

Information Booklet

Sigmar Recruitment Consultants on behalf of the Ombudsman for Children will hold a competition for the purpose of recommending a person for a 6 month fixed term contract (maternity cover) to the position of:

Casework Manager in the Ombudsman for Children's Office

Grade: Higher Executive Officer

Closing date: Thursday, 27 January 2022, 12:00pm

Sigmar Recruitment Consultants Ltd. is committed to a policy of equal opportunity. Sigmar Recruitment Consultants Ltd. will run this campaign in compliance with the Codes of Practice for Appointment to Positions in the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA) and which are available on www.cpsa.ie

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Title of Position:	Case Work Manager in the Ombudsman for Children's Office
Grade:	Higher Executive Officer
Employing Authority:	Ombudsman for Children
Location:	Dublin
Pay Scale ¹ :	€50,345 – €51,816 – €53,284 – €54,752 – €56,226 – €57,694 – €59,164 – LSI1 €61,286 – LSI2 €63,404

OCO Background:

The Ombudsman for Children's Office (OCO) is an independent statutory body, which was established in 2004 under the Ombudsman for Children Act 2002 (as amended). The Ombudsman for Children is independent and directly accountable to the Oireachtas in relation to the exercise of his statutory functions under the 2002 Act. These functions are:

- to promote the rights and welfare of children
- to examine and investigate complaints made by or on behalf of children in relation to the administrative actions of public organisations that have, or may have, adversely affected a child.

Further information about this work is available on the OCO's website at www.oco.ie.

OCO Complaints and Investigations Team

The Office is seeking a case work manager on a 6 month fixed term contract (maternity cover) at Higher Executive Officer level to manage their team of five early resolution officers. The role of this team is to receive and manage complaints from members of the public and undertake examinations under Section 8 and Section 9 of the Ombudsman for Children Act (as amended). This refers to the examination of complaints against public bodies, schools, voluntary hospitals and a number of other bodies in receipt of public funding made by or on behalf of children.

Job Purpose

The casework manager directly manages our team of five early resolution officers. The case work manager reports to and supports an Investigator (Assistant Principal Officer). Each early resolution officer manages a caseload and are also the first contact for people coming to the Ombudsman for Children's office with complaints. Their role is to give advice, analyse complaints to clearly identify issues and determine how to resolve them and or undertake examinations. Each early resolution officer manages a caseload, as well as assists with trend analysis to identify complaint patterns and potential systemic issues. In addition to receiving complaints by email and letter, early resolution officers use their active listening and interviewing skills to take complaints over the phone and in person directly from children and or from adults on behalf of children.

Key Responsibilities:

¹ Candidates should note that entry will be at the minimum of the scale and the rate of remuneration may be adjusted from time to time in line with Government pay policy.

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

The Casework manager will have overall responsibility for management of this team and specifically will:

- manage and supervise the case work of the team through case management meetings, regular one to one supervision and implementation of the civil service Performance Management Development System
- Quality assure the work of the team to ensure we provide an efficient service and that all complaints are dealt with in a timely fashion without undue delay and are appropriately managed in accordance with our legislation
- Oversee the management of the examination process to ensure robust decision making by early resolution officers and provide direction on same to determine
 - Early identification of cases through a robust admissibility process
 - the evidence required at a preliminary examination stage and determining the scope and conduct of examination process to obtain same;
 - whether cases can be concluded at that stage or whether further investigation is required;
 - whether local resolution or redress achievable through engagement between parties at a local level;
 - making recommendations to the Assistant Principal Officer and Director of Investigations in cases where investigation may deemed to be warranted
- Adhering to procedures within the Ombudsman for Children's Office while at the same time being alert to and willing to highlight possible improvements and developments of those procedures;
- undertake examinations of particularly complex cases or other cases that may be determined from time to time by line management
- ensure our statutory obligations to seek the views of children are met in accordance with OCO policies and procedures
- liaison with public bodies as required
- sharing in the management of and use of the office database, including collation and review of statistics and patterns related to complaints,
- Contribute to the submission of annual reports to the Oireachtas,
- Carry out any other tasks as deemed necessary by line management
- To keep up to date with and develop a good understanding of relevant legislation, policy and practice regarding children and young people;
- To represent the office of the Ombudsman for Children at national public fora;
- To work with relevant agencies to progress children's issues;
- Building positive relationships and working effectively with colleagues, people that contact our offices to make complaint and with public bodies to establish and maintain their confidence and respect.

Essential Requirements:

Candidates must, on the closing date for this competition, satisfy the following requirements:

- A qualification of at least level 8 on the National Framework of Qualifications from a recognised university or other third level institution in a relevant discipline
- Proven experience of leadership or management of a team
- Possess the core competencies described below.

Team Leadership

- Able to lead teams to facilitate high performance while maintaining a positive working environment
- Ability to be flexible and be willing to adapt, positive contributing to the implementation of change.

Judgment, Analysis and Decision Making

- Excellent judgment and objective decision-making skills, problem solving skills and influencing skills
- Ability to identify potential systemic issues from analysis of individual cases to inform the work of the office
- Ability to assist team members to analyse complaints, identify relevant individual and potential systemic issues assess jurisdiction and identify avenues for potential recourse
- Ability to assist team members to research, review and apply relevant legislation, regulations and policy to cases.

Management and Delivery of Results

- Ability to allocate cases, manage a busy work environment, assist team members to prioritise issues and tasks and meet deadlines.

Interpersonal & Communication Skills

- Ability to communicate effectively with individuals especially children who may be distressed or emotionally distraught or who may face other challenges
- Ability to establish and maintain good working relationships with a wide range of people

Specialist Knowledge/Expertise

- Possess a full understanding of relevant legislation, policy and practice regarding children and young people.
- Demonstrate an understanding of the principles underpinning the work of Ombudsman.
- Ability to effectively resolve complaints in an Ombudsman or similar environment

Drive and Commitment

- Demonstrated commitment to the promotion of the rights and welfare of children
- Be self-motivating and committed to a high standard of work performance

Key competencies for effective performance at Higher Executive Officer level:

- Team leadership
- Judgement, Analysis & Decision Making
- Management and Delivery of results
- Interpersonal & Communication skills
- Specialist Knowledge of Public Sector and government policies for the sector
- Drive & Commitment to Public Service Values

It is an absolute requirement that candidates declare any potential conflict of interest at the application stage of the recruitment process. Failure to declare such conflicts of interest which later come to light may result in the candidate being disqualified from the competition or if the candidate is offered and takes up a role with the OCO on the basis of misleading information may result in immediate dismissal from the OCO.

Conditions of Service

General:

The appointment is to an Early Resolution Officer post on a temporary fixed-term contract and is subject to the *Protection of Employees (Fixed-Term Work) Act 2003, Terms of Employment (Information) Acts 1994-2014, and Employment Equality and Equal Status Legislation*, the Ombudsman for Children Act 2002 and any other Act for the time being in force relating to the Civil or Public Service.

The selection process will include competency based interviews.

Pay:

Higher Executive Officer salary will be €50,345 per annum pro rata.

The remuneration shall be deemed to accrue from day-to-day and be payable by equal two-weekly instalments on the agreed day of every two weeks in arrears by bank credit transfer.

Tenure:

This is a six month fixed term contract to cover maternity leave, with an option to extend by any period of additional maternity leave.

The provisions of the Unfair Dismissals Acts 1977 to 2015 will not apply to the termination arising only from the expiration of the fixed term. A probationary period shall also apply as will the Minimum Notice and Terms of Employment Act 1973 to 2005.

Location:

The appointee for this role will be based in the Ombudsman for Children's Office, Millennium House, 52-56 Strand Street Great, Dublin 1.

When absent from home and place of employment on official duty, the appointee will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations/public sector regulations.

Hours of attendance:

Hours of attendance will amount to not less than **37.5** hours gross. The appointee will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties subject to the limits set down in the working time regulations.

Rest Periods:

The terms of the Organisation of Working Time Act, 1997 will apply to this appointment.

Annual Leave:

In addition to the standard 9 public holidays and Good Friday, the annual leave for this position is 29 days per annum pro rata.

Sick Leave:

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

PRSI:

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the

OCO. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement:

Where applicable the terms and conditions of the Single Public Service Pension Scheme will apply. If the applicant has previously been employed by the Civil or Public Service other schemes may apply.

Retirement Age: will be determined in accordance with the relevant government Departmental circulars. Retirement age is currently 66, rising to 68 by 2028.

Further Condition of Service

Further Conditions of Service will be laid out in the Fixed Term Contract of Employment together with relevant governmental department circulars.

The Selection Process

How to Apply:

All candidates should visit www.ocojobs.com where there is a full list of available positions in the OCO with the corresponding downloadable information booklet for each position. There will also be a link to the online application portal to where all applications must be submitted.

To apply, candidates must submit their **CV and Application Form (Merged together as one document)** via the online application portal.

Only CV & Application Forms fully submitted as one document online will be accepted into the campaign. Applications will not be accepted after the closing date.

Closing Date:

Your application must be submitted on the online application portal by **Thursday, 27 January 2022, 12:00 exactly**. Applications will not be accepted after this time.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact OCO@sigmar.ie.

Campaign updates will be issued to your registered email address as entered on the online application portal.

The onus is on each applicant to ensure that they are in receipt of all communication from Sigmar Recruitment Consultants Ltd. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered.

Sigmar Recruitment accepts no responsibility for communication not accessed or received by an applicant.

Candidates should make themselves available on the date(s) specified by Sigmar Recruitment Consultants Ltd. and should make sure that the contact details specified on their application form are correct.

Selection Process:

The Selection Process may include the following:

- Submission of Application Form
- Shortlisting of candidates based on the information contained in their Application Form
- Initial/preliminary interview
- Presentation or other exercises
- A final competitive interview
- Any other tests or exercises that may be deemed appropriate

Shortlisting:

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While you 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, Sigmar Recruitment Consultants Ltd. may decide that a smaller number of applicants will only be called to interview. In this respect, Sigmar Recruitment Consultants Ltd. 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 board will examine the application forms against a pre-determined 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.

Confidentiality:

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

Security Clearance:

Garda vetting will be sought in respect of the successful candidate. The successful candidate will be invited to complete a Garda vetting form via the eVetting portal. This form will be checked by An Garda Síochána. The Garda vetting disclosure will be kept on file with the OCO. It is expected that a revetting policy will be in place in the near future, which will set out the frequency of vetting within the OCO.

Other Important Information

Sigmar Recruitment Consultants Ltd. will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that Sigmar Recruitment Consultants Ltd. is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to this position Sigmar Recruitment Consultants Ltd. will make all such enquiries that are deemed necessary to determine the suitability

of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment on the results of this selection process

Candidates' Rights - Review Procedures in relation to the Selection Process

Sigmar Recruitment Consultants Ltd. will consider requests for review in accordance with the provisions of the codes of practice published by the CPSA. The Codes of Practice are available on the website of the Commission for Public Service Appointments <http://www.cpsa.ie/>.

Should a candidate be unhappy with an action or decision in relation to their application (where the selection is managed by Sigmar Recruitment) they can seek feedback from Sigmar Recruitment. An initial review will be carried out internally by the candidate's recruitment contact as to why their application was deemed unsuccessful. The outcome of this review will be sent to the candidate in written format.

- To request an initial review, a candidate must write to Sigmar within 5 working days of receiving notification of the decision on their application. Sigmar will carry out the initial review without delay. If the candidate is dissatisfied with the outcome, they may resort to the formal procedures within 2 working days of receiving notifications of the outcome of the initial review.
- Should the candidate not be satisfied with the outcome of the initial review, it will be referred to the Account Director who acts as the decision arbitrator.
- The decision arbitrator will be a person unconnected with the selection process and he/she will adjudicate on requests for review. The decision of the decision arbitrator in relation to such matters is final.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Interfere with or compromise the process in any way
- A third party must not personate a candidate at any stage of the process.
- Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Specific candidate criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned
- Be suitable on the grounds of character
- Be suitable in all other relevant respects for appointment to the post concerned

-and if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position
- Be passed medically fit to take up the appointment

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by Sigmar Recruitment, or who do not, when requested, furnish such evidence as Sigmar Recruitment require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Quality Customer Service

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it. Feedback will be provided on written request.

Data Protection Act 2018

When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by Sigmar and the employing organisation is subject to the rights and obligations set out in the Data Protection Act 2018. For more information on how we retain and use your personal data, please review our Privacy Statement, which includes instructions on their right to withdraw consent at any point:

<https://www.sigmarrecruitment.com/privacy-statement>.

To make a subject access request under the Data Protection Act 2018, please submit your request in writing to: Data Protection Officer – Sigmar Recruitment Consultants Ltd., 13 Hume St., Dublin 2 or email privacy@sigmar.ie. Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.