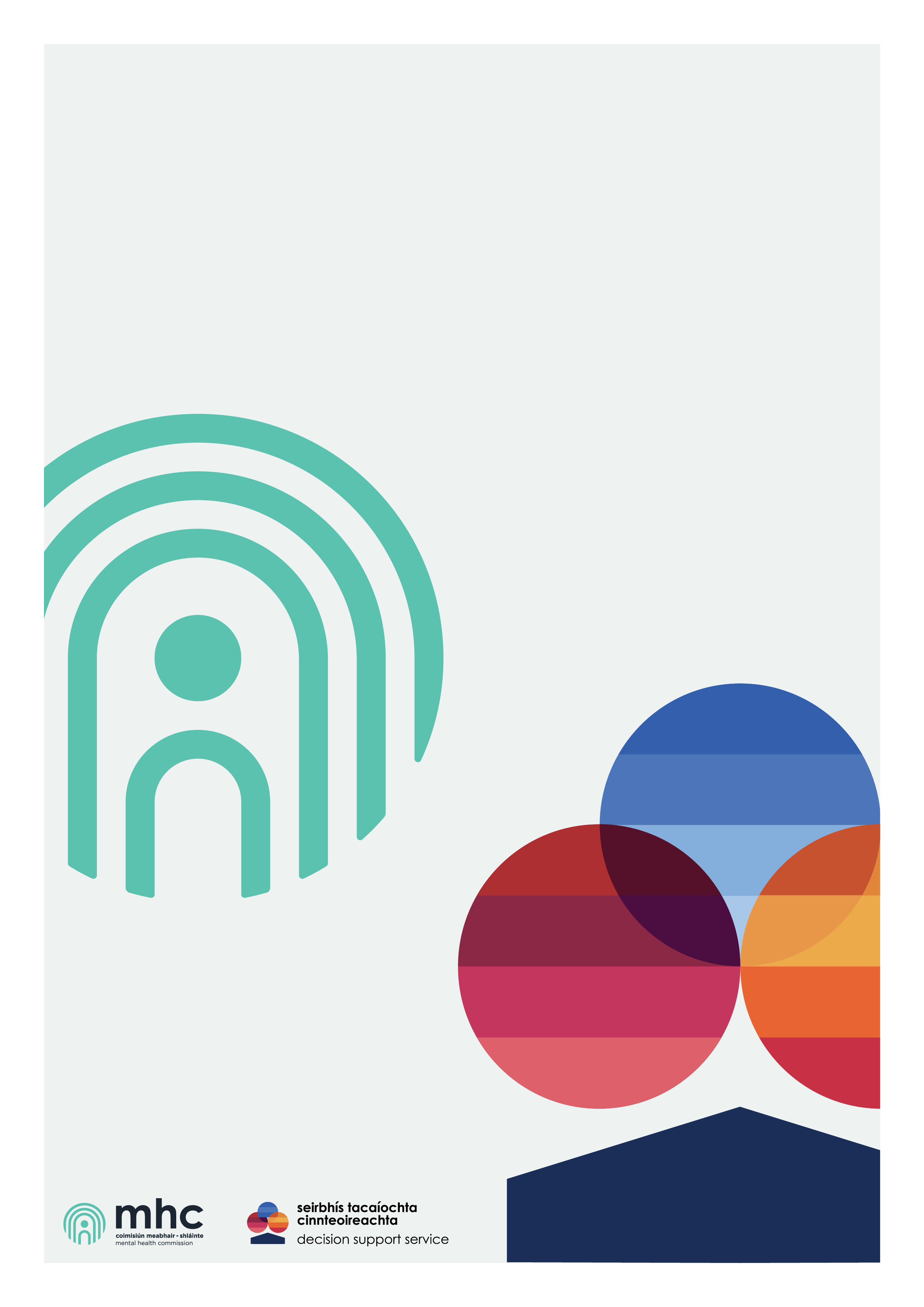
**Candidate Information Booklet**

**Campaign Code**: WAM Placement 2024

**Role Title**: Clerical Officer

**** **Contract Type**: Temporary Contract

# The Position

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| --- | --- |
| **Introduction:** | The Mental Health Commission (“the MHC”) wishes to recruit a Clerical Officer on an 11-month contract to join the Enduring Powers of Attorney Support Team in the Decision Support Services division of the MHC |
| **Grade:** | Clerical Officer - temporary |
| **Salary:** | Salary scale begins at €561.46 per week |
| **Office:** | Mental Health Commission |
| **Location:** | Mental Health Commission, Waterloo Exchange, Waterloo Road.  Staff at MHC may also apply for a blended working arrangement. |
| **Working Arrangement:** | Minimum 3 days per week on-site. The initial induction training period will require two weeks full time attendance in the office. |
| **Organisation Website:** | [www.mhcirl.ie](http://www.mhcirl.ie) |

The MHC is an independent statutory body established in April 2002 under the provisions of the Mental Health Act 2001 (“the 2001 Act”). The principal functions of the MHC, as specified in the 2001 Act, are to promote, encourage and foster the establishment and maintenance of high standards and good practices in the delivery of mental health services and to take all reasonable steps to protect the interests of persons detained in approved centres. The MHC is also empowered to undertake such activities, as it deems appropriate to foster and promote these standards and practices.

The Assisted Decision Making (Capacity) Act 2015 (“the 2015 Act”) provides for the establishment of the Decision Support Service (“the DSS”) within the MHC to support decision-making by and for adults with capacity difficulties and to regulate individuals who are providing support to people with capacity difficulties. The 2015 Act reforms Ireland’s capacity legislation which has been in place since the 19th century. It establishes a modern statutory framework to support decision-making by adults who have difficulty in making decisions without help.

# DSS – Information Services Team

The Decision Support Service is establishing a dedicated Enduring Power of Attorney (EPA) support team within its Information Services function to support donors, related parties and solicitors representing clients to set up accounts and progress applications to digitally register enduring powers of attorney using the DSS online portal ‘MyDSS’.

This team will be dedicated to providing timely and comprehensive support to applicants at all stages of the EPA process. The team will work with solicitors as they navigate the new two-step EPA process and adapt their procedures accordingly.

# The Role

The post of temporary Clerical Officer is a key support position within the MHC. The role provides administrative and clerical support to a team and assists with the smooth, efficient and professional operation of the division.

As a Clerical Officer, you will provide comprehensive support to individuals creating, managing and notifying Enduring Powers of Attorney (EPA) in Ireland. You will assist customers setting up MyDSS portal accounts, with the EPA application process on the MyDSS portal, offer technical and compliance guidance, and ensure all interactions adhere to the MHC customer charter and all relevant policies.

The successful candidate will be required to engage and communicate effectively with various internal and external stakeholders including staff, officials from government departments and public bodies, private sector bodies, disability organisations and others.

The holder of the post will be expected to actively contribute to and participate in the overall development of the MHC and to promote its policies and values at all times.

## Key Responsibilities

Under the overall direction of the relevant line manager, the temporary Clerical Officer’s key duties and responsibilities include:

* Provide accurate information and assistance to customers regarding EPAs based on the Assisted Decision Making (Capacity) Act 2015 (as amended).
* Provide accurate information and assistance to persons regarding setting up MyDSS portal accounts and completing the Identity verification process.
* Guide customers through the EPA application process on the MyDSS portal, ensuring they understand each step leading to a complete submitted application.
* Respond to inbound inquiries via phone and email, offering basic technical support and troubleshooting for issues related to the MyDSS portal.
* Document all customer interactions in the CRM system, ensuring accurate and thorough records.
* Assist in reviewing and improving the usability of the MyDSS portal and decisionsupportservice.ie, providing feedback and suggestions based on interactions with users.
* Support development of training materials for new contact centre staff on the EPA process, technical support procedures, and compliance requirements.
* Maintain up-to-date knowledge of EPA requirements, MyDSS portal updates, and internal processes.
* Achieve personal and team performance goals, contributing to the overall success of the EPA helpdesk and wider information services team.
* Any other duties that are deemed appropriate by the line manager.

## Work Requirements

* This role has a strong focus on customer service, particularly on the phone
* Full training will be provided

## Work Environment and Physical Movement

* The MHC has an open-plan office with hot-desking arrangements in place. Workspaces are booked in advance via MS Outlook.
* Phone calls are made and received through a computer application.
* Lifts are available to access the MHC office on the first floor.
* The office is wheelchair accessible.
* Kitchenettes and bathrooms are on the same floor as the workspaces.

## Reporting and Working Relationships

The temporary Clerical Officer is accountable to the Chief Executive of the MHC and reports directly to the relevant line manager within the team.

## Essential Requirements

The candidate must possess, by the closing date, the following:

* Education qualification of Level 6 or higher on the National Framework of Qualifications.
* Previous experience in a clerical, customer service or contact centre role.
* Demonstrable computer skills.
* The necessary competencies to carry out the role as outlined below.

## Desirable

The following criteria are considered desirable for the post:

* Understanding of mental health and / or mental health services.
* Familiarity with CRM systems.
* Knowledge of the Assisted Decision Making (Capacity) Act 2015.

## Competencies

The person appointed to the role of temporary Clerical Officer will be required to show evidence of the following competencies:

### Teamwork

* Shows respect for colleagues and co-workers
* Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
* Offers own ideas and perspectives
* Understands own role in the team, making every effort to play his/her part

### Information Management / Processing

* Approaches and delivers all work in a thorough and organised manner
* Follows procedures and protocols, understanding their value and the rationale behind them
* Keeps high quality records that are easy for others to understand
* Draws appropriate conclusions from information
* Suggests new ways of doing things better and more efficiently
* Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages, etc.

### Delivery of Results

* Takes responsibility for work and sees it through to the appropriate next level
* Completes work in a timely manner
* Adapts quickly to new ways of doing things
* Checks all work thoroughly to ensure it is completed to a high standard
* Writes using correct grammar and spelling and draws reasonable conclusions from written instructions
* Identifies and demonstrates initiative and flexibility in ensuring work is delivered and appreciates the urgency and importance of different tasks
* Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

### Customer Service and Communication Skills

* Actively listens to others and tries to understand their perspectives/ requirements/ needs
* Understands the steps or processes that customers must go through and can clearly explain these
* Is respectful, courteous and professional, remaining composed, even in challenging circumstances
* Can be firm when necessary and communicate with confidence and authority
* Communicates clearly and fluently when speaking and in writing

### Specialist Knowledge, Expertise and Self Development

* Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies, etc.
* Clearly understands the role, objectives and targets and how they fit into the work of the unit
* Is committed to self-development and continuously seeks to improve personal performance

### Drive and Commitment to Public Service Values

* Consistently strives to perform at a high level and deliver a quality service
* Serves the Government and people of Ireland
* Is thorough and conscientious, even if work is routine
* Is enthusiastic and resilient, persevering in the face of challenges and setbacks
* Is personally honest and trustworthy
* At all times, acts with integrity

# How to Apply

## Eligibility to Compete

Candidates must, by the date of job offer, be:

1. A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of the United Kingdom (UK); or
3. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
4. A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
5. 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
6. 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 Switzerland and has a stamp 4 visa

## Recruitment and Selection Process

Applicants must submit their completed application form using their online account on AHEAD’s [WAMWorks database](https://www.ahead.ie/wamworks) before the closing date of 12pm on Wednesday 28 August 2024.

The HR team at MHC will then carry out the selection process, which will include:

* Shortlisting of applications,
* A competitive interview, and
* Completion of all relevant checks as set out below

Additional selection steps may be included:

A selection board shall be established and will use the essential requirements as referred to earlier in this candidate information booklet to shortlist applicants. Scoring at the shortlisting stage shall be based on the information contained in the application form. Therefore, it is in your interest to provide a detailed and accurate account of how your skills, personal qualities, qualifications, and experience meet the requirements of the post. While candidates may meet the eligibility criteria of the competition, if the numbers applying for the post are such that it would not be practical to progress all candidates to the next stage of the selection, which is the interview process, the MHC may decide that a certain number of candidates shall only be progressed to the next stage. Candidates will be progressed through the various stages of the selection process based on their order of merit at each stage.

Prior to recommending any candidate for appointment to a position, the HR team complete all relevant checks. 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 decline or having accepted it, relinquish it, the MHC may at its discretion, select another person for appointment and this will be based on the results of this selection process.

Please note that any offer of employment made to a successful candidate may be subject to satisfactory:

* Reference verification,
* Qualification verification,
* Medical Assessment

At the reference verification stage, referees sought will include your current employer and your next most recent employer.

Deadline for application: 12pm Wednesday 28 August 2024

Applications will not be accepted after the closing date and time. Therefore, it is your responsibility to ensure that you have allowed sufficient transmission time for your application. Candidates are advised to keep a copy of their application for future reference during the recruitment process.

Reasonable accommodations can be provided on request for each step of the recruitment process to ensure that candidates can participate fully in the recruitment campaign.