



**Candidate Campaign Information Pack
Grade VII – Children’s Residential Services (Dublin Mid-
Leinster) - Quality, Risk and Service Improvement Officer
Campaign**

Dear Candidate,

Thank you for your interest in the post of – **Grade VII – Children’s Residential Services (Dublin Mid-Leinster) - Quality, Risk and Service Improvement Officer Campaign**

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:

Helen Blake Helen.blake1@tusla.ie / 0876375775

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:** Stephanie Doyle Stephanie.doyle3@tusla.ie / 087 3417966

Kind Regards,
Tusla Recruitment Team



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Job Specification

Job Title, Grade and Grade Code	Grade VII – Children’s Residential Services (Dublin Mid-Leinster) - Quality, Risk and Service Improvement Officer Campaign Grade Code: 0582
Campaign Reference Approval Code	TRCRS20261435.01
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	Thursday 28 th May 2026
Closing Date for Applications	12 noon, Monday 15 th June 2026
Proposed Interview date(s)	June / July 2026 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Helen Blake Helen.blake1@tusla.ie / 0876375775 <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 current vacancy is in Children’s Residential Services Dublin Mid Leinster HQ, Tallaght, Dublin 24. 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 1 st 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.

	<p>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> <p>The Child and Family Agency has responsibility for the following range of services:</p> <ul style="list-style-type: none"> • 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 <p>Further information is available on www.tusla.ie</p>
<p>Purpose of Role</p>	<p>To ensure a proactive approach to the quality of services provided by Tusla’s Childrens Residential Services with a focus on the management of risk and incidents and service improvement across Childrens Residential Services that is consistent with the requirements of the Agency’s Policies and related guidance to meet the requirements of the Corporate Plan 2024 – 2026 and beyond.</p> <ul style="list-style-type: none"> • To support the delivery and implementation of the Agency’s risk and incident management systems to improve quality, safety, and learning. • The post holds specific responsibilities in relation to providing support to managers with development and tracking of service and quality improvements within Childrens Residential Services. • Provide high quality reports and analysis as required on Quality and service improvements, Risk and Incident Management metrics, and status updates.
<p>Reporting Relationship</p>	<p>The post holder will report to the Children’s Residential Services Quality Risk and Service Improvement Manager or nominated manager.</p>
<p>Duties and Responsibilities</p>	<p>Main Duties and Responsibilities</p> <p><u>Incident Management</u></p> <ul style="list-style-type: none"> • Support the continued implementation, compliance and monitoring of the Incident Management policy and related guidance • Support the implementation and utilisation of NIMS • Liaise with State Claims Agency as required regarding, Agency employer liability, public liability queries and the National Incident Management System (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 • Monitor incident management activity systems and processes. • Categorise and classify serious incidents to identify trends • 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
- Oversee the implementation of risk management systems.
- Support the Risk Assessment process and provide advice to the service on matters relating to risk management.
- Support Risk register development, monitoring and evaluation
- Support the updating of the risk register.
- Support children's residential centre managers with the development and management of their risk registers.
- Support local teams with advice on matters relating to risk management
- Manage initiatives to drive effective risk management in the service
- Lead on on-going improvement in risk management in the service
- Support learning and development in relation to risk management practice in local area.
- Prepare risk activity and assurance reports for the line manager

Service Improvement

- Support co-ordination of service and quality improvements identified by the service through the implementation of the Quality Improvement Framework and other quality programmes
- Identify opportunities for service and quality improvements and quantify benefits.
- Support with the development and tracking of HIQA Action Plans, and recommendations from Ombudsman reports, National Review Panel Reports, local Internal Review Reports and actions from Significant Event Review Group Meetings
- 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 service with the implementation of their annual self-audit plan

Complaints Management

- To provide oversight of the responses to complaints and compliments in the service 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 service in relation to complaints management
- To provide oversight of the implementation of complaints processes in the service region 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 services 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 service
- Contribute to the development and monitoring of performance indicators for risk and incident management systems

	<ul style="list-style-type: none"> • 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. • Active participation in collaborative working on risk and incident related initiatives/committees • Participate in and lead project working groups in the area in relation to risk and incident management and service improvement. • Attend meetings as requested to promote and report upon the Quality, Risk and Service Improvement agenda • Develop and maintain positive working relationships with key stakeholders both internal and external • Undertake special assignments and investigations as directed • Carry out any other appropriate duties or assignments as requested by senior management team and/or the line Manager • Demonstrate pro-active commitment to all communications with internal and external stakeholders. <p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient agency. • Comply with the requirements of the Safety, health and welfare at Work Act as applicable to the role. <p><u>Change Management</u></p> <ul style="list-style-type: none"> • Promote and participate in the implementation of change as appropriate. • Proactively identify inequities / inefficiencies in service administration and implement solutions to improve service delivery, in line with legislation and benchmarking against best practice • Embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring teams know how to action changes • Encourage and support staff through change processes as they relate to quality, risk and service improvement. <p>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.</p>
<p>Eligibility Criteria Qualifications and / or Experience</p>	<p>Applicants must by the closing date of application have the following:</p> <ul style="list-style-type: none"> • Have 3 years’ experience of working in a relevant environment in a post that has involved risk management, incident management and investigations as relevant to this role. • Demonstrated ability and experience in report writing regarding complex information and data for management <p>Desirable:</p>

	<ul style="list-style-type: none"> • Ability to quickly learn various technologies / programmes as required to expert level and ability to train users. <p>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.</p> <p>Character Each candidate for and any person holding the office must be of good character.</p>
<p>Skills, competencies and/or knowledge</p>	<p><u>Tusla Leadership Competency Framework</u></p> <p>The <u>Tusla Leadership Competency Framework</u> 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 <u>Leading Others</u> Please access this <u>Leading Others</u> link to fully familiarise yourself with the impact of this Leading Others proficiency for Tusla.</p> <p>The Competency of Professional Knowledge is specifically linked to the duties, responsibilities and criteria for this role.</p>
<p>Other requirements of the role</p>	<ul style="list-style-type: none"> • 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
<p>Application Process</p> <p>Campaign Specific Selection Process</p> <p>Shortlisting / Interview</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</p>

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

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. 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 vacancies available are 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	<p>The Salary scale for the whole time equivalent of this post is:</p> <p>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</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>Candidate Information Pack - Recruitment Process</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>
Working Week	The standard working week applying to the whole time equivalent of this post is: 35 hours.
Annual Leave	The annual leave associated with the whole time equivalent of this 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	<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>
Responsibilities under Children First National Guidance for the	The safety and welfare of children and young people is a key priority for Tusla –

<p>Protection and Welfare of Children (2017)</p>	<p>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>
<p>National Standards for Children and Family Services</p>	<p>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.</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>Ethics in Public Office 1995 and 2001</p> <p>Positions remunerated at or above the minimum point of the Grade VIII salary scale</p> <p>NOTE</p> <p>THIS SECTION REFERS TO POSTS AT €82,258 PLUS</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 31st 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 http://www.sipo.gov.ie/</p>