



Islands Response Co-ordinator  
Job Specification & Terms and Conditions

<b>Job Title and Grade</b>	Islands Response Co-ordinator <i>NAS Clinical Services Manager II</i> (Grade Code: 6588)
<b>Remuneration</b>	<p>The Salary scale for the post (as at 01/08/25) is:</p> <p>€60,013 – €61,479 – €63,192 – €64,911 – €66,636 – €68,176 – €69,745 – €71,272 – €82,788 – <b>€75,397 – €78,015 LSI's</b></p> <p>The salary for this role reflects the requirements set out in the eligibility criteria and is all inclusive. Hence no other allowances, including qualification allowance, or payments are payable.</p> <p>New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.</p>
<b>Campaign Reference</b>	NAS01/2026
<b>Closing Date</b>	2pm on 29 <sup>th</sup> January, 2026
<b>Proposed Interview Date (s)</b>	Proposed interview dates will be indicated at a later stage. Please note you may be called forward for interview at short notice.
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage.
<b>Location of Post</b>	<p><b>National Ambulance Service (NAS)</b></p> <p>There is currently one permanent and whole-time vacancy available in the HSE West and North West Health Region.</p> <p>The post will be based at one of the NAS Regional Offices in the West/North West Region. The Service Manager is open to engagement as regards base location which may include one of the following:</p> <ul style="list-style-type: none"><li>• NAS Regional Offices, Castlebar, Co. Mayo</li><li>• NAS Regional Offices, Ballyshannon, Co. Donegal</li></ul> <p>The Service Manager is also open to engagement as regards the expected level of on-site attendance at the agreed base in the context of the requirements of this role and the HSE's Blended Working Policy</p> <p>The post holder will be required as part of this role to attend meetings throughout the HSE</p> <p>The post holder will also be required as part of this role to travel, undertake and support inspections, audits and improvement activities on the Islands and attend meetings with key stakeholders at national and local level in various NAS work locations around the country.</p> <p>A panel may be formed as a result of this campaign for <b>Islands Response Co-ordinator (NAS Clinical Services Manager II) within the National Ambulance Service</b> from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.</p>

<b>Informal Enquiries</b>	<p><b>Name:</b> Paul Gallen, Head of Services (West &amp; North West)</p> <p><b>Email:</b> Paul.gallen@hse.ie</p> <p><b>Number:</b> 0872320051</p>
<b>Reasonable Accommodations</b>	Candidates who require a Reasonable Accommodation/s to support their participation, at any stage, in the recruitment and selection process should email <a href="mailto:Nashr@hse.ie">Nashr@hse.ie</a>
<b>Details of Service</b>	<p>The National Ambulance Service (NAS) is one of the State's Principal Emergency Services (PES) and is a national service that supports the population of Ireland.</p> <p>NAS is also mandated to provide urgent, emergency and critical care and retrieval services on behalf of the HSE.</p> <p>The NAS mission is to serve the needs of patients and the public as part of an integrated health system, through the provision of high quality, safe and patient centred services. This care begins immediately at the time that the emergency call is received, continues through to the safe treatment, transportation and handover of the patient to the clinical team at the receiving hospital or emergency department.</p> <p>In 2026, the National Ambulance Service will continue implementation of a strategic plan which is focused on ensuring the delivery of patient centred care. It brings together recommendations from a wide series of reviews into a single plan.</p> <p>A critical element of this is the implementation of shifting models of care that will see the service utilise other alternative services for our patients than the emergency department.</p>
<b>Reporting Relationship</b>	Reporting to the General Manager, NAS Operations, West/North West or designated alternate.
<b>Key Working Relationships</b>	<p>The key working relationships associated with this role are:</p> <ul style="list-style-type: none"> <li>• NAS Community Engagement Team</li> <li>• NAS Operations Support (Aeromedical)</li> <li>• Island Communities</li> <li>• Island General Practitioners</li> <li>• Relevant IHA(s) in the South West HSE Region</li> <li>• Relevant IHA(s) in the West &amp; North West HSE Region</li> <li>• Out of Hours General Practitioner Services</li> <li>• Irish Coast Guard</li> <li>• Royal National Lifeboat Institution (RNLI)</li> <li>• HSE Communications (including Press and Media)</li> <li>• NAS Directorate of Paramedicine</li> <li>• National Aeromedical Coordination Centre</li> <li>• NAS Critical Care and Retrieval Service</li> <li>• Aeromedical Providers</li> <li>• Defence Forces</li> <li>• NAS Capital and Estates</li> <li>• An Garda Síochána</li> </ul>
<b>Purpose of the Post</b>	<p>The post holder will be a key member of the West &amp; North West Operations Team and will together with other colleagues, ensure that NAS maintains a sufficient level of readiness, capacity and resources to respond.</p> <p>The post holder will work closely with the NAS Community Engagement Team and the NAS Professional Development Team to ensure Island communities are supported and recognised for the contribution of volunteers to respond to emergency situations.</p> <p>The post holder will also oversee the implementation of the NAS Strategy for pre-hospital care on the islands, including the management and review of all related Service Level Agreements and Memorandi of Understandings. A key aspect of this role is the development and management of the underpinning relationships.</p>

	<p>The post holder will support the implementation of a number of key actions of the Government of Ireland “Our Living Islands/National Islands Policy 2023-2033”, with particular focus on objective 3 “Enhance Health &amp; Wellbeing Services”</p> <p>The post holder will support the work of the Integrated Health Area with responsibility for Islands with regard to the “Primary Care Islands Services Review April 2017” and will lead NAS engagement with a range of partner organizations including the Irish Air Corps, Irish Coast Guard, An Garda Siochana and relevant hospitals.</p>
<b>Principal Duties and Responsibilities</b>	<p><b>Leadership and Governance</b></p> <ul style="list-style-type: none"> <li>• Promote the vision and values of the HSE and lead by example.</li> <li>• Promote and foster teamwork and staff resilience.</li> <li>• Ensure staff wellbeing and patient centredness are central to all decisions.</li> <li>• Responsible for all aspects of people management within the service/function to be managed.</li> <li>• Provide mentorship to newly appointed colleagues.</li> <li>• Lead the NAS engagement with all relevant colleagues.</li> <li>• Ensure that an open, reporting and learning culture exists for staff to report incidents and near misses and any remedial action taken to prevent further recurrence.</li> <li>• Working with HSE Communications to identify and facilitate opportunities for promoting the services provided by NAS and acknowledging staff contribution.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Ensure the readiness of all operational support services to respond within the Islands.</li> <li>• Manage financial, human, information and physical resources, in partnership with delegates from other NAS functions.</li> <li>• Work with the Clinical Directorate and Professional Development Team to ensure operational staff are supported, competent and are aware of changes to clinical practice, policies, systems, procedures and guidelines.</li> <li>• Ensure that effective systems, procedures and regulations are complied with to support the financial management of the service within allocated budgets.</li> <li>• Ensure inventory levels are managed in line with product life cycle plans so that the availability of material resources meets service delivery requirements.</li> <li>• Adhere to the provisions of legislative requirements including (but not limited to) relevant Health and Safety legislation.</li> <li>• Develop internal exercises to test the robustness of mobilisation systems, equipment readiness and staff competence.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Build effective relationships with other services and organisations involved in mobilising an integrated response on an Island or Islands.</li> <li>• Oversee the design, specification and maintenance of specialist equipment, ensuring compliance with Service, national and EU Regulations and best practice guidelines.</li> <li>• Monitor the performance of maintenance contracts for all specialist equipment and that these are subject to on-going review.</li> <li>• Direct the development of Standing Operational Procedures to improve NAS operations on the islands.</li> <li>• Ensure each island has a specific, up to date, standardised medical evacuation policy in conjunction with the NAS Emergency, Preparedness, Resilience and Response (EPRR) Team.</li> </ul>

- Ensure that prominently placed public information for all residents and visitors to all Islands about the emergency procedures.
- Support Island communities to develop and regularly test a major incident plan to both respond and evacuate patients from the Island.
- Carry out regular routine debriefing with health professionals and Island communities in relation to emergency evacuations that have occurred.
- Ensure that an annual audit of Island emergency evacuations are carried out.
- Ensure that health professionals working on Islands have access to regular training and up-skilling in the management of medical emergencies and medical evacuation.
- Work with HSE Capital and Estates and NAS Operational Support to inform the development of Helicopter Landing Sites on the Islands
- Review and audit usage trends of aeromedical deployment to inform changes to deployment methodologies

#### **External Contracts**

- Support the procurement process for identification and selection of providers ensuring compliance with HSE National Financial Regulations and demonstrating best value.
- Performance manage relevant contracts ensuring continuity of service and ensuring effective service and cost control and value for money.
- Provide expert advice relating to aeromedical contracts and services relating to the Islands.

#### **Financial Management**

- Achieve financial outcomes in accordance with the National Service Plan requirements including a balanced budget outcome.
- Ensure remedial strategies are implemented in a timely manner where performance is below target.
- Exercise administrative and financial delegations where appropriate, implementing decisions as required.
- Represent NAS in relevant forums, advocating on behalf of the interests of its patients and staff.

#### **Communications and Engagement**

- Develop effective and robust collaborative/team working relationships with key internal and external stakeholders.
- Act as the NAS spokesperson on all matters relating to Pre-hospital Emergency Care Services for the Islands.
- Respond to all related enquiries including media enquiries, Parliamentary PQs, Public Representations and Freedom of Information requests.
- Support the stakeholder engagement requirements of the NAS Transformation Programme.

#### **Other**

- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

	<p><b>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</b></p>
<b>Eligibility Criteria</b>	<p><b>This campaign is confined to:</b></p> <ul style="list-style-type: none"> <li>• <b>NAS employees currently employed as NAS Clinical Services Manager II in 5688 grade code</b></li> </ul> <p><b>Health</b> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>Character</b> Each candidate for and any person holding the office must be of good character.</p>
<b>Post Specific requirements</b>	<ul style="list-style-type: none"> <li>• Be the holder of a full Class B driving licence</li> <li>• Candidate should have an understanding of the health needs of Island communities as relevant to this role</li> </ul>
<b>Other requirements specific to the post</b>	<p>The post holder will play an important role in ensuring the safe and effective delivery of services to patients and the provision of support to staff and therefore, key requirements for this post include:</p> <ul style="list-style-type: none"> <li>• A flexible approach to working hours is required to ensure deadlines are met.</li> <li>• Wearing operational uniform (grey and white) as an exemplar of professionalism is a mandatory requirement</li> <li>• You will be required to have a mobile telephone or approved item of communications equipment for urgent or necessary calls/contact during working hours</li> <li>• Access to appropriate transport as post holder will be required to attend meetings and deliver training nationally, including overnight stays.</li> </ul>
<b>Additional Eligibility Requirements</b>	<p><b>Citizenship Requirements</b> Eligible candidates must be:</p> <p>(i) EEA, Swiss, or British citizens</p> <p><b>OR</b></p> <p>(ii) Non-European Economic Area citizens with permission to reside and work in the State</p> <p>Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.</p> <p>To qualify candidates must be eligible by the closing date of the campaign.</p>
<b>Skills, competencies and/or knowledge</b>	<p><b>Professional Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the health service and wider environment as they apply to this post.</li> <li>• Knowledge and understanding of the work of the National Ambulance Service.</li> <li>• Knowledge of Specialist Operations in an emergency service context.</li> <li>• Knowledge and understanding of Aeromedical Service Delivery.</li> <li>• Knowledge of the principles of risk management.</li> <li>• Knowledge of relevant health and safety legislation and in particular, processes relating to dynamic risk assessment.</li> <li>• Able to translate strategic goals into operation plans, communicate this vision and facilitate its achievement.</li> </ul>

	<ul style="list-style-type: none"> <li>Excellent MS Office skills to include, Teams, Visio, Project, Word, Excel and PowerPoint.</li> </ul> <p><b>Planning and Managing Resources</b></p> <ul style="list-style-type: none"> <li>Demonstrate the ability to effectively plan and manage resources, effectively handle multiple projects concurrently, structuring and organising own workload and that of others effectively.</li> <li>Demonstrate responsibility and accountability for the timely delivery of agreed objectives.</li> <li>Challenges processes to improve efficiencies where appropriate, is committed to attaining value for money.</li> </ul> <p><b>Commitment to a Quality Service</b></p> <ul style="list-style-type: none"> <li>Demonstrates evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user.</li> <li>Ensure attention to detail and a consistent adherence to procedures and standards within area of responsibility.</li> <li>Embraces and promotes the change agenda, supporting others through change.</li> <li>Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks.</li> </ul> <p><b>Evaluating Information, Problem Solving &amp; Decision Making</b></p> <ul style="list-style-type: none"> <li>Demonstrate numeracy skills, an ability to analyse and evaluate information, considering a range of critical and complex factors in making effective decisions. Recognises when it is appropriate to refer decisions to a higher level of management.</li> <li>Demonstrate initiative in the resolution of complex issues / problem solving and proactively develop new proposals and recommend solutions.</li> <li>Ability to confidently explain the rationale behind decisions when faced with opposition.</li> </ul> <p><b>Team Working</b></p> <ul style="list-style-type: none"> <li>The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.</li> <li>Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity across a number of teams delivering on different projects.</li> <li>Demonstrate leadership; creating team spirit; leading by example, coaching and supporting individuals to facilitate high performance and staff development.</li> <li>Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.</li> </ul> <p><b>Communications &amp; Interpersonal Skills</b></p> <ul style="list-style-type: none"> <li>Demonstrates excellent communication and interpersonal skills including the ability to present complex information in a clear, concise and confident manner (written &amp; verbal). Strong presentation skills.</li> <li>Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders, working collaboratively within a multi stakeholder environment.</li> </ul>
<p><b>Campaign Specific Selection Process</b></p> <p><b>Ranking/Shortlisting / Interview</b></p>	<p>A ranking and or shortlisting exercise may be carried out based on information supplied in your application form. The criteria for ranking and or shortlisting 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><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.</p>

<b>Diversity, Equality and Inclusion</b>	<p>The HSE is an equal opportunities employer.</p> <p>Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.</p> <p>The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential.</p> <p>The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition.</p> <p>For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <a href="https://www.hse.ie/eng/staff/resources/diversity/">https://www.hse.ie/eng/staff/resources/diversity/</a></p>
<b>Code of Practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).</p> <p>The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice.</p> <p>The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.</p> <p>The CPSA Code of Practice can be accessed via <a href="https://www.cpsa.ie/">https://www.cpsa.ie/</a>.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</p> <p>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.</p>	



**Terms and Conditions of Employment**

<b>Tenure</b>	<p>The current vacancy available is permanent and whole time.</p> <p>The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.</p>
<b>Working Week</b>	<p>The standard weekly working hours of attendance for your grade are <b>35</b> hours per week. Your normal weekly working hours are <b>35</b> hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.</p> <p>You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars.</p> <p>In this regard, post holders have considerable flexibility in the deployment of their working hours to achieve the purpose of the role. Consequently, regular overtime working is not a feature of this role, unless specifically authorised by the Accountable Officer or an extant collective agreement.</p>
<b>Annual Leave</b>	The annual leave associated with the post will be 30 days.
<b>Superannuation</b>	This is a pensionable position with the HSE. 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. Members of pre-existing pension schemes who transferred to the HSE on the 01 <sup>st</sup> January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31 <sup>st</sup> December 2004
<b>Age</b>	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b>* <u>Public Servants not affected by this legislation:</u></b></p> <p>Public servants joining the public service, or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <p>Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p>
<b>Probation</b>	Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.
<b>Protection of Children Guidance and Legislation</b>	<p>The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.</p> <p>All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998.</p>

	<p>Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities.</p> <p>You should check if you are a <a href="#">Mandated Person</a> and be familiar with the related roles and legal responsibilities.</p> <p>Visit <a href="#">HSE Children First</a> for further information, guidance and resources.</p>
<b>Infection Control</b>	<p>Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.</p>
<b>Health &amp; Safety</b>	<p>It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site-Specific Safety Statement (SSSS).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Developing a SSSS for the department/service<sup>1</sup>, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.</li> <li>• Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.</li> <li>• Consulting and communicating with staff and safety representatives on OSH matters.</li> <li>• Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.</li> <li>• Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures<sup>2</sup>.</li> <li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li> <li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li> </ul> <p><b>Note:</b> Detailed roles and responsibilities of Line Managers are outlined in local Site-Specific Safety Statement (<b>SSSS</b>).</p>

<sup>1</sup> A template SSSS and guidelines are available on the National Health and Safety Function/H&S webpages

<sup>2</sup> See link on health and safety webpages to latest Incident Management Policy