



**Candidate Campaign Information Pack
Clinical Team Manager – Assessment, Consultation & Therapy
Services (ACTS) – Palmerstown, Dublin**

Dear Candidate,

Thank you for your interest in the post of Clinical Team Manager – Assessment, Consultation & Therapy Services – Palmerstown, Dublin

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.

For any informal enquiries regarding the position and job specification please contact: Siobhan Anglim, siobhan.anglim@tusla.ie / 087-642-4315.

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: recruitdml@tusla.ie or Tusla Recruit Campaign Manager: Michele Silinou, michele.silinou@tusla.ie / 087-463-4105.

Kind Regards,
Tusla Recruitment Team



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

Job Specification

Job Title, Grade and Grade Code	Clinical Team Manager – Assessment, Consultancy & Therapy Services (ACTS) – Palmerstown, Dublin Grade Code: 6208
Campaign Reference Approval Code	TRDML20251195
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	Thursday 2 nd October 2025
Closing Date for Applications	12 noon, Monday 20 th October 2025
Proposed Interview date(s)	November 2025 - <i>may be subject to change based on volume of candidates and availability of Service resources.</i>
Contact for Informal Enquiries	Siobhan Anglim, siobhan.anglim@tusla.ie / 087-642-4315. <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 ACTS (Assessment, Consultancy & Therapy Services), Palmerstown, Dublin 20. 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 Region/ Areas please look at list of Local Area Services
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>The Clinical Team Manager will:</p> <ul style="list-style-type: none"> • Have full responsibility and accountability for managing the regional ACTS Multi-disciplinary team. • Supervise and manage a multi-disciplinary team and ensure a high quality evidence based assessment and therapeutic service is provided to young people in collaboration with their wider system. • Provide day to day operational line management for the ACTS MDT team, and working with Heads of discipline who will provide clinical assurance and supervision regarding the practice of each professional within their own discipline. • Provide excellent vision, direction and leadership. • Ensure that there is appropriate governance in place and undertake on-going review and evaluation to ensure that the delivery of the service is of a high quality. • Be responsible in cooperation with Heads of discipline for ensuring that the clinical and line management governance will be provided in line with Tusla service plans and objectives and within established professional standards, regulations, guidelines and policy.
<p>Reporting Relationship</p>	<p>The ACTS clinical Team Manager will initially report to the Acts National Manager and subsequently to the Regional Therapy Services Manager.</p>
<p>Duties and Responsibilities</p>	<p>Main Duties and Responsibilities</p> <p>Professional /Clinical:</p> <ul style="list-style-type: none"> • Provide strategic leadership and direction for the team which will result in a high quality, effective, efficient and integrated multidisciplinary clinical service. • To ensure that there is effective case management. • To provide leadership for the team and promote evidence-based practice and a psycho-social model of care in collaboration with the Heads of Discipline. • To work closely with the Regional Therapy Manager to ensure integration and co-ordination of services.

- To ensure clinical supervision is provided for all members of staff from within their own discipline in line with the Tusla supervision policy.
- As required take responsibility for a defined caseload.
- Ensure that the assessment of the young person's clinical needs is multi-disciplinary and completed in consultation with the young person, their family of origin, their social work team and the wider system to include care teams/foster carers and other appropriate stakeholders.
- Ensure that each young person accepted as an appropriate referral has a robust assessment of their clinical needs and an individual therapeutic plan that is developed, delivered and reviewed in collaboration and partnership with the relevant stakeholders.
- To manage referral intake meetings, allocation, caseloads, review pathways and discharge processes.
- To coordinate and chair weekly team meetings or designate as appropriate.
- Ensure that the delivery of service is in accordance with the relevant legislation, policies, procedures, protocols and guidelines. Lead on the identification of any further policies, protocols, procedures and guidelines which may be required.
- Develop and build strong alliances with other heads of services, professionals, specialist services, community and voluntary organisations in the regional area to ensure that children and young people can avail of integrated quality care.
- Work with the team to identify team based goals. To have an innovative and creative approach to service delivery.
- Lead the implementation of clinical audit and quality initiatives and evaluate the outcomes of service provision.
- Ensure anti-discriminatory practice and cultural competence at individual and service levels.
- Provide as required information, professional advice and guidance to Senior Tusla Management for the preparation, monitoring and evaluation of services.

Management:

- Have full responsibility and accountability for managing the ACTS regional staff team.
- Be responsible for the day to day operational work of the team including management of probation, performance, certifying working hours and leave.
- Ensure that each team member has access to regular and appropriate discipline specific supervision.
- Liaise with the other Heads of Discipline regarding the clinical governance structures in place
- Ensure that each staff member receives an appropriate induction to the service. The clinical aspect of induction will remain the remit of the Head of Discipline.
- To liaise with the relevant head of discipline where concerns have arisen in relation to staff performance that cannot be resolved within the team structure.
- Report and advise on staffing needs to the Regional Therapy Services Manager.
- Liaise with staff, Staff representative organisations and Employee relations departments on service/staff issues in line with current Tusla policy.
- Oversee the implementation of an appropriate performance management system for the delivery of a high quality service
- Manage the delegated budget for the team in line with the relevant financial regulations. Liaise with the Heads of Discipline regarding the allocation of budget towards training and equipment as required.
- Contribute to policy development, performance monitoring, and service planning and budgetary control in conjunction with other relevant managers.

- Keep updated on current and impending legislation and its perceived impact on Practice.
- Keep abreast and ensure service delivery corresponds to developments in national policies and strategies and best national and international practice.
- Keep up to date with national and organisational developments in the Child and Family Agency Tusla.
- Provide service delivery reports as required e.g. service plan, annual reports.
- Undertake responsibility for service evaluation to facilitate improved services and integrated care.
- Implement strategies to ensure that there is maximum service user involvement in the planning and delivery of the service.
- Ensure compliance with a high standard of documentation including service user files in accordance with local policy and relevant legislation, Freedom of Information Act and the Data Protection legislation.as they apply to the service user and the service administration.
- Engage in IT developments
- Manage PQ's, complaints, incidents, health and safety matters.
- Ensure there are robust child safe guarding processes in place.
- To liaise with external agencies as appropriate to ensure strong interagency cooperation to meet the needs of the young people.
- To implement an agreed care planning model to include key working and individual therapeutic plans.
- Promote a culture of shared respect, commitment and participation amongst staff in the management of change.
- Promote a culture that values diversity and respect in the work place.

Education and Training:

- Be responsible for strategy and policy on practice development, education and professional duties within the team
- Manage mandatory and other relevant team training to ensure professional development requirements are met. This will be done in consultation with the other professional Heads of Discipline in accordance with service training policy.
- Ensure that each staff member has an individual Personal Development Plan which will inform the overall team training needs analysis in line with the Tusla National Strategy for Continuing Professional Development.
- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and ensure compliance with statutory registration requirements for themselves and all reporting staff.
- Be informed of advances in professional knowledge and practice and ensure their dissemination
- Facilitate and manage the provision of supervised training placements across the multi-disciplinary team appropriate to the client group in liaison with professional discipline leads.

Health & Safety

- 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)

	<p>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.</p> <ul style="list-style-type: none"> To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. <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> <p>Current Professional Qualification in Social Work, Psychology, Speech and Language Therapy, Social Care, Addiction or Occupational Therapy. Relevant disciplines must be registered with CORU where there is a professional requirement to register.</p> <p>AND</p> <p>5 years’ relevant post qualification experience</p> <p>AND</p> <p>Experience of managing a professional or clinical team</p> <p>AND</p> <p>Must have the requisite and knowledge and ability (including a high standard of suitability, professional and managerial experience) for the proper discharge of the duties of the office</p> <p>Health</p> <p>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</p> <p>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 Service</u></p> <p>Please access this <u>Leading Service</u> link to fully familiarise yourself with the impact of this</p>

	<p>Leading Service 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>	<p>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>
<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 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> <p>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the shortlisting stage of this process (where applied) will be called forward to interview.</p>
<p>Code of Practice</p>	<p>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.</p> <p>Codes of practice are published by the CPSA and are available on www.cpsa.ie.</p>

	<p>Tusla Child and Family Agency is an Equal Opportunities Employer.</p> <p>Tusla Child and Family Agency recognises its responsibilities under the Data Protection Acts 2003 - 2018 and the Freedom of Information Act 2014</p>
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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 regions 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.

<p>Tenure</p>	<p>The current vacancy available is permanent and whole time.</p> <p>The post is pensionable.</p> <p>A panel may be created for the purpose of filling this position. Once the position is appointed the panel will cease.</p> <p>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.</p>
<p>Remuneration</p>	<p>The Salary scale for the whole time equivalent of this post is:</p> <p>01/08/2025: €82,258, €82,997, €86,243, €89,502, €92,736, €95,983, €99,213</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>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>
<p>Working Week</p>	<p>The standard working week applying to the whole time equivalent of this post is: 35 hours.</p>
<p>Annual Leave</p>	<p>The annual leave associated with the whole time equivalent of this post is 30 days per annum.</p>
<p>Superannuation</p>	<p>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.</p>
<p>Probation</p>	<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</p>

	<p>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>
<p>Responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017)</p>	<p>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>
<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 €79,847 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>

This document contains important information regarding this campaign. We recommend that you read this document before making application. In this document we lay out the regulations by which the campaign will be run, and we explain the recruitment and selection process. This document outlines what we require from you and in what format it is required. This is to ensure we have the same information from all candidates and that candidates are treated in the same manner.

Recruitment Process

1. Who should apply?

We are very interested to receive applications from all suitably qualified individuals who are interested in working with Tusla – Child and Family Agency.

For each post there are criteria that apply to applicants which will determine if you are eligible or ineligible. Eligibility criteria are detailed on the Job Specification for each post.

If I have a disability, can I still apply?

The Disability Act 2005 sets out a legal obligation on public service bodies to take all reasonable measures to promote and support, in so far as possible, the employment of persons with a disability.

Tusla Recruit has a key role to play in attracting candidates from all sectors of society, ensuring that routes to career opportunities are accessible to all who are interested. We are committed to equality of opportunity for all candidates.

If you have a disability or need reasonable accommodations made during the selection process, we strongly encourage you to share this with us so that we can ensure you get the support you need. Reasonable accommodation in our selection process refers to adjustments and practical changes which would enable a disabled candidate to have an equal opportunity for any competition.

Please be assured that having a disability or requiring adjustments will not impact on your progress in the selection process; you will not be at a disadvantage if you disclose your disability or requirements to us. Your disability and/or adjustments will be kept entirely confidential.

If you have indicated on your application/profile that you require reasonable accommodations, please submit a psychologist/medical report with your application.

The purpose of the report is to provide Tusla Recruit with information to act as a basis for determining reasonable accommodations, where appropriate. The information within these reports that is useful for us to see includes the outcome of any diagnostic tests conducted by your psychologist/doctor, and their summary of recommendations in relation to your requirements. You may redact (block out) parts of medical reports/psychologist's reports that you feel are sensitive or unnecessary for the decision to make reasonable adjustments.

If you would like to talk about your application or any accommodations that may be of benefit during the recruitment process, please contact our Accessibility Champion, Magda Basinska on [magdalena.basinska@tusla.ie](mailto:magdalenabasinska@tusla.ie)

Tusla Recruit still expects that any person appointed to a position will have demonstrated an ability to effectively carry out the duties and responsibilities of the role.

Further eligibility information is available on the appendices detailed below:

- For information on “Non-European Economic Area Applicants” please see Appendix 1.
- For information on Security Clearance please see **Appendix 2**.
- Please note information regarding applicants who are in receipt of pensions from particular superannuation schemes, please see **Appendix 3** for more information on this.

2. How do I apply for this post?

You must complete the Tusla Recruit online application particular to this post. All posts are posted on the following links:

- <http://www.tusla.ie/about/careers-in-tusla> or <http://www.tusla.ie/staff/tusla-internal-jobs> you need to access the link and follow online application instructions.
- Please ensure that you have completed your Tusla Recruit Profile in full and you are happy that the information you have provided is accurate.
- 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.
- As we require the same information from all candidates in order to make fair decisions on their applications, we will not be able to process applications by any method other than that of the Tusla Recruit online application process.
- Tusla Recruit can only accept complete applications received by the closing date and time specified on the Job Specification.
- You are required to answer **all questions** asked of you on the application form and provide specific dates and details as requested. If you omit information pertinent to your eligibility in the questions asked it may result in your application being deemed ineligible and subsequently not called forward to interview. Information must be clear and outlined in format requested. The onus is on the candidate to provide all information requested in format required on the on-line application form.
- There is no need to sign on-line applications; we will request candidates to sign their application form at interview if called to attend.
- We will not be able to process applications by CV or any other method than that requested.
- Support is available with on-line applications from the Tusla Recruit Team, if you need support, please send an email request to tuslarecruit@tusla.ie and

put the words **System Support** in the subject bar of the email. Provide a contact number in the email and then a member of the team will contact you directly.

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.

We will contact you mainly by mobile phone and emails to your Tusla Recruit Profile. Therefore, we recommend you specify in your application your personal mobile number and you fully complete your Tusla Recruit profile. It is your responsibility to ensure you have access to your mobile voice mails, text messages and your Tusla Recruit Profile. If you choose to use your work mobile and you do not have access to Tusla Recruit you may receive communications that have a time deadline requirement while working away or on leave. Please also ensure that you have registered your profile with an email address that you have access to inside and outside of working hours. If you use your work email and do not have access to this at all times you may miss communications and deadlines. It is your responsibility to be available for Tusla Recruit communications.

3. How will the selection process be run?

- You must complete the official application form in full online. If you do not complete the application form in full your application may not be submitted to the selection board for consideration and subsequent interview (if applicable).
- A selection panel of senior managers will assess your application form against the eligibility criteria to see how your experience and skills match the needs of the post. The criteria for the selection exercise are based on the requirements of the post as outlined in the job specification. Therefore, it is very important that you think about your experience in light of those requirements and provide the detail requested.
- There may be a number of stages of selection and short-listing, or a ranking exercise may take place. Applicants who meet the eligibility criteria may be shortlisted for interview based on information supplied in the application form at

the closing date or in other specified assessment process. Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/or knowledge sections of the job specification and the information supplied in the competency-based application form or eligibility questions, whichever is used. It is therefore very important that you think about your experience in light of those requirements and that you provide a detailed and accurate account of your qualifications and experience in your application. Please provide dates and details as requested.

- While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Tusla Recruit may decide that a number only will be called to interview. In this respect, Tusla Recruit provide for the employment of a short listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert panel will examine the application forms against a predetermined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.
- Any applicant who did not meet the eligibility criteria/ was not shortlisted will be informed of that decision and the reason why.
- Any candidate invited to interview will be given more details regarding the interview or other additional assessment stages at a later date.
- The selection process may involve additional assessments, for example:
 - Short listing of candidates on the basis of the information contained in their application.
 - Online and/or paper- based assessment/ tests/questionnaire(s)
 - A qualifying preliminary interview – competency based.

- Work sample/role play/ media exercise
- A competency-based interview which may include a presentation and any other tests or exercises that may be deemed appropriate. Applicants deemed eligible, will be notified of these additional stages if applicable and may be required to attend additional assessments and interview.
- Candidates who are successful at interview may be placed on a panel (Talent Pool) in order of merit.
- We will offer the posts to the candidates with the highest scores on the panel (Talent Pool).
- Weighting may take place in situations whereby 2 or more candidates are placed in the same position on a panel (Talent Pool). The candidate with the highest score in professional knowledge will be ranked highest.
- If a candidate declines the post, we will offer it to the next highest scoring candidate etc.
- Tusla Recruit must be satisfied that it has a full and comprehensive suite of references which assures it that the applicant's past performance and behaviours are appropriate to the post. Tusla Recruit determines the merit, appropriateness and relevance of references. Tusla Recruit reserves the right to remove candidates from specific recruitment panels (Talent Pools) and retract job offers if satisfactory clearances (e.g. past /current employment references, security clearances) cannot be obtained or are unsatisfactory. All previous employers may be contacted for reference purposes. Please note Tusla Recruit may retract a job offer if sufficient satisfactory references cannot be obtained in a time frame congruent with service need. Tusla Recruit reserves the right to retract a job offer should the successful candidate be unable to fulfil the provisions / criteria of the specific post in line with service need.

Please note:

Where Qualifications are deemed essential within the eligibility criteria, unless otherwise stated on the job specification all qualifications essential are to be in full

and complete. Any documents provided during the pre-employment compliance checks are subject to validation and verification process.

Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential requirements, on the date specified within the Job Specification/Candidate Information Pack, and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign.

Please note that, given the volume of applications, Tusla Recruit is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. Tusla Recruit reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the campaign at any stage.

An invitation to tests, interview or any element of the selection process is not acceptance of eligibility.

Where QQI is referred to within the essential criteria further detail can be found here: <https://www.qqi.ie/>

4. Acceptance / Declination of a Job Offer

The timelines and panel management rules (i.e. how posts are offered) for each individual post will be included in the email communication sent to you for each individual post which arises and is relevant to your order of merit on the panel (Talent Pool).

Please note that any such communications will be made via the email address that you have registered your Tusla Profile with. As such please also ensure that you have

registered your profile with an email address that you have access to inside and outside of working hours. If you use your work email and do not have access to this at all times you may miss communications and deadlines. It is your responsibility to be available for Tusla Recruit communications.

Please note that some appointments are also subject to internal HR sequencing arrangements and legal obligations/agreements.

5. Campaign Time Scales

The Closing date for this position is as stated in the Job Specification.

It is anticipated that interviews will be scheduled on the dates as specified in the Job Specification. Therefore, we advise that you note these dates in your diary now as due to the limited availability of the interview board it is unlikely that an alternative interview date and time can be offered. Interviews will be held in person only; therefore, candidates must be available to present for interview.

6. Security Clearance

It is Tusla Child and Family Agency policy to carry out Garda vetting on all new employees engaging in relevant work.

New employees engaging in relevant work may not commence employment until the outcome of final Garda/Police Clearance Checks are in place. These candidates are advised on application that Tusla will seek Garda Vetting for all their residences in the Republic of Ireland. The Garda Vetting process will also cover checks for any addresses within the EU and UK in connection with sexual abuse, sexual exploitation and pornography. It is an offence to omit any address from the address history.

Providing international security clearances from any country other than ROI, where residency was for more than six months, are the responsibility of the candidate.

Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore, if you are interested in pursuing a career with

Tusla we would strongly advise that you commence seeking international security clearances now. Please see **Appendix 2** for more information on international clearances.

Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

7. Commission for Public Service Appointments – Codes of Practice

Appointments in Tusla are made under a recruitment license and are subject to Codes of Practice established by the Commission for Public Service Appointments (CPSA). Under the Codes of Practice candidates are entitled to request a review of any part of the appointment process or make a complaint regarding any part of the process that they feel is unfair or has been applied unfairly to them.

Candidates are entitled to one of two forms of review procedure which are mutually exclusive - a Section 7 review **or** a Section 8 complaint. Before submitting a request for review candidates should determine which procedure is appropriate to their particular circumstances.

The procedures allow for matters to be resolved on an informal basis and candidates are advised to avail of the informal process before making use of the formal review procedure.

Candidates should in the first instance make an informal request for review to the Tusla Recruit Campaign Manager via tuslarecruit@tusla.ie. Please note that informal reviews prior to interview must be requested within 2 working days of receipt of a decision. Informal appeals after interview must be requested within 5 working days of notification of a decision.

Please note:

A Candidate who is simply seeking clarification on the basis for the decision reached about their candidature should obtain this feedback from the Tusla Recruit Campaign Manager. They do not need to invoke any of the procedures referred to above. Such feedback will be properly managed by the Tusla Recruit Campaign Manager as an integral part of the appointment process.

In addition, The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 5 and Section 9 of the Code of Practice under the Act.

These obligations are as follows:

Section 5

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

- Knowingly or recklessly make a false or a misleading application.
- Knowingly or recklessly provide false information or documentation.
- Canvass any person with or without inducements.
- Impersonate a candidate at any stage of the process.
- Knowingly or maliciously obstruct or interfere with the recruitment process.
- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it.
- Interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence and it is the policy of Tusla to report any such above contraventions to An Garda Síochána.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment/selection process, then, in accordance with the Public Services Management (Recruitment and Selection) Act 2004:

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;

- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment.

Section 9

Any unreasonable conduct by the candidate may result in their contact being restricted.

Candidates shall not display the following types of behaviour which the Commission considers:

- 'Unreasonable Conduct'
- Unreasonable persistence
- Unreasonable lack of cooperation
- Unreasonable arguments
- Unreasonable behaviour

Examples of Unreasonable Conduct include:

- Insisting that an issue be reviewed again by another officer.
- Expecting immediate responses to requests or communications.
- Insisting their version of events be accepted as fact where there is no objective evidence to support this.
- Impolite or aggressive conduct.

The decision to restrict access may include:

- Requesting the individual make contact in a particular form, for example by letter only.
- Requiring contact to take place with a named officer only.
- Restricting telephone calls from the individual to specified days and timeframes.
- Restricting telephone calls from the individual to specified days and timeframes.

- Restricting telephone calls from the individual to specified days and timeframes.
- Restricting access to the offices of an organisation.
- Asking the customer to enter into an agreement about their future conduct.
- Refusal to pursue a complaint or request for a review.
- Terminating all contact with the complainant.

We encourage you to visit www.cpsa.ie for further information on the Code of Practice.

Appendix 1

(i) EEA Nationals

EEA nationals who do not require work permits / visas / authorizations are nationals of the following countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom, Iceland, Liechtenstein, Norway and Switzerland.

(ii) NON-EUROPEAN ECONOMIC AREA APPLICANTS WHO RESIDE WITHIN THE STATE

In order that we can process your application it will be necessary for you to submit the following scanned documentation:

A scanned copy of your passport showing your identification i.e. the first page of your passport showing your photograph and personal details and current immigration stamp showing you have permission to be in this State.

And

A scanned copy of your current Certificate of Registration (GNIB card/IRP Card) showing Stamp 1, Stamp 4/ 4EUfam, Stamp 5

Or

A scanned copy of your current Certificate of Registration (GNIB card/IRP Card) showing Stamp 3 and scanned copies of the following:

Marriage/Civil Partnership Certificate

And

Spouse's passport showing their identification and current immigration stamp and

their current GNIB card/IRP card showing Stamp 1, 4 or 5

Or

If your spouse holds a Stamp 2 for the purposes of PhD study, please include a copy of their passport showing their identification and current immigration stamp and their current GNIB card/IRP card showing Stamp 2 and documentary evidence from the relevant educational institution showing that they are a PhD student.

Applications that are not accompanied by the above documents where necessary will be considered incomplete and will not be processed any further.

This means that your application will not be submitted for the ranking exercise and subsequent invitation to interview.

For more details on EEA countries please see visit the Department of Business, Enterprise and Innovation website www.dbei.ie

Please note:

Tusla Recruit welcomes applications from suitably qualified Non-EEA Nationals that have refugee status. We would be grateful if such applicants would provide documentary evidence confirming their status.

Appendix 2

All appointments will require satisfactory security clearances. Please note if you require overseas security clearance and are unable to produce it at the time of job offer then the job offer may be withdrawn.

If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland, you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc) are the responsibility of the candidate. It is a process which can take an amount of time. Therefore if you are interested in pursuing a career with Tusla we would strongly advise that you commence seeking international security clearances now.

All applicants will need to apply for a vetting disclosure from the National Vetting Bureau.

If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a period of 6 months or more, it will be mandatory for you to furnish this department with a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country/countries.

Note: Candidates who studied outside of Ireland e.g. in the UK, please pay particular attention to this. You will require UK disclosure to cover the entire period you were in the UK. Clearance must be dated after you left the UK.

The following websites may be of assistance to you in this regard:

United Kingdom

London:

<http://content.met.police.uk/Site/infomationaboutyourself>

Metropolitan Police Service - Your right to information

www.disclosurescotland.co.uk

<http://www.south-wales.police.uk/more-about-us/your-right-to-information/data-protection/>

www.north-wales.police.uk

The <http://www.police.uk/forces/> website will provide you with a link to each police force site in the UK. Click on the relevant force covering the area where you resided. A search under Data Protection or Data Access Request or Subject Access Request will bring you to the relevant section of that Police Forces website.

<https://www.gov.uk/browse/working/finding-job> (This website will provide you with a list of registered agencies to contact in the UK who may process your request for UK clearance with the Criminal Records Bureau).

Australia

www.afp.gov.au This website will provide you with information on obtaining a national police clearance certificate for Australia.

New Zealand

www.courts.govt.nz This website will provide you with information on obtaining police clearance in New Zealand.

United States of America

Please note that valid Security/Overseas Clearance from the USA must be obtained from the **FBI only**

<https://www.fbi.gov/about-us/cjis/identity-history-summary-checks>

FBI Clearance is valid for all of the United States and convictions / remarks occurring anywhere in the United States would be noted. Individual US State Clearance (e.g., New York State Clearance) is not acceptable as it is valid for that State alone and convictions / remarks occurring in other States may or may not be noted.

Other Countries

For other countries not listed above you may find it helpful to contact the relevant embassies who could provide you with information on seeking Police Clearance.

Candidates please do not send us your overseas clearance or any other documentation unless we request it from you. Candidates who receive job offers will have 5 working days in which to produce the required documentation; otherwise, the job offer will be withdrawn. When requested, a copy of your overseas Clearance will be retained on file and the original returned to you by post.

Note: Any costs incurred in this process will be borne by the candidate.

Appendix 3

Persons in receipt of a pension from specified Superannuation Schemes

Former health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension Schemes:

- Local Government Superannuation Scheme (LGSS)

- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme
- Among the Voluntary Early Retirement Schemes referred to above are the following:
 - Incentivised Scheme of Early Retirement (ISER)
 - Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed by Tusla, Child & Family Agency before applying for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 20120)

Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person’s pension combined with their salary from their new posts, exceeds the updated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective whether the relevant pension was accrued in the same Pension Scheme which applied to the new appointment, or in another Public Pension Scheme.

Appendix 4

General Data Protection Regulation for Tusla Recruit

Contact details for the Data Protection Office are as follows:

Our Data Protection Officer can be contacted by email at datacontroller@tusla.ie or by telephone on +353 1 771 8500 or by post at Brunel Building, Heuston South Quarter, Dublin 8.

The basis for processing your personal data is to process your application for the position you have applied for with Tusla Child and Family Agency and in line with Tusla Recruit Data Protection Notice:

<https://www.tusla.ie/about/careers-in-tusla/tusla-recruit-data-protection-notice/>

Storage period – applications of eligible candidates will be retained for 3 years from the date the campaign closes for application or from the panel expiry date- whichever is greater. Applications of candidates who have not proceed to the interview, will be kept on file for one year from the campaign closing date.

You have a right to make a data access request to Tusla Child and Family Agency and this can be done in writing to datacontroller@tusla.ie

Appendix 5

Incremental Credit

Incremental credit may be given on appointment for certain types of relevant previous experience in administrative, allied health professional and associated grades, nursing and non-nursing grades.

Social Worker Grades

Relevant service in public and private social work services is reckonable for incremental service, if it is deemed that role required the candidate to hold the same qualification and the duties and responsibilities are deemed 'like for like'. Job specifications may be referred to for role clarity on verification of service.

Social Care Worker Grades

Relevant service in public and private social care services is reckonable for incremental service, if it is deemed that role required the candidate to hold the

same qualification and the duties and responsibilities are deemed 'like for like'. Job specifications may be referred to for role clarity on verification of service.

Nursing Grades

All relevant service in public and private healthcare is reckonable for incremental service.

Management/ Administrative Grades

Incremental credit is granted for all relevant Public/Civil Service (Ireland or abroad). Private Service is not reckonable service for Management/ Administrative Grades. Relevant public/civil service is reckonable for incremental purposes, if it is deemed that role required the candidate to carry out the same duties and responsibilities (deemed 'like for like') at same or equivalent grade. Job specifications may be referred to for role clarity on verification of service.

EWO Grades

Relevant service in public and private sectors is reckonable for incremental purposes if it is deemed that the previous role required the candidate to hold the same qualifications and the duties and responsibilities are deemed 'like for like'. Job specifications may be referred to for role clarity on verification of service.

Relevant previous experience must be in one of the following areas:

- Youth Work
- Social Care
- Social Work
- Community Development
- School Completion Programme
- Teaching at primary or secondary school level
- Home School Community Liaison
- Garda Diversion Project
- NGO associated with families and children

The onus is on the candidate to claim incremental credit for previous service. Candidates claiming credit for previous service will be required to give comprehensive and accurate information in support of their claim. Credit for previous service will not be awarded

until the employing department has satisfactorily completed such measures as it considers appropriate to authenticate the claim.

- All Verification of Service forms received should be stamped and signed by the relevant organisation.
- Where part-time or agency is stated as employment or it is unclear what the weekly hours worked were, confirmation of hours per week should be sought to ensure that they have worked more than 4 hours per week.
- Where it is not clear that the grade and the duties are at the same or equivalent grade a job description should be sought so a comparison of the duties and required qualifications can be made before awarding incremental credit.
- When calculating incremental credit, the dates of service should not overlap.

General Declaration

It is important that you read this Declaration carefully and then sign it in the space below.

Part 1:

Obligations Placed on Candidates who participate in The Recruitment Process.

The Public Services Management (Recruitment and Selection) Act 2004 makes very specific provisions in relation to the responsibilities placed on candidates who participate in recruitment campaigns and these are detailed in Section 5 and Section 9 of the Code of

Practise under the Act.

These obligations are as follows:

Section 5

Any canvassing by or on behalf of candidates shall result in disqualification and exclusion from the recruitment process. Candidates shall not:

- Knowingly or recklessly make a false or a misleading application.
- Knowingly or recklessly provide false information or documentation.

- Canvass any person with or without inducements
- Impersonate a candidate at any stage of the process.
- Knowingly or maliciously obstruct or interfere with the recruitment process.
- Knowingly and without lawful authority take any action that could result in the compromising of any test material or any evaluation of it.
- Interfere with or compromise the process in any way

Any person who contravenes the above provisions, or who assists another person in contravening the above provisions, shall be guilty of an offence.

It is the policy of Tusla to report any such above contraventions to An Garda Síochána.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment/selection process, then, in accordance with the Public Services

Management (Recruitment and Selection) Act 2004:

- Where s/he has not been appointed to a post, s/he shall be disqualified as a candidate and;
- Where s/he has been appointed as a result of that process, s/he shall forfeit that appointment

Section 9

Any unreasonable conduct by the candidate may result in their contact being restricted.

Candidates shall not display the following types of behaviour which the Commission considers

- 'Unreasonable Conduct':
- Unreasonable persistence
- Unreasonable lack of cooperation
- Unreasonable argument
- Unreasonable behaviour

Part 2:

Declaration: 'I declare that to the best of my knowledge and belief there is nothing in relation to my conduct, character or personal background of any nature that would adversely affect the position of trust in which I would be placed by virtue of my appointment to this position. I hereby confirm my irrevocable consent to the Child and Family Agency to the making of such enquiries, as the Child and Family Agency deems necessary in respect of my suitability for the post in respect of which this application is made.

I hereby accept and confirm the entitlement of the Child and Family Agency to reject my application or terminate my employment (in the event of a contract of employment having been entered into) if I have omitted to furnish the Child and Family Agency with any information relevant to my application or to my continued employment with the Child and Family Agency or where I have made any false statement or misrepresentation relevant to this application or my continuing employment with the Health Service.

Furthermore, I hereby declare that all the particulars furnished in connection with this application are true, and that I am aware of the qualifications and particulars for this position. I understand that I may be required to submit documentary evidence in support of any particulars given by me on my Application Form. I understand that any false or misleading information submitted by me will render me liable to automatic disqualification or render me liable to dismissal, if employed.'

Failure to sign application will render it invalid.*

Signed: _____

(Candidate Name) Date: _____

***Important: If you are submitting your application via Tusla Recruit online we will accept the Declaration unsigned once you have confirmed understanding of the document via the system process but you will be required to sign the Declaration at interview should you be invited to attend.**