



Candidate Campaign Information Pack

General Assistant, Special Care Services - Ballydowd

Dear Candidate,

Thank you for your interest in the post of – **General Assistant, Special Care Services - Ballydowd**

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:

Jackie McLoughlin, (087) 6590689 / jackie.mcloughlin@tusla.ie

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: recruitres@tusla.ie or **Tusla Recruit Campaign Manager: Jack Clancy jack.clancy@tusla.ie**

Kind Regards,

Tusla Recruitment Team

Job Specification

Job Title, Grade and Grade Code	General Assistant, Special Care Services - Ballydowd Grade Code: 6803
Campaign Reference Approval Code	TR2023688
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	3 rd September 2026
Closing Date for Applications	You will note that there is no closing date stated for this campaign. We may introduce intermediate 'cut off' dates in order to alert potential applicants that we will be drawing from the applicant pool to fill vacancies. Once we have a sufficient number of applicants we may introduce a final closing date. Interview dates will be communicated to eligible applicants if and when they are scheduled.
Proposed Interview date(s)	Interviews will be arranged and prioritised for Areas with immediate opportunities. - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Jackie McLoughlin, (087) 6590689 / jackie.mcloughlin@tusla.ie <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>
Location of Post	The initial vacancy is in Ballydowd, Lucan, Dublin 22
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 General Assistants employed in Ballydowd work, primarily, in the Reception Area: providing twenty-four hour cover, seven days a week with live nights included. They are subject to the authority of the Director, the Deputy Directors and the designated on-call managers
Reporting Relationship	The General Assistant will report to the Director, the Deputy Directors and the designated on-call managers
Duties and Responsibilities	Main Duties and Responsibilities • To ensure the security of the reception areas: including, controlling entry to and exit from it. To do this effectively they must maintain regular contact with the units in relation to the coming and going of people. This information should be entered into the reception dairy. • To ensure proper operation of all Gates, permitting only authorised entry to, and exit through these gates in the grounds of Ballydowd. • To ensure that both staff and visitors sign in to the campus, that they remain in the reception area while General Assistants contact the unit or specific member of staff, to collect them. To ensure that these sign in records are kept. • Where it is necessary to allow individuals and vehicles onto the service road or main campus, the General Assistants will operate the gates/doors and supervise them, or will ensure that some-one authorised supervises them. • To monitor and control the closed circuit television cameras, and to record and report any incidents, suspicious circumstances or concerns to a member of management/on-call manager immediately, and also inform staff in the relevant unit. • To monitor equipment in the reception office and record and report any difficulties or faults to member of management/on-call manager. • To answer the telephone in a respectful manner, where appropriate handling initial enquiries, transferring calls or taking a message.

	• Carry out daily checks on gates and equipment and report any difficulties to a member of management/on-call manager. • To ensure their office, their reception area and the car parks are kept tidy and clear of obstacles. The bins store in the staff car park must be wheeled into the reception car park on the day refuse is collected. • To ensure that no unauthorised persons are allowed access to their office. • To ensure that the General Assistants office, kitchen in admin and reception is cleaned each night. • If an alarm is set off i.e. Fire or Connesus: General Assistants should attempt to contact relevant unit and ascertain the nature of the alarm. Records of these events are to be recorded and kept. • General Assistants to participate in the supervision process and undertake training and self-development as required by management. • To ensure that Ballydowd policies and procedures and those of Tusla are adhered to. • To inform a member of management/on-call manager, of any accidents or incidents of concerns, and if required provide a written report. • While operating within the safety requirements of their role, they must also endeavour to make visitors feel welcome. • To ensure that the rights of the young people in our care are respected and the young people are not subjected to any forms of abuse. • To communicate appropriately with the young people, their families, other members of Ballydowd staff, and various other individuals. • To maintain a log-book, to record details of the shift; and a diary in which events such as meetings and visits can be entered prior to their happening. • To provide on-coming General Assistants with a hand-over, detailing relevant information and incidents. • Any other duties, as required by a member of management/on-call manager. Health & Safety • Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation,
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	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: • Junior Certificate or equivalent • Good telephone skills • Basic computer skills • have satisfactory relevant experience which encompasses demonstrable equivalent skills 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	<u>Tusla Leadership Competency Framework</u> The <u>Tusla Leadership Competency Framework</u> describes the behaviors 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 <u>Leading self</u> , Please access this <u>Leading self</u> link to fully familiarise yourself with the impact of this <u>Leading Self</u>

	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 may involve travel. • Have awareness of children and young people's participatory practice
Application Process 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 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. 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 - 2018 and the Freedom of Information Act 2014
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	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.
Remuneration	The Salary scale for the whole time equivalent of this post is: (01/06/2026) :€42,033, €43,117, €44,273, €45,382, €46,569, €47,790, €49,050. 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. Candidate Information Pack - Recruitment Process 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 whole time equivalent of this post is: 39 hours.
Annual Leave	The annual leave associated with the whole time equivalent of this post is 23 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 NOTE THIS SECTION REFERS TO POSTS AT €79,847 PLUS	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/
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