



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Oibríochtaí Gnó, Foireann AD
rShláinte agus Teicneolaíocht
Bhunathraitheach,

FSS, Ospidéal Dr. Steeven's,
Baile Átha Cliath 8, D08 W2A8

Business Operations, HR Team
eHealth and Disruptive Technologies

HSE, Dr. Steeven's Hospital,
Dublin 8, D08 W2A8

**Grade VIII A2I-HIDs Software Development Manager
eHealth & Disruptive Technologies (eHealth)
Job Specification & Terms and Conditions**

Job Title and Grade	Grade VIII Software Development Manager (Grade Code: 0655)
Campaign Reference	eHealth/02/23
Closing Date	Friday 10 th February at 12 noon
Proposed Interview Date(s)	TBD
Taking up Appointment	A start date will be indicated at job offer stage
Organisational Area	A2I-HIDs, eHealth & Disruptive Technologies (eHealth)
Location of Post	<p>The Delivery Director of Access to Information and the Health Identifiers (A2I-HIDs) Programme is open to engagement in respect of flexibility around location subject to availability for relevant meetings in Dublin and Drogheda.</p> <p>eHealth currently have a number of offices throughout Ireland and it is expected that the successful candidate will work from one of these locations.</p> <ul style="list-style-type: none"> • Dublin • Kells • Sligo • Manorhamilton • Cork • Kilkenny • Galway • Limerick • Tullamore • Drogheda • Kerry • Ardee <p>A panel may be created for the post from which permanent and specified purpose vacancies of full or part time duration may be filled.</p>
Informal Enquiries	<p>Campaign Lead: Mairead Cribbs Email: Mairead.Cribbs@hse.ie Phone Number: 087-1818014</p>
Details of Service	<p>eHealth and Disruptive Technologies (eHealth) is the HSE office responsible for the delivery of technology to support healthcare across Ireland. eHealth embraces all voice, video and data communications technologies and provides one central management point for all purchases of hardware, software, telecommunications, ICT developments and advisory services.</p> <p>eHealth is also responsible for turning the eHealth Ireland Strategy into a reality ensuring that technology supports healthcare efficiently and effectively throughout the whole system. The core of the eHealth Ireland strategy is to bring improved population wellbeing, health service efficiencies and economic opportunity through the use of technology enabled healthcare provision.</p> <p>Access to Information and Health Identifiers (A2I-HIDs) is the delivery division within the</p>

	<p>HSE's eHealth with responsibility for the delivery of integration across health systems by developing and operating services and applications such as HealthLink (the national health messaging broker), Health Identifier Technical Services and the development of APIs, Portals, and Applications for accessing these services.</p>
Purpose of the Post	<p>To perform a role of Software Development Manager for the HSE's eHealth & Disruptive Technologies A2I-HIDs department ensuring effective delivery of products, enhancements, and related Services.</p> <p>A2I-HIDs (Access to Information and Health Identifiers Programme) is a delivery division within the HSE's Office of the Chief Information Officer (eHealth & Disruptive Technologies). A2I-HIDS has responsibility for ensuring integration and interoperability across health systems by developing, managing, and supporting services which enable timely access to health information when and where it is needed. A2I-HIDS enterprise-wide view of eHealth ensures secure information flow and allows data to be reused and redirected where appropriate enabling change and improving efficiencies across the sector. These connected eHealth solutions include:</p> <ul style="list-style-type: none"> • Healthlink – National Health Messaging broker providing a web-based messaging services facilitating the secure transmission of clinical patient information between Hospitals, Health Care Agencies and Medical Practitioners. • HIDs - Providing IHI (Individual Health Identifiers) for Patients and HSP (Health Service Provider Identifiers) for Clients availing of Health Services. • HealthMail – Secure encrypted email for service providers. • CHP – Citizen Health Portal is an access portal for citizens and clinicians which forms part of the national electronic health record (EHR) Shared Record Programme. <p>Working within the A2I-HIDS team provides an opportunity to work with talented engineers, developers and project support members who are passionate about what they do. Purpose, autonomy, and community are at the core values of the team and your role will contribute directly to the design and implementation of key components of critical infrastructure supporting unique health platforms and services enabling eHealth Ireland solution. Each team is empowered to utilise new and emerging technologies to ensure the health service is at the forefront of transformational technology. In this highly innovative environment, the answer may be a bespoke solutions to solve a unique problem or a new tool which can scale across the organisation. Projects are customer focused and, in an environment where priorities shift quickly, every day brings new and exciting challenges on the job.</p> <p>The A2I-HIDs team has been crucial to the fight against Covid-19, providing supporting solutions and services in a rapidly evolving environment. The A2I-HIDS team continues to support the response to Covid by creating enabling technologies to facilitate the rollout of vaccinations.</p> <p>As Software development manager you will oversee all day-to-day activities of the development team. You will plan and manage your development resources in an agile product focused environment to maximise delivery performance, quality and ensure solutions are architected for scale, reuse, and ease of operational support.</p> <p>A2I-HIDs product development is focused on delivering automation through test, build integration, and deployment supporting teams to deliver and adapt to change rapidly.</p> <p>You will ensure that best practices and standards for software architecture, coding, test driven development, peer review and collaboration in a DevOps environment are promoted in a spirit of continuous improvement, curiosity, and innovation.</p> <p>As a technical leader you will coach development leads in each product team to deliver high quality, secure and scalable solutions to meet ever changing business needs in a dynamic</p>

	healthcare environment.
Principal Duties and Responsibilities	<p>Principal Duties & Responsibilities include:</p> <ul style="list-style-type: none"> • Manage, recruit and coordinate staff required for the achievement of A2I-HIDS technology initiatives. • Build and mentor your team, supporting skills development, career progression, coordination, and communication with senior and executive management to ensure goals are met within budget. • Work within and promote Agile development methodologies, • Drive measurable improvements in the maintenance, operational and runtime characteristics of your team's software. • Ensure team follow best practices regarding coding standards, code reviews, and testing (including unit, integration, and system test). • Assess technological options and design offerings supporting scalable, high-performance, and highly available environments. • Participate with A2I-HIDS leadership in the strategic development of technology initiatives to identify product and system enhancements to improve customer and stakeholder value. • Partner with architects to ensure developed solutions adhere to established best patterns and our architectural target state. • Provide technical thought leadership towards solving problems for the team; • Drive the adoption of key engineering best practices to improve quality and reliability of team's deliverables. • Manages multiple projects at once with competing priorities, making best use of the resources available to you. • Ensure appropriate software development processes and procedures are documented and followed. • Represents the software department function in meetings with senior management and business stakeholders. • Monitors, evaluates, and ensures the completion of tasks and projects. • Liaising and engaging where necessary with internal or external stakeholders in relation to cybersecurity, system architecture, information governance, etc. • Advising eHealth & Disruptive Technologies Programme, Project Managers and Technical Leads on Cloud related technical matters. • Attendance at any meetings / workshops / presentations as required which are related to product delivery. <p>Additional Experience in the following would be Advantageous</p> <ul style="list-style-type: none"> • Experience successfully implementing CI/CD and DevOps approaches. • Strong Relational Database Management System experience (SQL Server, Oracle) with TSQL and or PSQL. • Experience with programming languages (preferably C#, Java). • Experience with Azure and or AWS Cloud. • Experience with Kubernetes, Docker, Containerization. • Experience with Azure DevOps. • Azure Test Plans and Azure Pipelines. • Previous experience working in a regulated or health environment

	<p>Desired Characteristics</p> <ul style="list-style-type: none"> • Can take the initiative and lead by example. • Excellent communication and ability to work with a range of stakeholders inside and across the wider the business. • Can bridge the gap between user domain and technical audiences. • Strong Innovative/creative thinking. • Enthusiastic teamwork and process innovation driven. • Robust design and systems thinking skills. <p>The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him / her from time to time and to contribute to the development of the post while in office.</p>
<p>Eligibility Criteria</p> <p>Qualifications and/</p>	<p>Applicants must demonstrate all of the criteria listed below, as relevant to the role:</p> <ul style="list-style-type: none"> • Demonstrate a record of accomplishment successfully managing cross functional software development teams working in a fast-paced agile software development environment (Scrum). • Experience recruiting, building, and mentoring software development teams to support skills development and career progression. A record of accomplishment of motivating and retaining talented staff. • Deep understanding of related Agile development methodologies including Scrum, test-driven development (TDD), Continuous Integration (CI), Pair Programming, Automated Testing strategies, and design thinking. • Experience with PaaS, SaaS and IaaS within cloud environments such as Azure or AWS. Have a proven track record of successfully delivering migrations and experience building large-scale API first and microservices based solutions. <p>Health A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p>Character Each candidate for and any person holding the office must be of good character.</p>
Post specific requirements	<ul style="list-style-type: none"> • Minimum of 5+ years' experience in a similar Software Development Management role with significant industry experience as relevant to the role is desirable but not essential
Other requirements specific to the post	<ul style="list-style-type: none"> • Flexibility in relation to working hours as needed. • Access to appropriate travel to fulfil the requirements of the role. • Microsoft Technical Certifications in software development technologies. Highly desirable • Agile Certification (such as C-SM, C-PO, other). Highly desirable
Skills, competencies and/or knowledge	<p><u>Professional Knowledge & Experience</u></p> <p>Demonstrate:</p> <ul style="list-style-type: none"> • Significant knowledge and experience in the delivery and management of complex ICT projects. • Excellent knowledge and understanding of project management. • Knowledge and understanding of the Knowledge & Information Plan for eHealth.

- Knowledge and understanding of typical service management methodologies and approach.
- Knowledge and understanding of HSE reform programme.
- Knowledge and understanding of vendor management.
- Experience of managing projects in multi organisational environment.
- Evidence of strategic management skills including service planning, managing own work and that of others, delegating appropriately within the resources available.
- Excellent ICT and technical report writing skills.
- Knowledge and understanding of the health service and the issues in implementing ICT enabled change.

Communication and Interpersonal Skills

Demonstrate:

- Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders.
- The ability to present information clearly, concisely and confidently when speaking and in writing tailoring to meet the needs of the audience.
- The ability to build and maintain relationships with colleagues and other stakeholders to assist in performing the role.

Team and Leadership Skills

Demonstrate:

- Experience in managing and leading a team.
- Experience of working as part of a team with a mixed programme of work, and moving with ease between concurrent projects.
- The ability to work with multi-disciplinary team members and stakeholders to facilitate high performance, developing and achieving clear and realistic objectives.
- The ability to lead the team by example, coaching and supporting individuals as required.
- The ability to address performance issues as they arise.
- Flexibility and willingness to adapt, positively contributing to the implementation of change.

Evaluating Information, Problem Solving & Decision Making

Demonstrate:

- Effective problem-solving capacity in complex work environments.
- The ability to quickly grasp and understand complex issues and the impact on service delivery.
- The ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate.
- The ability to make sound decisions with a well-reasoned rationale and to stand by these.
- A capacity to develop new proposals and put forward solutions to address problems in a timely manner.

Planning and Organising Skills

Demonstrate:

- The ability to implement and manage change and business processes.
- The ability to manage deadlines and effectively handle multiple tasks within a busy environment.
- Strong planning and organising skills including awareness of resource management and the importance of value for money.
- The ability to use computer technology effectively for the management and delivery of results.
- The ability to take responsibility and be accountable for the delivery of agreed objectives.
- A logical and pragmatic approach to workload, delivering the best possible results with the resources available.

	<p><u>Commitment to providing a quality service</u></p> <p>Demonstrate:</p> <ul style="list-style-type: none"> • Evidence of incorporating the needs of the service user into service delivery. • Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation. • Evidence of practicing and promoting a strong focus on delivering high quality customer service for internal and external customers. • A commitment to continuing professional development.
<p>Campaign Specific Selection Process</p> <p>Ranking/Shortlisting / Interview</p>	<p>A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in 'bands' depending on the service needs of the organisation.</p>
Code of Practice	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principal basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled "Code of Practice, Information for Candidates".</p> <p>Codes of practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled "Code of Practice, Information for Candidates" or on www.cpsa.ie.</p>
<p>The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.</p> <p>This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.</p>	

**eHealth/02/23 Grade VIII Software Development Manager
Terms and Conditions of Employment**

Tenure	<p>The current vacancies available are permanent and whole time.</p> <p>The posts are pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004.</p>
Remuneration	<p>The Salary scale for the post is: €71,077 €71,715 €74,520 €77,336 €80,130 €82,937 €85,726 (01.02.2022)</p> <p>New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.</p>
Working Week	<p>The standard working week applying to the post is 35 hours.</p> <p>HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).</p>
Annual Leave	<p>The annual leave associated with the post will be confirmed at job offer stage</p>
Superannuation	<p>This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p>* <u>Public Servants not affected by this legislation:</u> Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <p>Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p>
Probation	<p>Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.</p>

Infection Control	Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.
Ethics in Public Office 1995 and 2001 (Positions remunerated at or above the minimum point of the Grade VIII salary scale €71,077 as at 01.02.2022)	<p>Positions remunerated at or above the minimum point of the Grade VIII salary scale (€70,373 as at 01.10.2021) are designated positions under Section 18 of the Ethics in Public Office Act 1995. Any person appointed to a designated position must comply with the requirements of the Ethics in Public Office Acts 1995 and 2001 as outlined below:</p> <p>A) In accordance with Section 18 of the Ethics in Public Office Act 1995, a person holding such a post is required to prepare and furnish an annual statement of any interests which could materially influence the performance of the official functions of the post. This annual statement of interest should be submitted to the Chief Executive Officer not later than 31st January in the following year.</p> <p>B) In addition to the annual statement, a person holding such a post is required, whenever they are performing a function as an employee of the HSE and have actual knowledge, or a connected person, has a material interest in a matter to which the function relates, provide at the time a statement of the facts of that interest. A person holding such a post should provide such statement to the Chief Executive Officer. The function in question cannot be performed unless there are compelling reasons to do so and, if this is the case, those compelling reasons must be stated in writing and must be provided to the Chief Executive Officer.</p> <p>C) A person holding such a post is required under the Ethics in Public Office Acts 1995 and 2001 to act in accordance with any guidelines or advice published or given by the Standards in Public Office Commission. Guidelines for public servants on compliance with the provisions of the Ethics in Public Office Acts 1995 and 2001 are available on the Standards Commission's website https://www.sipo.ie/.</p>
Health & Safety	<p>It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the department/service¹, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. • Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. • Consulting and communicating with staff and safety representatives on OSH matters. • Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. • Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures².

¹ A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

² See link on health and safety web-pages to latest Incident Management Policy

	<ul style="list-style-type: none"> • Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. • Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>
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