

## CANDIDATE INFORMATION BOOKLET

### PLEASE READ CAREFULLY

The Health Information and Quality Authority (HIQA) is undertaking a competition to identify suitable candidates for appointment to the position of:

Role Title: Project Lead – Health and Social Care Standards

Grade: Engineer Grade II

Location: Dublin, Cork or Galway

Tenure: Permanent

Additionally, HIQA may create a panel for future permanent and fixed term vacancies that may arise

Blended Working: 1 - 2 days a week in the office and the remainder of the working week spent working from home. Further information can be found below under **Interim Blended Working Arrangements.**

Salary: €68,491 (Engineer Grade II, Point 1)

Closing date: 5.00pm on Monday 19<sup>th</sup> June 2023

This recruitment campaign will be in compliance with the Code of Practice, Appointment to the Civil Service and Public Service prepared by the Commission for Public Service Appointments (CPSA). The competition will be conducted under the recruitment licence of the Health Information and Quality Authority. The final Selection Process will be carried out by the Health Information and Quality Authority.

This Code of Practice is published by the CPSA and is available on [www.cpsa.ie](http://www.cpsa.ie)

## About the Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent statutory authority established to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health and engaging with the Minister for Children, Equality, Disability, Integration and Youth, HIQA has responsibility for the following:

- **Setting standards for health and social care services** — Developing person-centred standards and guidance, based on evidence and international best practice, for health and social care services in Ireland.
- **Regulating social care services** — The Chief Inspector within HIQA is responsible for registering and inspecting residential services for older people and people with a disability, and children's special care units.
- **Regulating health services** — Regulating medical exposure to ionising radiation.
- **Monitoring services** — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- **Health technology assessment** — Evaluating the clinical and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities, and providing advice to enable the best use of resources and the best outcomes for people who use our health service.
- **Health information** — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- **National Care Experience Programme** — Carrying out national service-user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

## Key Areas for Performance

HIQA has identified key behavioural and technical competencies for effective performance through a Competency Framework as seen below. Please refer to the role description for an overview of each competency and the proficiency levels required for this role. For more in-depth information on the competencies. It is important that you review the full competency framework guidance document which is available at: <https://www.hiqa.ie/about-us/careers>.

## Proficiency Levels

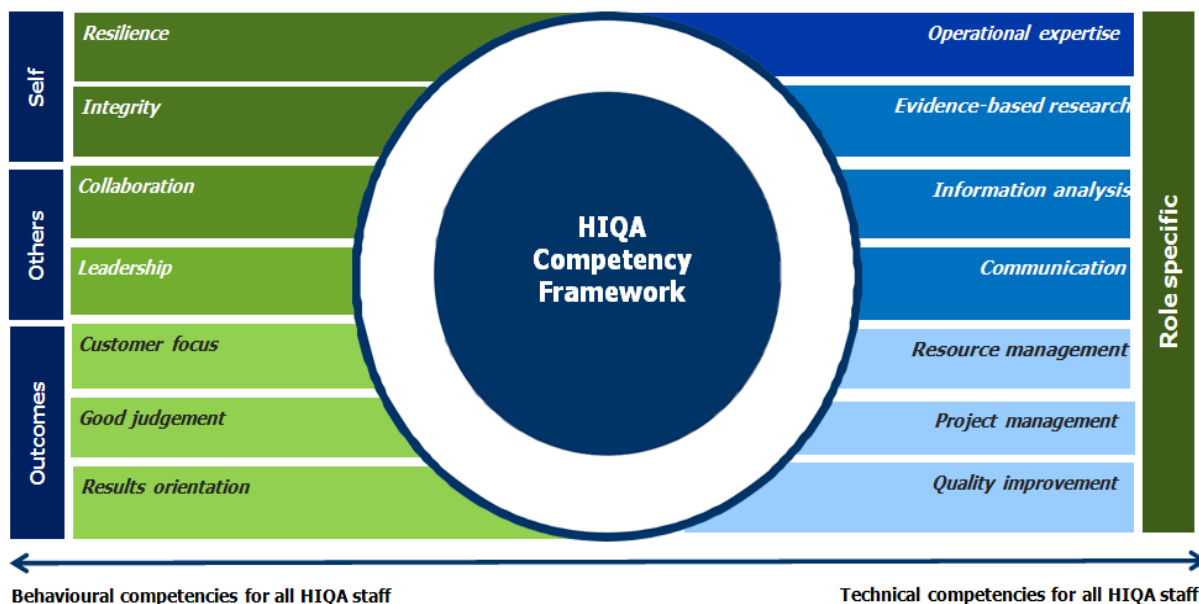
This Competency Framework is based on four levels of proficiency that build on each other:

**Emerging/Developing:** The level of competency required to carry out some of the core requirements of the role, with support/leadership required to develop competency in other requirements

**Proficient:** The level of competency required to carry out the core requirements of a role

**Skilled:** The level of competency required to carry out the core requirements of a role, and develop capability in others or demonstrate the competency in a more senior or complex role

**Master:** The level of competency required to carry out the core requirements of a role, develop capability in others, demonstrate the competency in a more senior or complex role and be seen as a role model in the organisation or field in that area of competence.



## Role Description

Role Overview	
Role Title	Project Lead – Health and Social Care Standards
Directorate	Health Information and Standards Directorate
Grade	Engineer Grade II
Reports To	Programme Manager
Role Purpose	
<p>The purpose of this role within the relevant business unit and for HIQA as a whole:</p>	<p>Under the Health Act 2007, HIQA has responsibility for setting standards for health and social care services in Ireland. The successful candidate will join the Standards Team within HIQA's Health Information and Standards Directorate. Working in conjunction with stakeholders, the team aims to improve the quality and safety of services by developing evidence-based standards and implementation support tools for health and social care services.</p> <p>Examples of standards and guidance that have been developed previously by the team include; National Standards for Infection Prevention and Control, National Standards for Adult Safeguarding, and Guidance to Support a Human Rights-Based approach to Care in Health and Social Care Settings.</p> <p>Additional materials have also been developed to aid understanding and support the implementation of these standards.</p> <p>The standards development process includes the following stages:</p> <ul style="list-style-type: none"> <li>▪ A public scoping consultation undertaken at the outset of the project.</li> <li>▪ Reviewing the evidence to inform the project, including a systematic literature review and a review of international best practice.</li> <li>▪ Convening an Advisory Group comprised of experts in the relevant area, service-user representatives and representatives from relevant organisations.</li> <li>▪ Convening focus groups with people who use services and frontline staff in the relevant service areas.</li> <li>▪ Undertaking a public consultation on the draft standards.</li> <li>▪ Launching the national standards, following the relevant approval process.</li> <li>▪ Developing additional materials to aid understanding and support implementation, for example FAQs, video animations, digital learning tools and easy-to-read booklets.</li> <li>▪ Promotion and dissemination of the national standards and support tools.</li> <li>▪ Measurement of impact.</li> </ul> <p>The team is currently working on the development of standards and implementation support tools for:</p> <ul style="list-style-type: none"> <li>▪ National Standards for Children's Social Services.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Overarching National Standards for the Care and Support of Children using Health and Social Care Services.</li> <li>▪ National Standards for Home Support Services.</li> <li>▪ Advocacy in health and social care.</li> <li>▪ Updating of existing standards and guidance.</li> </ul> <p>Additional work will also be undertaken to develop resources to support implementation of existing national standards and guidance and to promote the work of the team more generally.</p> <p>More information can be found on the HIQA website here:  <a href="#">Standards and Quality   HIQA</a></p>
<b>Behavioural Expectations</b>	
The way that HIQA people are expected to work to role model HIQA values:	The incumbent of this role is expected to demonstrate HIQA's values in the delivery of everyday work and interactions with service users and colleagues, by putting people first, being fair and objective, being open and accountable, demonstrating excellence and innovation and working together.
<b>Common Tasks</b>	
<b>Team Member</b>	<ul style="list-style-type: none"> <li>▪ Seek clarity on the tasks associated with own role</li> <li>▪ Complete tasks in compliance with policies and procedures</li> <li>▪ Adhere to relevant legislation, standards and internal audits</li> <li>▪ Fulfil any mandatory or professional competency requirements</li> <li>▪ Maintain confidentiality and a professional approach</li> <li>▪ Raise any concerns in relation to workplace health and safety</li> <li>▪ Actively identify learning needs and development opportunities</li> <li>▪ Actively contribute as a team member</li> <li>▪ Follow direction and take on new and different tasks</li> <li>▪ Set and achieve performance goals that contribute to HIQA strategy</li> <li>▪ Regularly seek feedback to meet performance expectations and goals</li> </ul>
<b>Role Specific Tasks</b>	
The key tasks and activities associated with the role:	<p><b>Evidence-based research and information analysis</b></p> <ul style="list-style-type: none"> <li>▪ Lead on the development of National Standards and implementation support tools, including systematic reviews, evidence synthesis and establishment of advisory groups;</li> <li>▪ Conduct quantitative and qualitative research to underpin national standards, analysing and evaluating information and evidence for applicability and relevance;</li> <li>▪ Write, edit and quality-assure reports and presentations that present complex information in an easily understood and accessible format for different stakeholder groups;</li> <li>▪ Contribute to the development of academic publications, reports and policy papers;</li> <li>▪ Compilation of reports and the management, coordination and analysis of feedback from both internal and external stakeholders.</li> </ul> <p><b>Stakeholder engagement, collaboration and customer focus</b></p> <ul style="list-style-type: none"> <li>▪ Coordinate stakeholder engagement, patient and public</li> </ul>

- involvement and collaboration in the standards-setting function;
- Manage the coordination and facilitation of advisory groups, working groups, public consultations and focus groups to inform National Standards, including coordinating the analysis and reporting of feedback received;
- Engage, work with and influence a broad group of stakeholders across the health and social care system;
- Represent HIQA, where required, in an informed, professional and credible manner in its engagement with a wide range of stakeholders, presenting and facilitating at workshops, information sessions, training sessions, advisory groups and conferences;
- Represent HIQA on national committees related to health and social care standards.

**Implementation of evidence into practice**

- Work with stakeholders to identify the barriers and facilitators to implementation of standards and identify the most appropriate tools to address these;
- Develop tailored implementation strategies, including support tools to address the barriers and gaps identified in the stakeholder engagement process;
- Measure and report on impact, reach and outcomes for national standards and guidance;
- Develop, communicate and disseminate educational material to promote the understanding and implementation of standards, tailored to specific audiences and settings;
- Manage and deliver information and awareness sessions with relevant stakeholders.

**Project Management**

- Lead on the development of project documentation, including project initiation document, stakeholder engagement plan, progress reports and risk management plans.
- Manage, mentor and support less experienced members of the team, supporting their delivery to the programme, while building their skillset.
- Contribute to core functions of the team such as; corporate reporting, risk management, internal audit, quality assurance, budgetary management, annual reports, impact reports, internal and external communications.
- Ensure the Business Plan is delivered as planned and within budget, in accordance with the Quality Assurance Framework.
- Carry out other functions that may be required to achieve the objectives of the Authority.

The successful candidate will be required to undergo Garda Vetting for appointment and at regular intervals thereafter.  
 This role description is intended as a basic guide to the scope and responsibilities of the position. It is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of HIQA's work.

**Qualifications**

<p>The qualifications that are <b>essential</b> to effectively meet the requirements of the role:</p>	<p><b>In determining your eligibility the following are the essential qualifications that will be assessed as part of the shortlisting stage of the selection process.</b></p> <ul style="list-style-type: none"> <li>▪ Degree qualification (NFQ Level 8 minimum or equivalent) in a relevant area, such as Public health, Social care, Health services research, health-related science with a high content in health services research, or a professional health and social care qualification.</li> </ul> <p style="text-align: center;"><b>and</b></p> <ul style="list-style-type: none"> <li>▪ Post graduate qualification (NFQ Level 9 or higher or equivalent) in a specialist area relevant to the role, e.g. Health services research, Evidence based practice, Implementation science, Quality improvement, Health Psychology, Learning technology, Public Health, Epidemiology, Social Care.</li> </ul> <p style="text-align: center;"><b>and</b></p> <ul style="list-style-type: none"> <li>▪ Able and authorised to drive and have access to your own transport</li> </ul>
<p>The qualifications that are <b>desirable</b> to effectively meet the requirements of the role:</p>	<ul style="list-style-type: none"> <li>▪ n/a</li> </ul>
<b>Knowledge and Experience</b>	
<p>The knowledge and experience that is <b>essential</b> to effectively meet the requirements of the role:</p>	<p><b>In determining your eligibility the following are the essential knowledge and experience that will be assessed as part of the shortlisting stage of the selection process.</b></p> <ul style="list-style-type: none"> <li>▪ A <b>minimum of 3 years'</b> experience of planning, managing and delivering projects involving multiple stakeholders, in the area of health or social care.</li> <li>▪ A <b>minimum of 3 years'</b> broad research experience conducting research in health or social care e.g. scoping reviews, literature reviews, systematic reviews, evidence synthesis, focus groups or surveys.</li> <li>▪ A <b>minimum of 1 years'</b> experience in supervising, mentoring or managing people.</li> </ul> <p><b>Other knowledge and experience that are deemed necessary for the role.</b></p> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ Knowledge of the health and social care environment in Ireland.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Knowledge and understanding of the importance and use of health information and standards for service delivery, quality improvement, monitoring and planning.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>▪ Development of evidence-based standards/guidelines/guidance documents or quality improvement processes in health/social care;</li> <li>▪ Strong experience in report writing and documents for publication;</li> <li>▪ Demonstrated ability to communicate confidently with a diverse range of people and positively influence others.</li> <li>▪ Identifying, analysing and evaluating information and evidence for applicability and relevance;</li> <li>▪ Management, coordination and analysis of feedback from both internal and external stakeholders;</li> <li>▪ Presenting information through a variety of means to a range of audiences;</li> <li>▪ Management and facilitation of groups;</li> <li>▪ Strong organisational and administrative skills, with a proven ability to work to and meet deadlines;</li> <li>▪ Full driving licence, to enable travel to stakeholder engagement events nationwide.</li> </ul>
<p>The knowledge and experience that is <b>desirable</b> to effectively meet the requirements of the role:</p>	<ul style="list-style-type: none"> <li>▪ Managing a team and providing constructive feedback to team members;</li> <li>▪ Stakeholder engagement: stakeholder mapping, patient and public involvement, consultation, collaboration and co-production;</li> <li>▪ Quality assurance;</li> <li>▪ Evaluation and measurement of impact.</li> </ul> <p>Technical skills in relevant areas:</p> <ul style="list-style-type: none"> <li>▪ Applying evidence into practice;</li> <li>▪ Designing tailored implementation strategies to optimise implementation;</li> <li>▪ Learning technology: development of digital learning tools, academic toolkits, targeted resources for specific audiences e.g. patients/service users, service providers, and students;</li> <li>▪ Academic writing, policy briefs and publications.</li> </ul>



<b>Role Competency Overview</b>		
<b>HIQA Competencies (Behavioural)</b>	<b>Description</b>	<b>Required Proficiency</b>
<b>Resilience</b>	Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations	Skilled
<b>Integrity</b>	Is sincere, respects and values others, maintains a high standard of personal ethics, reliably delivers on promises and takes a rights-based approach to all decisions and actions	Skilled
<b>Collaboration</b>	Builds relationships based on collaboration and trust, is politically and socially astute in approach and is able to resolve difficult situations and conflict	Skilled
<b>Leadership</b>	Orients self and others to a vision, engages with and contributes to an inclusive and productive work environment; holds to account, promotes learning and challenges self and others to achieve a shared purpose	Skilled
<b>Customer Focus</b>	Recognises internal and external customers and stakeholders, and proactively seeks to understand, uphold and respond to their needs	Skilled
<b>Good Judgement</b>	Seeks and analyses information to better understand complex situations, applies an ethical framework to make critical and objective evaluations and reaches high-quality decisions that are contextually relevant	Skilled
<b>Results Orientation</b>	Can deliver results in challenging situations with and through others, strives to exceed expectations and creates as much value as possible	Proficient
<b>HIQA Competencies (Technical)</b>	<b>Description</b>	<b>Required Proficiency</b>
<b>Operational Expertise</b>	Applies knowledge, skills and abilities to fulfil requirements of the role effectively in the context of the operational area and function	Proficient
<b>Evidence-Based Research</b>	Critically seeks information and researches, exploring a range of potential sources, to ensure that a broad set of inputs, both quantitative and qualitative, are used to inform decisions and recommendations	Master
<b>Information Analysis</b>	Analyses and assesses information in a structured way to inform and improve decision-making, problem-solving, recommendations and everyday work	Master
<b>Communication</b>	Develops and delivers key messages and documentation based on quality inputs and consultation with others. Presents information in an authentic, clear, and easy-to-understand way that is impactful and tailored to the needs of the audience	Skilled
<b>Resource Management</b>	Manages available resources to achieve the best outcomes	Proficient
<b>Project Management</b>	Identifies, plans for and implements change projects and initiatives effectively in collaboration with others	Skilled
<b>Quality Improvement</b>	Delivers quality for customers and stakeholders in everyday work through high standards, effective problem-solving and continuous improvement	Proficient

## Principal Conditions of Service

### Probation:

A probationary period of six months applies to this position.

### Pay:

Candidates will be appointed on the **minimum point of the salary scale (€68,491)** and in accordance with the Department of Finance guidelines. The rate of remuneration will not be subject to negotiation.

The incremental progression for this scale is in line with Government pay policy. The salary scale for this position is as follows:

€68,491	€70,056	€71,617	€73,185	€74,749	€75,165	€76,707
€78,307	€80,913 <sup>1</sup>	€83,525 <sup>2</sup>				

1. *After 3 years' satisfactory service at the maximum*
2. *After 6 years' satisfactory service at the maximum*

**Entry will be at the first point of the scale.** An exception may occur where an appointee has been serving elsewhere in the **public service** in an analogous grade and pay-scale. In this case the appointment may be made at the appointee's current point of scale. Please note the rate of remuneration may be adjusted from time to time in line with Government pay policy.

### Superannuation:

Pensionable public servants (new joiners) recruited on or after 1 January 2013 will be members of the Single Public Service Pension Scheme. Please note that the Single Public Service Pension Scheme applies to all pensionable first-time entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks. In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply. The legislation giving effect to the Scheme is the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

For those who are not subject to the Single Public Service Pension Scheme (e.g. those transferring from other public service employment where the break in service, if any, is less than 26 weeks), the terms of the Health Information and Quality Authority Superannuation Scheme will apply.

### Annual Leave:

Annual leave is 27 days, rising to 30 days after 5 years' service.

### Hours of attendance:

Hours of attendance will be fixed from time to time but will amount to not less than 35 per week. The appointee may be required to work additional hours from time to time as may be reasonable and necessary for the proper performance of his or her duties subject to the limits set down under working time regulations.

## Interim Blended Working Arrangements

HIOA has introduced an interim Blended Working Policy to offer more flexible working arrangements to all employees. We aim to strike a balance between being flexible, efficient, and resilient by facilitating blended working where practical, while enabling onsite interaction, collaboration, and support as required.

All roles in HIOA have been assessed under the criteria of business needs and role suitability for blended working. This determined the proportion of time that individuals will spend working in HIOA offices and working from home, depending on their role.

There may be a requirement to attend the office for more than the allocated number of days for training and onboarding purposes at the start of your tenure and during the probation period. Please note that HIOA's Interim Blended Working Policy will be reviewed and aligned to the Right to Request Remote Working legislation when enacted and the government's Blended Working Policy Framework for Civil and Public Service.

Further guidance on HIOA's Interim Blended Working Policy, which includes eligibility criteria will be issued to successful candidate/s.

It is important to note that this is an opt-in policy and must be applied for upon appointment.

## Selection Procedure

An information booklet and application form are available at: [Careers with HIOA \(recruitisland.ie\)](https://recruitisland.ie)

### How to Apply and Closing Date:

The completed application form must be submitted by **5.00pm on Monday 19<sup>th</sup> June 2023**

**Only applications completed online through [Careers with HIOA \(recruitisland.ie\)](https://recruitisland.ie) will be accepted. CVs will not be accepted.**

### Selection Process:

The Health Information and Quality Authority will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice.

The approach employed may include:

- A short-listing of candidates, on the basis of the information contained in their application
- One or more competitive competency based interview
- Completion of assessments
- Presentation or other exercises
- Any other tests or exercises that may be deemed appropriate

Please note the role competency overview referred to in the above role description. This will assist you when completing the application form and preparing for the competency based interview.

The number of applications received for a position generally exceeds that required to fill existing and future roles. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the role are such that it would not be practical to progress all candidates to

the next stage of the selection process, HIQA may decide that a smaller number of candidates based on order of merit from shortlisting may be called to the next stage of the process.

HIQA will conduct a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the role. 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 more qualified and/or have more relevant experience.

The applications will be shortlisted by an expert panel. They will examine each application form against the essential shortlisting criteria (outlined in the role description above) and the Evidence of Competencies section on the application form.

The onus is on candidates to establish eligibility for the role, therefore it is in each candidate's interest to provide a detailed and accurate account of their qualifications, experience and Evidence of Competencies as requested on the application form.

Competition updates will be issued to the email address as entered on the application form. The onus is on each candidate to ensure that they are in receipt of all communication. Candidates are advised to check 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. HIQA accepts no responsibility for communication not accessed or received by a candidate.

#### **Interview Dates:**

The onus is on all candidates who are shortlisted for interview to ensure they are available for interview on the identified date.

#### **Interview Expenses:**

The Health Information and Quality Authority will not be responsible for any expense, including travelling expenses that candidates may incur in connection with their application for this post.

#### **Panels:**

A panel may be created from which future vacancies may be filled.

#### **Citizenship Requirements:**

Eligible candidates must be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- (b) A citizen of the United Kingdom (UK); or
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

To qualify candidates must be eligible by the date of any job offer.

**It shall be the responsibility of the candidate to ensure these permissions are in place.**

Information on legislation and guides to the procedures in relation to obtaining green card permits, work permits and spousal/dependant permits are available on the Department of Business, Enterprise and Innovation website. <https://dbei.gov.ie/en/What-We-Do/Workplace-and-Skills/Employment-Permits/>

Candidates will be required to provide verification of citizenship eligibility and qualifications in a form acceptable to the Health Information and Quality Authority.

### **Candidate Obligations:**

Candidates should note that canvassing will disqualify them 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;
- impersonate a candidate at any stage of the process;
- interfere with or compromise the process in any way.

Where a candidate is found guilty of canvassing or in breach of any of the above, then:

- where they have not been appointed to a post, they will be disqualified as a candidate; or
- where they have been appointed to a post, they shall forfeit that appointment.

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

### **Prior to appointing:**

Prior to recommending any candidate for appointment to this position HIQA will make all such enquires 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 not accept the appointment, or, having accepted it, relinquish it, HIQA may at its discretion, select and recommend another person for appointment on the results of this selection process.

### **Deeming of Candidature to be Withdrawn:**

Candidates who do not attend for interview when and where required by the Health Information and Quality Authority, or who do not, when requested, furnish such evidence as the Health Information and Quality Authority require in regard to any matter relevant to their candidature, will have no further claim for consideration.

## Confidentiality:

Subject to the provisions of the Freedom of Information Acts 2014, all enquiries and applications are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in the process.

## Data Protection:

Please note that all personal data shall be treated in accordance with the General Data Protection Regulation (GDPR) and Data Protection Acts 1988 - 2018.

For further information on how the Health Information and Quality Authority processes your data, please review the privacy notice on our website: <https://www.hiqa.ie/reports-and-publications/corporate-publication/hiqa-privacy-notice>

## Protected Disclosures:

HIQA is committed to maintaining a responsible and ethical culture with the highest standards of honesty, integrity, accountability and compliance in accordance with the Protected Disclosures Act 2014 (as amended) ("the Act").

If you are a HIQA worker, which includes a job applicant under the Act, you can make a protected disclosure about HIQA to HIQA. If you want to know more about making an internal protected disclosure please email [internalPD@hiqa.ie](mailto:internalPD@hiqa.ie) for guidance.

## Equality:

The Health Information and Quality Authority is committed to a policy of Equal Opportunity.

HIQA encourage applications from diverse candidates. If we can make any accommodations to enable us to see the best version of you during interview, please outline this in the appropriate section of the application form. All information disclosed will be kept confidential.

## Guidelines for Dealing with Appeals/Requests for Review:

The Health Information and Quality Authority will consider requests for review in accordance with the provisions of the codes of practice published by the Commission for Public Service Appointments (CPSA). Where a candidate is unhappy with an action or decision in relation to their application they can seek a review under Section 7 of the Code of Practice governing the recruitment process.

Where a candidate believes that an aspect of the process breached the CPSA's Code of Practice, they can seek a review under Section 8 of the Code of Practice.

Codes of practice are published by the CPSA and are available on [www.cpsa.ie](http://www.cpsa.ie)