation, compliance and monitoring of the Incident Management policy and related guidance.</li> <li>• Management of the child deaths protocol locally.</li> </ul>

- Support the implementation and utilisation of NIMS.
- Track implementation of major reports/investigations recommendations, locally, as appropriate
- Support the use of Significant Event Notifications, track themes and trends, support sharing of learning.
- Conduct reviews into serious incidents as per National Incident Management Policy Guidance documents.
- Share learning across the organisation through defined process and prepare incident trend reports.

#### **Risk Management Systems**

- Support the continued implementation, compliance and monitoring of the Risk Management policy and related guidance.
- Manage initiatives to drive effective risk management in the local area.
- Lead on on-going improvement in risk management in the area
- Support Risk register development, monitoring and evaluation
- Support local teams with advice on matters relating to risk management.
- Support learning and development in relation to risk management practice in local area.

#### **Service Improvement**

- Support co-ordination of service and quality improvements identified by Area teams, through the implementation of the Quality Improvement Framework and other quality programmes.
- Lead on the implementation on the Quality Improvement Framework and support training and the process of self-evaluation of services
- Support the Area with the development and tracking of HIQA Action Plans and recommendations from Ombudsman reports, National Review Panel Reports and local Internal Review Reports
- Act as liaison with the National Practice Assurance and Service Monitoring Team in relation to completing the annual audit plan and tracking any action emerging.
- Support the Area with the implementation of their annual self-audit plan.

#### **Complaints Management**

- To coordinate responses to complaints and compliments as per the Tellus policy and best practice
- To analyse the data from complaints to identify themes and trends to inform local service improvements.
- Provide data to the Area Manager in relation to complaints management.
- To implement complaints processes in the area as per Tell Us Policy, Procedure and Guidance.

#### **General**

- To ensure that appropriate performance data, quality, risk and improvement review processes are in place within the area to support the delivery of effective child and family services and to ensure improved outcomes for children and families.
- Maintain a repository of organisational learning from safety incident, risk and incident management, child death/serious incident review and disseminate learning in the area.

	<ul style="list-style-type: none"> <li>• Contribute to the development and monitoring of performance indicators for risk and incident management systems.</li> <li>• Contribute to on-going development of ICT systems for quality and service improvement processes including developments of a Tusla electronic risk register and on-going development of the National Incident Management System.</li> <li>• Active participation in collaborative working on risk and incident related initiatives/committees.</li> <li>• Participate in and lead project working groups in the area in relation to risk and incident management and service improvement.</li> <li>• Attend meetings as requested to promote and report upon the Quality, Risk and Service Improvement agenda.</li> <li>• Develop and maintain positive working relationships with key stakeholders both internal and external.</li> <li>• Undertake special assignments and investigations as directed.</li> <li>• Carry out any other appropriate duties or assignments as requested by senior management team and/or the Area Manager</li> <li>• Demonstrate pro-active commitment to all communications with internal and external stakeholders.</li> </ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.</li> <li>• Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla – Child and Family Agency protocols for implementing and maintaining these standards as appropriate to the role.</li> <li>• To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.</li> </ul> <p><b>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</b></p>
<p><b>Eligibility Criteria Qualifications and / or Experience</b></p>	<p><b>Applicants must by the closing date of application have the following:</b></p> <ul style="list-style-type: none"> <li>• Have at least 3 years’ experience relevant to the requirements of the role.</li> <li>• Have 3 years’ experience of working in a relevant post with a knowledge of quality, risk or service improvement responsibilities and duties.</li> <li>• Demonstrated ability and experience in report writing regarding complex information and data for management.</li> </ul> <p>Desirable</p>

	<ul style="list-style-type: none"> <li>• Have 2 years’ experience of project management.</li> </ul> <p><b>Health</b> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>Character</b> Each candidate for and any person holding the office must be of good character.</p>
<p><b>Skills, competencies and/or knowledge</b></p>	<p><a href="#">Tusla Leadership Competency Framework</a></p> <p>The <a href="#">Tusla Leadership Competency Framework</a> 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 <a href="#">Leading Others</a></p> <p>Please access this <a href="#">Leading Others</a> link to fully familiarise yourself with the impact of this <b>Leading Others</b> proficiency for Tusla.</p> <p><b>The Competency of Professional Knowledge is specifically linked to the duties, responsibilities and criteria for this role.</b></p>
<p><b>Other requirements of the role</b></p>	<ul style="list-style-type: none"> <li>• The post holder will require access to appropriate transport as the post may involve travel.</li> <li>• Have awareness of children and young people’s participatory practice</li> </ul>
<p><b>Application Process</b></p> <p><b>Campaign Specific Selection Process</b></p> <p><b>Shortlisting / Interview</b></p>	<p>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 submit 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.</p> <p>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.</p> <p>Short listing may be carried out on the basis of information supplied in your application. The criteria for short listing are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.</p>

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](http://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 - 2018 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 Dublin Mid Leinster 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 permanent 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.
<b>Remuneration</b>	<p>The Salary scale for the whole time equivalent of this post is:</p> <p><b>01/02/2026: €60,613, €62,094, €63,824, €65,560, €67,302, €68,858, €70,442, €71,985, €73,516, €76,151, €78,795 LSIs</b></p> <p>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).</p> <p>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.</p> <p><a href="#">Candidate Information Pack - Recruitment Process</a></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 currently a serving civil or public servant.</p>
<b>Working Week</b>	The standard working week applying to the whole time equivalent of this post is: 35 hours.
<b>Annual Leave</b>	The annual leave associated with the whole time equivalent of this post is 30 days per annum.
<b>Superannuation</b>	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.
<b>Probation</b>	<p>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.</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>
<b>Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</b>	The safety and welfare of children and young people is a key priority for Tusla – Child and Family Agency. All employees of Tusla are required to be vigilant to any concerns regarding the protection and welfare of children and to bring them to the attention of the Tusla Designated Person in a timely manner, in keeping with the Tusla – Child and Family Agency Child Protection policies.

<p><b>National Standards for Children and Family Services</b></p>	<p>Employees must have a working knowledge of HIQA Standards (<a href="https://www.hiqa.ie/areas-we-work/childrens-services">https://www.hiqa.ie/areas-we-work/childrens-services</a>) and / or the Adoption Authority of Ireland Standards as they apply to the role.</p> <p>All Employees must be aware of their responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>
<p><b>Ethics in Public Office 1995 and 2001</b></p> <p><b>Positions remunerated at or above the minimum point of the Grade VIII salary scale</b></p> <p><b>NOTE</b></p> <p><b>THIS SECTION REFERS TO POSTS AT €82,258 PLUS</b></p>	<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 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> <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 31<sup>st</sup> January in the following year.</p> <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 <a href="http://www.sipo.gov.ie/">http://www.sipo.gov.ie/</a></p>