



Candidate Information Booklet

Job title: Research Officer - Health
Information and Standards

Grade: Engineer Grade III

Closing date: 5pm, Monday 30th
June 2025

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: Research Officer - Health Information and Standards (Nationwide Panel)

Grade: Engineer Grade III

Location: Dublin, Cork or Galway

Tenure: Fixed Term Panels:

HIQA intends to create a national panel for fixed-term vacancies that have arisen and for future fixed-term vacancies in the following locations: Dublin office, Cork office or Galway office. Successful candidates will be selected in accordance with their panel ranking.

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 in the **Principal Conditions of Service** under **Blended Working Arrangements**.

Salary: € 39,083 (Engineer Grade III, Point 1)

Closing date: 5pm, Monday 30th June 2025

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



About the Health Information and Quality Authority

The Health Information and Quality Authority (HIQA) is an independent statutory body 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.

Reporting to the Minister for Health and engaging with relevant government Ministers and departments, 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 of Social Services 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 permanent international protection accommodation service centres, health services and children's social services against the national standards. Where necessary, HIQA investigates serious concerns about the health and welfare of people who use health services and children's social 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 and social care services, with the Department of Health and the HSE.

Visit www.hiqa.ie for more information.

HIQA's mission, vision and values

Our vision

Safer services and better care for all

Our mission

Protecting service users, and working with stakeholders to enhance and enable equity, quality and safety of health and social care services for all people in Ireland.

Our Values:

Promoting and protecting human rights

We will work to promote human rights as well as identifying, challenging and reporting on breaches of rights in health and social care services

Putting people first

We will put the voice and needs of people at the centre of our work and strive to identify, challenge and report on breaches to agreed standards

Being fair, objective and equitable

We will be fair, objective and consistent in our dealing with people and organisations

Being open and accountable

We will communicate the nature and outcomes of our work in an open and transparent way, accepting full responsibility for our actions

Striving for excellence

We will continually innovate and improve the quality of our work through robust research, striving for methodical rigour and using the best available resources and evidence

Promoting quality

We will promote quality within our own organisation and across all health and social care services

Working collaboratively

We will engage and work collaboratively with all our stakeholders

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

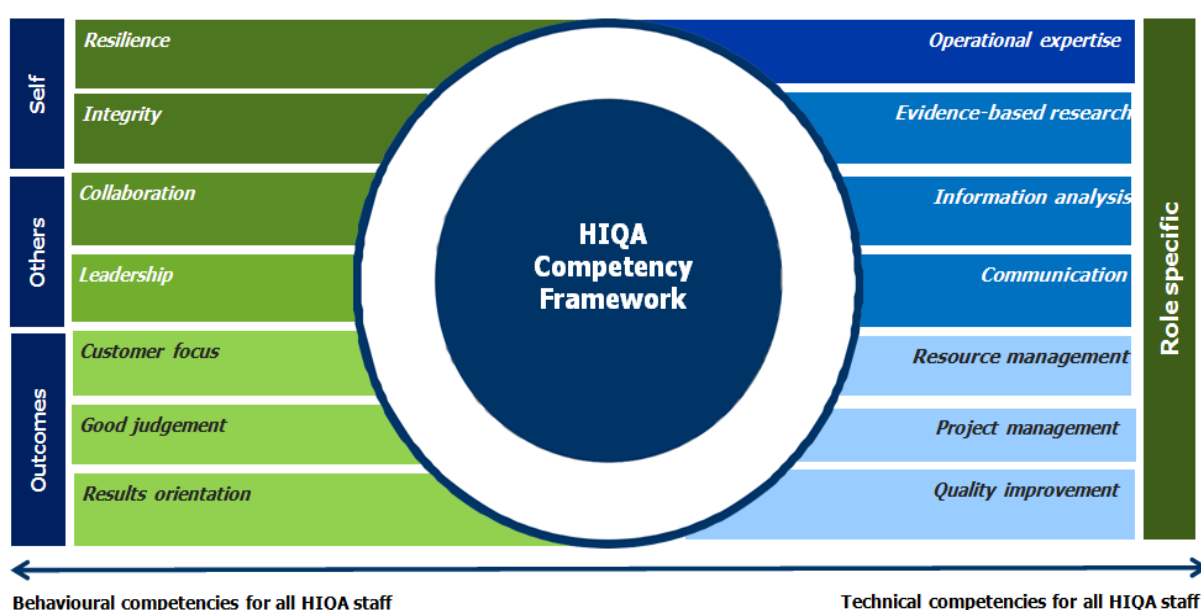
This Competency Framework is based on four levels of proficiency that build on each other:

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	Research Officer - Health Information and Standards
Directorate	Health Information and Standards Directorate
Grade	Engineer Grade III
Reports To	Programme Manager
Role Purpose	
The purpose of this role within the relevant business unit and for HIQA as a whole:	<p>HIQA has a role to promote safety and quality in the provision of health and personal social services for the benefit of the health and welfare of the public. HIQA is currently recruiting for a variety of roles within the Health Information and Standards (HIS) Directorate. As vacancies arise, the successful candidates will join <u>one</u> of the following teams:</p> <ul style="list-style-type: none"> ▪ Governance, Research and Strategy: driving quality and consistency in governance, quality, strategy and research-related activity across the HIS Directorate. ▪ National Care Experience Programme: carrying out national service-user experience surveys and engagements across a range of health services, in conjunction with the Department of Health and the HSE. Home - National Care Experience Programme ▪ Health Information Quality and Assurance: Advising on the efficient and secure collection and sharing of health information, assessing compliance against national standards for national data collection and ehealth services, and evaluating information resources to support health and social care services in Ireland. Health Information HIQA ▪ Health Information Standards: setting national standards and frameworks to support the exchange of health and social care information. Health Information HIQA ▪ National Standards for health and social care services: developing evidence-based national standards for health and social care services, and

	<p>guidance to support implementation of these standards into practice. National Standards HIQA</p> <p>This is a varied and interesting role, encompassing research, stakeholder engagement, administration, operations and coordination of team activities.</p> <p>The successful candidates will join one of the above teams within the HIS Directorate. They will play a key role in supporting operational, analytical and reporting functions of the team they join, ensuring tasks are achieved in a timely and professional manner. This role requires strong research, writing, organisational and communication skills.</p> <p>There will be a requirement to attend stakeholder engagement events regionally and nationally.</p> <p>The successful candidate will be required to undergo Garda vetting on appointment and at regular intervals thereafter.</p>
Behavioural Expectations	
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 every day work and interactions with clients and colleagues, by putting people first, being fair and objective, being open and accountable, demonstrating excellence and innovation and working together.
Common Tasks	
Team Member	<ul style="list-style-type: none"> ▪ Seek clarity on the tasks associated with own role ▪ Complete tasks in compliance with policies and procedures ▪ Adhere to relevant legislation, standards and internal audits ▪ Fulfil any mandatory or professional competency requirements ▪ Maintain confidentiality and a professional approach ▪ Raise any concerns in relation to workplace health and safety

	<ul style="list-style-type: none"> ▪ Actively identify learning needs and development opportunities ▪ Actively contribute as a team member ▪ Follow direction and take on new and different tasks ▪ Set and achieve performance goals that contribute to HIQA strategy ▪ Regularly seek feedback to meet performance expectations and goals
Role Specific Tasks	
The key tasks and activities associated with the role:	<p>The nature of the tasks and activities associated with the role will vary accordingly. It will involve:</p> <p>Research:</p> <ul style="list-style-type: none"> ▪ Using evidence synthesis, support the development of evidence-based material for health and social care services. Examples include: <ul style="list-style-type: none"> ▪ national standards ▪ guidance and tools to support implementation of standards into practice ▪ methods to inform national engagements (national surveys) ▪ conduct and analysis of national surveys ▪ recommendations to inform policy. ▪ Literature reviews: working with a team, develop the literature search strategy, data extraction, quality appraisal, evidence synthesis and write-up of findings, which will lead to a published report. ▪ Review of international best practice: review practice in other countries through desktop reviews and semi-structured interviews with key informants. Write-up of findings to inform published reports. ▪ Focus Groups: organisation, thematic analysis and write-up of focus groups findings to inform standards, guidance and survey development. ▪ Consultations: organisation, thematic analysis and write-up of findings from surveys, public consultations and workshops to inform key reports.

- Information analysis and report writing: write reports in multiple formats which succinctly and clearly present findings from multiple sources, such as writing hospital reports outlining the findings from a survey, preparing a guidance document to support health data holders in relation to data quality improvement, stakeholder involvement reports, evidence reviews for national standards, presentations, and social media posts for a range of audiences.
- Based on analysis of evidence and stakeholder engagement, support the development of guidance and tools to assist implementation of standards or recommendations into practice e.g. FAQs, info-graphics, digital learning tools, online learning courses, video animations and easy-to-read booklets.

Stakeholder engagement:

- Plan, organise and provide facilitation and administrative support for all stakeholder engagement fora including focus groups, information sessions, workshops, public consultations, advisory groups, steering groups, working groups, conferences and seminars.
- Liaise with relevant stakeholders (internal, national and international) as required. This will include in-person stakeholder engagement events at a regional and national level.

Operational:

- Support the team in relation to document management, including project management documentation, website content, stakeholder engagement databases and document management system (sharepoint).
- Manage meetings and correspondence – drafting of letters and minutes in relation to advisory groups, working groups, meetings and follow-up with participants.

	<ul style="list-style-type: none"> ▪ Support administration for team and directorate meetings, conferences and seminars. ▪ Support invoice management and budgetary control. ▪ Support information governance and data management requirements, policies and processes, including data protection impact assessment (DPIA) and Data Sharing Agreements. ▪ Support engagement with the public, for example, requests for materials, information email. <p>Undertake other duties and responsibilities as may be determined by the relevant Manager and/or the relevant Deputy Director/Director.</p> <p>The contents of any role description are not exhaustive and are intended to be indicative of the scope of the role.</p>
Qualifications	
<p>The qualifications that are essential to effectively meet the requirements of the role:</p>	<p>In determining your eligibility the following are the essential qualifications that will be assessed as part of the shortlisting stage of the selection process.</p> <ul style="list-style-type: none"> ▪ Degree qualification (Level 8 on the National Framework of Qualifications or equivalent) in a professional health and social care qualification, health related science, or an area deemed relevant to the role by the Authority.
<p>The qualifications that are desirable to effectively meet the requirements of the role:</p>	<ul style="list-style-type: none"> ▪ Additional post-graduate qualification in a specialist area relevant to the role e.g. health related science, public health, health services research, health services management, evidence-based healthcare, implementation science, healthcare quality, quality improvement, health psychology, public policy, learning technology, informatics, information science, health information, digital technology, computer science.

Experience

The experience that is **essential** to effectively meet the requirements of the role:

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.

A minimum of 12 months post-graduate experience in the following areas: (note: work conducted as part-fulfilment of an academic award at degree or masters' level should not be included here).

- Practical experience in undertaking research, including literature reviews and evidence synthesis.
- Experience in writing, reviewing, editing and proofing documents and reports for a variety of audiences.

Other knowledge and experience that are deemed necessary for the role.

- Demonstrated ability to communicate confidently and articulately, both verbally and in writing with a diverse range of stakeholders.
- Demonstrated ability to use initiative and work independently and multi-task in a dynamic environment.
- Proficient with Microsoft Office toolset, in particular a high proficiency in Word, Excel and PowerPoint.
- Ability to plan and manage own workload and meet deadlines.
- Strong organisational and administrative skills.
- Ability to build effective relationships with stakeholders.
- Knowledge of the health and social care environment in Ireland.

The experience that is **desirable** to effectively meet the requirements of the role:

- Knowledge and understanding of the importance and use of health information, standards and patient experience surveys for service delivery, quality improvement, monitoring and planning.
- Experience of working on health information systems, developing evidence-based standards, guidance or surveys.

	<ul style="list-style-type: none"> ▪ Experience in design and development of learning materials and digital learning tools and dashboards. ▪ Experience in relation to stakeholder engagement: patient and public involvement, facilitation of groups, consultations. ▪ Experience in organising and facilitating a broad spectrum of engagement with stakeholders. For example, team meetings, advisory groups, focus groups, assisting with conferences and seminars. ▪ Experience interrogating large datasets using analytical tools such as SPSS and NVivo.
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ROLE COMPETENCY OVERVIEW		
HIQA Competencies (Behavioural)	Description	Required Proficiency
Resilience	Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations	Proficient
Integrity	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	Proficient
Collaboration	Builds relationships based on collaboration and trust, is politically and socially astute in approach and is able to resolve difficult situations and conflict	Proficient
Leadership	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	Proficient
Customer Focus	Recognises internal and external customers and stakeholders, and proactively seeks to understand, uphold and respond to their needs	Proficient
Good Judgement	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	Proficient
Results Orientation	Can deliver results in challenging situations with and through others, strives to exceed expectations and creates as much value as possible	Proficient

ROLE COMPETENCY OVERVIEW		
HIQA Competencies (Technical)	Description	Required Proficiency
Operational Expertise	Applies knowledge, skills and abilities to fulfil requirements of the role effectively in the context of the operational area and function	Proficient
Evidence-Based Research	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	Proficient
Information Analysis	Analyses and assesses information in a structured way to inform and improve decision-making, problem-solving, recommendations and everyday work	Proficient
Communication	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	Proficient
Resource Management	Manages available resources to achieve the best outcomes	Proficient
Project Management	Identifies, plans for and implements change projects and initiatives effectively in collaboration with others	Proficient
Quality Improvement	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 (€39,083)** 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:

Engineer Grade III

€39,083	€41,580	€42,248	€45,580	€48,924
€52,301	€55,834	€58,064	€60,305	€62,565
€64,812	€67,065	€69,318	€71,563	€73,829
€76,331 ¹	€78,830 ²			

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 assimilated to the nearest point of the advertised salary scale with their incremental date adjusted accordingly. 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, for example, 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 25 days, rising to 29 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.

Blended Working Arrangements

HIQA has introduced blended working 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 HIQA have been assessed under the criteria of business needs and role suitability for blended working. This determined the proportion of time that employees will spend working in HIQA offices and working from home, depending on their role.

Depending on the role, there may be a requirement to attend the office for more than the allocated number of days for training and on-boarding purposes at the start of your employment and during the probation period.

A review of our blended working model confirmed that this model is working well in HIQA therefore we are now moving from Interim Blended Working to a long term Blended Working Model. Our existing policy and documentation will be revised and updated once the framework for the Work-Life Balance and Miscellaneous Provisions Act is published. Our model is in line with the Civil Service Framework for Blended Working in Ireland.

Further guidance on HIQA's Blended Working Policy, which includes eligibility criteria will be issued to successful candidates. This is an opt-in policy and details on how you can apply will be issued to you before you start.

Selection Procedure

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

How to Apply and Closing Date

The completed application form must be submitted by **5pm on Monday, 30th June 2025**.

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

Selection Process

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

The approach employed may include:

- A shortlisting 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 than 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 a selection 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

HIQA intends to create **a national panel** for anticipated vacancies that may arise for future fixed-term vacancies in the following locations: **Cork office, Dublin office or Galway office**. Successful candidates will be selected in accordance with their panel ranking.

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 has a Stamp 4¹ permission: or Stamp 5 permission

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.

Further information is available from the Department of Enterprise Trade and Employment: <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:

¹ Please note that a 50 TEU permission, which is a replacement for Stamp 4EUFAM after Brexit, is acceptable as a Stamp 4 equivalent.

- 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 for guidance.

The Health Information and Quality Authority is an equal opportunities employer.

HIQA welcomes applications from all suitably qualified candidates regardless of their gender, marital status, family status, religious belief, race, age, sexual orientation, disability or membership of the Traveller community.

If you require any reasonable accommodations to support you throughout the recruitment and selection process please outline this in the appropriate section of the application form and all efforts will be taken to accommodate those requests. 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

