



Candidate Campaign Information Pack
Grade VIII – Practice Assurance and Service Monitoring
(PASM) Manager, Regional Review Team

Dear Candidate,

Thank you for your interest in the post of **Grade VIII – Practice Assurance and Service Monitoring (PASM) Manager, Regional Review Team**.

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: Head Of PASM; Mark Yalloway, Mark.yalloway@tusla.ie / 087 2034877

Should you have any specific queries in relation to the recruitment process please contact the Tusla Recruitment team via: recruitcorponat@tusla.ie or Tusla Recruit Campaign Manager: Alan Burns, alan.burns@tusla.ie / 087 434 1974.

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 VIII – Practice Assurance and Service Monitoring (PASM) Manager, Regional Review Team Grade Code: 0655
Campaign Reference Approval Code	TRCORP20262064
Applications considered Via	Tusla Recruit Portal only
Opening date for Applications	Thursday, 30 th of April 2026
Closing Date for Applications	12 noon, Monday 18 th of May 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	Head Of PASM; Mark Yalloway, Mark.yalloway@tusla.ie / 087 2034877 <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	This is a national position; location is negotiable and will be confirmed upon appointment. A panel may be created from which permanent and specified purpose vacancies of full or part time duration will be filled. 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. 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:

	<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>About the position</p> <p>Reporting to the Director of Quality and Regulation, the Practice Assurance and Service Monitoring (PASM) team uses an integrated approach, independent of operational line management, to provide objective internal assurance to the Tusla Senior Management Team and Board in relation to the quality and safety of services. This is undertaken through the provision of quality assurance reports in relation to frontline practice and by making recommendations relating to service improvements in accordance with the child care regulations, standards and best practice.</p> <p>There are separate teams for the monitoring of Tusla residential and special care services, child protection and foster care services, national Tusla services and special emergency arrangements (SEAs).</p> <p>The PASM team operates and has a separate and distinct reporting structure to operational management within Tusla who are accountable to the Director of Services and Integration. The team provide an objective evaluation of services, in accordance with its annual review plan, to provide internal assurance that services are safe, well led and child centred. It promotes an ethos of service improvement and the delivery of high quality services throughout the Agency.</p>
Purpose of Role	<p>The Practice Assurance and Service Monitoring (PASM) Manager, Regional Review Team, is responsible for the management of a team of PASM officers based in each of the 6 Tusla Regions. The PASM Regional Review Team conduct an annual schedule of quality assurance reviews of front line Tusla child protection and foster care services in accordance with the child protection and foster care standards and international best practice.</p>
Reporting Relationship	<p>The PASM Manager, Regional Review Team will report to the National Head of PASM.</p>
Duties and Responsibilities	<p>Main Duties and Responsibilities</p> <ul style="list-style-type: none"> • Manage and quality assure the monitoring of child protection and foster care services provided by Tusla in their operational area. • Manage and quality assure the monitoring of all Tusla provided services in accordance with an agreed monitoring methodology and the PASM teams policies and procedures. • Undertake urgent priority assurance reviews of services as required/requested by the Head of PASM and/or Director of Quality and Regulation.

- Support the implementation of the Agency's Quality Strategy and alignment to national priorities in the regions.
- Undertake the monitoring of services in collaboration with other monitoring staff and providing a lead role in the process as required.
- Provide cross cover and support to other regions nationally as requested in accordance with business plan priorities and capacity.
- Manage and provide professional supervision to a team of PASM Officers.
- Oversee and quality assure monitoring practices including preparation of reports to a high standard.
- Implement and oversee processes of peer review of reports.
- Participate and contribute to benchmarking meetings relating to the priority rating of recommendations, before reports are issued to services for factual accuracy.
- Under the direction of the Head of PASM, monitor performance and attainment of performance indicators in their operational area against benchmarks and performance indicators in the annual business plan.
- Prepare and collate data analysis and other periodic reports relating to the team as required.
- As a member of the PASM Senior Management Team, contributes to the future strategic development and improvement of the service
- Contribute to the development of policies, procedures and guidance for the team.
- Develop and maintain close working relationships with the regional managers for quality risk and service improvement (QRSI managers) and other key frontline quality assurance staff.
- Share best practice in relation to monitoring and quality assurance approaches to support and develop front line quality assurance practice.
- In consultation with the regional QRSI managers, liaise as appropriate with Area/Network Managers in relation to service improvement, and the implementation of action plans and review priorities.
- Ensure oversight of the implementation of the national procedure for the tracking, measuring and verification of the implementation of recommendations of internal and external reports
- Oversee the annual planning of monitoring schedules and reporting on adherence to the annual review plan for the service
- Manage external relationships with other regulatory bodies and key stakeholders as required
- Contribute to the development and maintenance of a risk register for the service
- Take a lead role in the design and implementation of all policy, procedures, and standard operating procedures as requested by the Head of PASM
- Chair and lead working groups within the team as required
- Consult with all stakeholders in relation to the effective and efficient operation of the monitoring service and seek feedback using agreed processes
- Co-ordinate and maintain all data required for monthly/quarterly and annual reporting
- Monitor and evaluate service provision.

- Be responsible for the overall management and performance of work activity in keeping with good professional practice and subject to agreed policy directives and priorities.
- Provide professional leadership in the delivery of a high-quality service.
- Ensure the implementation of current and evolving legislation, policies and procedures, guidelines, protocols and standardized operating procedures.
- Ensure anti-discriminatory practice and cultural competence, at individual and service levels.
- Contribute to and promote the work of the Quality and Regulation Directorate.

Management

- Report and advise on staffing needs and developing business case for the service as required.
- Ensure the monitoring service complies with relevant HR and other policies, procedures and guidelines.
- Contribute to the development of policies, procedures and guidelines in relation to the monitoring service, engaging staff as appropriate.
- Participate in and contribute to service planning and development.
- Provide service delivery reports as required e.g. service plan, annual report.
- Ensure that there are appropriate systems in place to gather relevant information.
- Ensure compliance with a high standard of documentation, including service user files in accordance with local guidelines and the Freedom of Information (FOI) Act.
- Oversee service user and data confidentiality.
- Collaborate with the Head of PASM in developing the quality assurance and monitoring role within the Agency through planning, development of standards, continuing education, quality improvement initiatives and research.
- Any other duties that may be assigned by the Head of PASM

Education & Training

- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attendance at courses as appropriate.
- Engage in career and professional development planning.
- Oversee the provision of a framework for the promotion of staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs of Quality Assurance and Monitoring team.

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) 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

	<p>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> <ul style="list-style-type: none"> Third level qualification in Social Care, Social Work, Psychology, or Nursing. At least five years’ post qualification experience as relevant to the role. Experience of managing a team and/or management experience Experience of managing and maintaining positive interagency relationships with multiple stakeholders, both internal and external to Tusla. Very strong report writing and critical analysis skills relating to the delivery of quality service and service improvements required in an objective manner Experience and knowledge of quality assurance and service improvement approaches. Must have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office. <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>Tusla Leadership Competency Framework</p> <p>The Tusla Leadership Competency Framework 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.</p> <p>The Tusla Leader Framework relevant for this role is Leading Service</p> <p>Please access this Leading Service link to fully familiarise yourself with the impact of this 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</p>	<ul style="list-style-type: none"> The post holder will require access to appropriate transport as the post may involve

of the role	<p>travel.</p> <ul style="list-style-type: none"> • 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 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>
Code of Practice	<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>
<p>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.</p> <p>Tusla has designed a consistent regional structure to ensure this equitable provision of services and as part of this design Tusla is moving from 17 areas to 30 networks. The initial assignment will be to for Corporate/National. It is</p>	

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 vacancies available are permanent and whole time.</p> <p>The posts are pensionable.</p> <p>A panel may be created for the purpose of filling current vacancy. Once vacancy is appointed the panel will cease.</p> <p>The purpose of this campaign is to fill immediate urgent vacancies and it is expected that panel placements will cease if expressions are not received within the appropriate processes.</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>01/02/2026: €83,081, €83,827, €87,105, €90,397, €93,663, €96,943, €100,205</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. 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	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 €82,258 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 31 st 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

	<p>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>
--	--