



CARANUA

support for survivors of institutional abuse

Quality Compliance and Information Officer

Candidate Information Booklet

September 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

Contract: This is a one year fixed term contract

Location: Dublin 1

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

The role of the Quality Compliance and Information Officer is to ensure high standards of quality, compliance, and data management throughout the organisation and the provision of high quality support to the Data Protection Officer.

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

- 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 under Freedom of Information or GDPR 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.
- Responding to requests for information in relation to complaints made to the Office of the Ombudsman under Freedom of Information legislation.
- Ensuring compliance with regulations relating to the publication of information, and updating the organisation's website where necessary.
- Collating data from Salesforce and other systems and generating regular and ad hoc reports for management and publication, ensuring the data produced within these reports is robust.
- Maintaining archiving/storage of all documents electronically to assure that the latest effective copies are available as required, and providing maintenance and support for data management and archiving operations.
- In line with Caranua's retention schedule and the Data Protection Officer's guidance, you will be responsible for the safe storage practices and destruction of data within specific timeframes.

- You will work closely with the Finance Team to carry out key financial processes from the database, including monthly, quarterly and annual financial reports and reconciliation for seamless reporting. Where any issues do arise, the QCI Officer will work to resolve them quickly.

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.
- Work on system maintenance, planning of improvements to systems and supporting training for staff in order to achieve maximum efficiencies. The QCI Officer will also be responsible for refining reports for management on data quality, reconciliation and analysis.

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
- Excellent verbal and written communication skills and ability to compose and write reports, letters and other documents
- Excellent IT skills, especially in Microsoft Office and SalesForce
- Significant experience of using CRM systems for data management, export and analysis, working with large and complex data sets
- The ability to work independently without direct supervision – planning, organising and prioritising own daily work routine to meet tight deadlines.
- In depth knowledge of compliance with Data Protection, GDPR, Freedom of Information legislation and regulation and of quality standards and their implementation
- Proven ability to work with and project manage sensitive data in a timely and secure manner
- 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

- 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;
- Ability to communicate effectively with all levels of the organisation.
- 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 is a one year fixed term contract

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, €47,948¹, €49,465²

¹ after 3 years' service

² 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.

DATA PROTECTION

All personal information provided will be stored securely by Caranua and will be used for the purposes of the recruitment process. Your Curriculum Vitae and cover letter will be retained for a period of 12 months, and in the case of a successful candidate, for the duration of the employment and a minimum of one year thereafter. The information will be made available to the shortlisting / interview panel. You may, at any time, make a request for access to the information held about you as outlined. Should you wish to make any changes, or erasures to any of the information stored about you, please contact the Head of Administration and HR.

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 stating Quality Compliance and Information Officer in the subject title.

CLOSING DATE

Deadline for application: **Thursday, 20 September 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) 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.