



# **CARANUA**

support for survivors of institutional abuse

Quality Compliance and Information Officer

Candidate Information Booklet

April 2018

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# 1. THE ORGANISATION

Caranua is an independent State Body set up to help people who, as children, experienced abuse in residential institutions in Ireland and have received settlements, Redress Board or Court awards.

Caranua has been established by legislation to ensure that the quality of life and wellbeing of survivors of institutional abuse in Ireland is improved. This will be done by providing eligible survivors with information, advice and advocacy, enhancing their access to their entitlements as citizens or providing grants to them to avail of services approved by Caranua.

## **What do we do?**

We will offer support, information, advice and advocacy to survivors. We help them to get the services they are entitled to as citizens and improve access to those services where we can.

We can pay for services so that applicants have the supports they need to enable them to remain in their homes and to improve the quality of their lives. We do this once we have received an application from someone who is eligible to apply to us, and have carried out an assessment of their needs. As far as possible we work to add value to existing services and not to duplicate them. Decisions on the assistance we provide is determined by needs, the fit with our criteria, cost and the availability of public services.

We also work to build awareness of the effects of institutional abuse and in Ireland will work with public services to improve their capacity to understand, recognise and address the particular needs of survivors arising from their adverse childhood experiences.

## **How can we help?**

The needs of individual survivors will be at the heart of everything we do. The help we provide will depend on the needs and circumstances of each individual but the areas we can help with are:

- **Health and Medical services**
  - GP, dental treatment, chiropody, physiotherapy, occupational therapy, hearing aids, glasses, walking aids, wheelchairs, Personal Well-being
  - Counselling, psychological and psychiatric services, complementary therapies, help with addiction

- **Housing**
  - Insulation, adaptations, aids (ramps, rails), tenancy support, home help
- **Education**
  - Formal education courses leading to qualifications, life skills, other short courses

## 2. THE POSITION

**Title of Position:** Quality Compliance and Information Officer

**Location:** Dublin 1

**Organisation Website:** <http://caranua.ie/>

The role of the Quality Compliance and Information Officer is to ensure high standards of quality and compliance throughout the organisation through the provision of direct services, development of policies, support to staff and monitoring.

### **Key Requirements**

The role of the Quality Compliance and Information Officer includes but is not limited to the following:

### **Main tasks and responsibilities**

*Managing Freedom of Information requests, Complaints and Appeals in accordance with organisation standards*

- Responding to requests under Freedom of Information or Data Protection from members of the public, public representatives, and other organisations and services; developing standard templates for responses as necessary and liaising with other staff in obtaining required records/information
- Administering letters of refusal for services and any correspondence relating to Appeals arising from these, including preparation of responses and liaising with Advisors in relation to collation of information
- Responding to requests for information under Freedom of Information legislation, complaints made to the Office of the Ombudsman
- Ensuring compliance with regulations relating to the publication of information
- Collating data in relation to these and preparing regular and ad hoc reports for management and publication
- Maintaining positive relations with relevant stakeholders

*Supporting all staff to achieve consistently high standards*

- Contributing to the ongoing development of a quality standards framework through the preparation of recommendations on how improvements can be made and provision of agreed support and training

### *Monitoring compliance with quality, organisation and other standards*

- Oversee the Salesforce case management system in terms of the quality and consistency of information entered on to it; making regular reports to management
- Contribute to the continuous development of procedures and monitor compliance with these

### *Contributing to the effectiveness of the organisation*

- Produce annual work plans linked to organisation aims and objectives
- Attend all staff and other team events and planning and review meetings as required
- Make a positive contribution to staff meetings
- Work collaboratively with other team members and assist them as necessary
- Undertake any other duties, in keeping with this role, that may be assigned from time to time by the Director of Finance and Corporate Governance.

## **Experience and Personal Qualities Required**

### **Essential Requirements**

The successful candidate must be able to demonstrate:

- A third level degree or equivalent professional qualification in relevant field
- A minimum two years' experience in a post of similar responsibility and scope
- In depth knowledge of compliance with Data Protection, GDPR, Freedom of Information legislation and regulation and of quality standards and their implementation
- Excellent verbal and written communication skills and ability to compose and write reports, letters and other documents
- Experience in a range of IT systems
- Excellent reporting skills background using standard reporting tools
- Review and perform quality and compliance checks on controlled documents such as policies and their associated forms and demonstrated ability to administer internal systems of quality Assurance and Quality Control
- Ability to adhere to tight deadlines
- Assist in staff development by providing training and support to staff

## Desirable Requirements

The successful candidate should be able to demonstrate:

- An ability to follow procedures and protocols, understanding their value and the rationale behind them, and keeping and maintaining high quality records
- Strong experience in Salesforce Management and/or Salesforce Administration

Capacity to demonstrate initiative and flexibility in ensuring work is delivered

- A respectful, courteous and professional approach to work and others
- An ability to consistently perform at a high level and deliver a quality service
- A commitment to self-development and improving personal performance
- An ability to work independently and as part of a team
- An interest in the work that Caranua is doing and the people who use its services

## Reporting and Working Relationships

The Quality Compliance and Information Officer reports to the Director of Finance and Corporate Governance.

## 4. CONDITIONS

### CONTRACT ARRANGEMENTS

This position will be offered on a specified purpose contract basis.

### SALARY

The salary for this post is the standard Executive Officer scale:

€29,026, €31,019, €32,139, €34,024, €35,714, €37,347, €38,974, €40,568  
€42,178, €43,744, €45,358, €46,427, €47,948<sup>1</sup>, €49,465<sup>2</sup>

<sup>1</sup> after 3 years' service

<sup>2</sup> after 6 years' service

### STARTING SALARY AND PAYMENT ARRANGEMENTS

Candidates should note that pay is at point one on this scale and that remuneration may be adjusted from time to time in line with Government pay policy. Different pay and conditions may apply, if, immediately prior to appointment the appointee is:

- (a) a serving Civil Servant who is paying Class B rate of PRSI, or

- (b) serving in an unestablished capacity in the civil service and has had continuous service in that capacity since 5 April 1995, or
- (c) serving elsewhere in the public sector in a position in respect of which he or she is paying the Class B, C or D rate of PRSI contribution
- (d) .serving in post analogous to a civil service grade

Payment will be made fortnightly in arrears by Electronic Fund Transfer (EFT) into a bank account of the staff members choice. Payment cannot be made until a bank account number and bank sort code has been supplied to Caranua. Statutory deductions from salary will be made as appropriate.

A staff member appointed to the post of Quality Compliance and Information Officer will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991. In accordance with that Act, Caranua will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

You will be required to pay to Caranua any fees or other monies (other than salary) payable to or received by you by virtue of your post or in respect of services, which you are required by or under any enactment to perform.

#### **LOCATION**

The place is in based in Dublin 1. Caranua reserves the right, at its discretion, to change working location within reason.

#### **WORKING WEEK**

The successful candidate will work a 37.5 hour working week. However, additional hours may from time to time be reasonably required to meet the requirements of the position.

#### **ANNUAL LEAVE**

The annual leave allowance for this post will be 23 working days per annum (on a pro rata basis) to be taken at a time or times convenient to Caranua.

#### **THE ORGANISATION OF WORKING TIME ACT 1997**

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

## **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 relevant sick leave circulars.

## **SUPERANNUATION AND RETIREMENT**

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

## **OTHER CONDITIONS OF EMPLOYMENT**

Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.

## **4. HOW TO APPLY**

Applications should include a current CV and a cover letter outlining your relevant experience (maximum of two pages in length). Applications should be sent to: [recruitment@caranua.ie](mailto:recruitment@caranua.ie) stating Quality Compliance and Information Officer in the subject title.

## **CLOSING DATE**

Deadline for application: **Friday, 18 May 2018**. Applications will not be accepted after the closing date.

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application within 2 working days of submission, please contact the administrative team by email ([info@caranua.ie](mailto:info@caranua.ie)) to ensure your application has been received.

## **SELECTION PROCESS**

The methods to be used to form panels from which candidates may be selected for posts will include **some or all** of the following elements:

- Short-listing of candidates on the basis of the information contained within his/her application;
- Preliminary Interview to reduce the numbers of candidates to a more manageable

number for the main interview board

- An interview based on the essential competencies and experience required for the post that may include a presentation (topic will be identified when candidates are scheduled for interview).

During any short-listing exercise that may be employed, a board will examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interests to provide a detailed and accurate account of your qualifications and experience within the application.

A board or boards will be set up to conduct any interviews. All interviews will take place in Dublin. The onus is on all applicants to make themselves available on the date(s) specified by Caranua and to make whatever arrangements are necessary to ensure that they receive communications sent to them at the contact details specified. Caranua will not be responsible for any expenses incurred by candidates.