

**Candidate
Information
Booklet**

IRC224972

**Deputy Health Assessment Advisor
Department for Communities (DfC)**

**Completed Application Forms
must be submitted to
HRConnect no later than 12
noon (UK time) on
*Friday 17th May 2019***

**Please retain a copy of this
booklet for your reference
throughout the selection
process.**

Department for Communities (DfC)

Communication between HRConnect and you

HRConnect will issue electronically as many competition communications as possible, you should therefore check your email account, including junk mail folder, to make sure that you don't miss any important communications in relation to this competition. There may, however, still be a necessity to issue some correspondence by hard copy mail.

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FOREWORD

Thank you for your interest in this competition to fill the position of Deputy Health Assessment Advisor. This is a key role in ensuring that professional quality standards are delivered by our Service Providers engaged to undertake health and disability assessments linked to benefit entitlement.

The Department for Communities requires a Deputy Health Assessment Advisor to ensure high standards are delivered and the service provider responds appropriately to new legislative and policy initiatives. This is a highly challenging post which will require high standards of communication and management skills, in addition to a detailed professional knowledge and understanding of disability and incapacity due to ill-health and the types of assessments required to gauge the impact of disability and ill-health incapacity.

If upon reading this candidate information pack, you would like to speak to someone before making an application, I would encourage you to contact Brian Cullen on (028) 9049 0129 or via email brian.cullen@nissa.gsi.gov.uk who will endeavour to answer any queries you may have.

Thank you again for your interest in this competition.

Gavin Patrick
Director of Asset Management and Governance
Department for Communities

BACKGROUND

Department for Communities (DfC)

The Department for Communities (DfC) is the largest of the nine Northern Ireland Government Departments, with over 8,500 staff, budgets in excess of £7bn and responsibility for a diverse range of business.

The Department's main functions include:

- The promotion of a healthy housing market and the provision of decent, affordable, sustainable homes and housing support services.
- A social welfare system, including focused support to the most disadvantaged areas.
- Providing training and support to jobseekers and employers.
- Bringing divided communities together by creating urban centres which are sustainable, welcoming and accessible to live, work and relax in peace.
- Supporting Local Government to deliver effective public services.
- Maximising public benefits from the culture, arts and leisure sectors.
- Tackling disadvantage and promoting equality of opportunity by reducing poverty, promoting and protecting the interests of children, older people, people with disabilities and other socially excluded groups; addressing inequality and disadvantage.

The Department has four core business groups:

- Engaged Communities;
- Housing, Urban Regeneration & Local Government;
- Strategic Planning and Resources;
- Work & Inclusion.

Strategic Planning and Resources

The Strategic Planning & Resources Group aims to deliver high quality corporate services to the Department including finance, contract and debt management, business planning, personnel, estate management and information services.

The post holder will report to the Health Assessment Advisor.

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KEY RESPONSIBILITIES

The main duties and responsibilities of the post are:

Quality Assurance

- Quality Assurance of the Health and Disability Assessment aspects of Service Delivery - Considering the outcome of the Service Providers' Quality Audit of health assessment outcomes, identifying any areas of concern and ensuring these are addressed fully by the Service Providers, including, where appropriate, robust challenge until the Service Providers performance meets the required standard;
- Attending monthly clinical governance meetings with the Service Provider to discuss issues and quality;
- Completing a monthly quality audit of a sample of professional reports to confirm the quality of the Service Providers' Quality Audit system;
- Deputising for the Health Assessment Advisor at the monthly Performance Meetings with the Service Providers to discuss issues, quality and trends and ensure that these are resolved;
- Drafting reports for Department Senior Management on the outcome of quality audits, including developing and agreeing plans to support improvement as required;
- Participating in research on public health related issues arising from the health assessments undertaken by the Service Providers. This work may be undertaken both within the Department and in conjunction with other Departments;
- Contribute to any external reviews of health and disability services including support for the implementation of recommendations.

Complaints

- In conjunction with the Commercial and Operational Managers, the Deputy Health Assessment Advisors will be responsible for auditing of complaints responded to by the Service Providers and raising and resolving any areas of concern with regards to the professional aspects of the complaint with the Service Providers.

Policy Development & Awareness/Advice & Guidance

- The Deputy Health Assessment Advisors will be required to maintain up-to-date knowledge and awareness of developments in Welfare Reform and changes to the medical aspects of the benefits system;
- Contribute to the provision of advice and guidance on any future policy intentions;
- Liaise with professional colleagues in the Department for Work and Pensions and the Department of Health.

- Developing and implementing plans to ensure compliance with legal requirements and contract service level with Service Providers.

Training

- Quality Assurance of Training Material and Guidance for healthcare professionals, including the quality assuring the Service Providers' Continuing Professional Development Training Plan and associated training material;
- Working with the Service Providers to identify training needs.

Change Control

- In conjunction with the Commercial and Service Manager, the Deputy Health Assessment Advisors will be responsible for impacting any proposed changes to the professional aspects of the contract in terms of the assessment of the appropriateness of the proposed changes and their impact on the delivery of the professional aspects of the services;
- Working with the Commercial Manager, the Deputy Health Assessment Advisors will be responsible for the approval of healthcare professionals employed by the Service Providers in the delivery of services based on the evidence provided by and the recommendations of the Service Providers. The final decision regarding the approval of healthcare professionals will rest with the Health Assessment Advisor.

Research

- Contribute to any research being taken forward to understand the customer base.

Line Management

- Line Management responsibility for administrative support staff.

This list of duties is not restrictive and may be subject to review. Candidates should note that the duties may vary over time to reflect changes to the business requirements.

Professional Registration

There is a responsibility on the postholder to undertake a programme of continuous professional development to maintain their professional accreditation with the relevant professional body.

TERMS AND CONDITIONS

This competition will be used to fill 1 permanent full-time Deputy Health Assessment Advisor position in the Department for Communities.

Further appointments may be made from this competition should NICS positions become vacant which require the same eligibility criteria and have similar duties and responsibilities.

Location

The successful applicant will be based in Lanyon Place, Belfast.

Salary

Salary will be within the range £36,812 - £40,473 (under review) within which pay progression will be performance related.

Starting salary will be at the minimum of the scale. If the successful candidate is an existing civil servant, normal pay on promotion/re-grading arrangements will apply.

Hours of Work

The normal conditioned hours of work are full-time: 42 hours per week (37 hours excluding meal breaks) Monday to Friday. Most offices work flexi-time.

Travel

The post holder will be required to travel to locations throughout Northern Ireland and Great Britain. This may include occasional overnight stays. It is essential therefore that applicants for this post have access to a form of transport which will permit them to meet the requirements of the post in full.

Holidays

In addition to the usual public and privilege holidays (currently 12 per annum pro rata), there is an annual leave allowance of 25 days pro rata, increasing to 30 days pro rata after 5 year's satisfactory service.

Pensions

The NICS offers all employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at www.finance-ni.gov.uk/civilservicepensions-ni

Vetting Requirements

The successful candidate will be required to be cleared to Basic Level.

Probation

Confirmation of appointment will be dependent upon the satisfactory completion of a probationary period of 1 year. If performance, conduct or attendance during this period is not satisfactory the appointment may be terminated.

Career Development

The NICS is committed to career development and offers attractive career prospects across a wide variety of roles and professions. Career development is an integral part of the performance management system. Personal Development Plans identify learning and development needs with a view to enhancing skills and capabilities. NI Civil Servants have access to a wide range of internal job opportunities, including secondments with external organisations and are encouraged and supported in proactively managing their career.

Further Information

Applicants wishing to learn more about the post before deciding to apply may telephone Brian Cullen on 028) 9049 0129 or email brian.cullen@nissa.gsi.gov.uk

If you have any questions about the competition process, you should contact HRConnect on 0800 1 300 330 or email: recruitment@hrconnect.nigov.net

ELIGIBILITY CRITERIA

Applicants must, by the closing date for applications:

1a) In the case of Medical Practitioners

Be fully registered with a license to practice, without restriction or conditions, with the UK General Medical Council (GMC).

OR

1b) In the case of Nursing Professionals

Be fully registered, without restriction or conditions, with the UK Nursing and Midwifery Council (NMC);

OR

1c) In the case of all other Health Care Professionals

Be fully registered, without restrictions or conditions, with the relevant UK licensing body;

AND

- 2)** Have at least 3 years' relevant post registration experience within the last 6 years;

AND

- 3)** Have knowledge and experience of the assessment of physical and mental ability and disability;

AND

- 4)** Have knowledge and experience of quality audit processes and procedures;

AND

- 5)** Have demonstrable experience of challenging poor performance, delivering service improvements and overseeing agreed performance improvements.

SHORTLISTING CRITERIA

In addition, applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, the following shortlisting criteria will be used incrementally, in the order listed:

1. Experience of assessing physical and mental ability and disability in an occupational setting.
2. Experience of contract and/or services management in a customer orientated environment.

Please note:

- You should ensure that you provide evidence of your experience in your application form, giving length of experience, examples and dates as required.
- It is not sufficient to simply list your duties and responsibilities.
- The selection panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained.
- If you do not provide sufficient detail, including the appropriate dates needed to meet the eligibility criteria, the selection panel will reject your application.
- The examples you provide should be concise and relevant to the criteria. This is very important as the examples which you provide may be explored at interview and you may need to be prepared to talk about these in detail if you are invited to interview. It is your unique role the panel are interested in, not that of your team or division.
- Write down clearly your personal involvement in any experience you quote. Write "I" statements e.g. I planned meetings, I managed a budget, I prepared a presentation. It is how you actually carried out a piece of work that the panel will be interested in.
- ONLY the details provided by you in your application form (the employment history and eligibility criteria) will be provided to the selection panel for the purpose of determining your eligibility for the post. Please do not include your name in the employment history or eligibility criteria sections.
- The NICS Competency framework can be accessed via www.nicsrecruitment.org.uk

ASSESSMENT PROCESS

Applicants will be expected to display the following qualities and skills at interview:

1. Leading and Communicating

At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It is about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens.

Marks Available: 20

2. Changing and improving

People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, it is about being open to change, suggesting ideas for improvements to the way things are done, and working in 'smarter', more focused ways.

Marks Available: 20

3. Managing a quality service

Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches appropriately and effectively to support service delivery.

Marks Available: 20

Minimum Standard: 12

4. Making effective decisions

Effectiveness in this area is about being objective, using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well reasoned, justifiable decisions.

Marks Available: 20

Minimum Standard: 12

5. Delivering at pace

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it is about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. It is also about leaders providing the focus and energy to drive activities forward through others and encourage staff to perform effectively during challenging and changing times.

Marks Available: 20

6. Collaborating and Partnering

People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the NICS, to help to achieve business objectives and goals. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions.

Marks Available: 20

Total Marks Available: 120

Overall Pass Mark: 72

COMPETENCE BASED INTERVIEWS

Selection panels will design questions to test the applicant's knowledge and experience in each of the above areas and award marks accordingly.

No notes or personal documentation may be brought into the interview room.

INTERVIEWS

It is intended that interviews for this post will take place in Belfast during week commencing 17th June 2019.

Please be advised that interview dates can only be re-arranged in exceptional circumstances.

NICS COMPETENCY FRAMEWORK

The Deputy Health Assessment Advisor post is analogous to Deputy Principal in the NICS.

The selection process will assess candidates against the NICS competency framework at level 3.

The NICS competency framework sets out how all NICS employees should work. It puts the Civil Service values of integrity, honesty, objectivity and

impartiality at the heart of everything they do, and it aligns to the three high-level leadership behaviours that every civil servant needs to model as appropriate to their role and level of responsibility: Set Direction; Engage People and Deliver Results.

Competencies are the skills, knowledge and behaviours that lead to successful performance. The framework outlines ten competencies, which are grouped into three clusters. The competencies are intended to be discrete and cumulative, with each level building on the levels below i.e. a person demonstrating a competency at level 3 should be demonstrating levels 1 and 2 as a matter of course.

The Northern Ireland Civil Service competency framework can be accessed via www.nicsrecruitment.org.uk

It is important that all candidates familiarise themselves with the competency framework as this forms the basis of selection process. Should you require assistance in accessing the competency framework please contact HRConnect.

GUIDANCE FOR APPLICANTS

APPLICATION FORM

Please refer to the Candidate Information Booklet before making your application and retain a copy for your reference. The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the eligibility/shortlisting criteria. **All** parts of the application form **must** be completed by the applicant before this application can be considered. Failure to do so may result in disqualification.

Please note:

- Applicants are encouraged to submit online applications wherever possible. However, hard copy application packs are available on request. All applications will be treated equally regardless of whether they are hard copy or online.
- The space available on the application form is the same for all applicants and must not be altered.
- We will not accept CVs, letters, additional pages or any other supplementary material in place of or in addition to completed application forms, unless it is specifically requested in the application form and candidate information booklet.
- All applications must be received by the advertised closing date and time.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- HRConnect will not examine applications until after the closing deadline;
- Do not use acronyms, complex technical detail etc. Write for the reader who may not know your employer, your branch or your job.
- Only the employment history, eligibility and shortlisting sections will be made available to the panel.
- When completing the online application, your information is saved as you move through the pages. You may leave the application at any time, providing you have clicked on the 'Save & Continue' button. Once your application has been submitted the option to edit will no longer be available.
- The session timeout for the online application is 40 minutes, if you do not save or change page within this time you will automatically be logged out and any unsaved work will be lost.
- You must click SUBMIT once you have finished your online application. You will receive an acknowledgement email. Please contact HRConnect if you do not receive an acknowledgment email within 24 hrs.

Help with making your application

You can get advice or assistance with making an application from your local Jobs and Benefits Office - contact details are available on NIDirect: <https://www.nidirect.gov.uk/contacts/jobs-benefits-offices-jobcentres-and-social-security-offices>

You can also get advice or assistance from local disability employment organisations. To find out more about local disability employment organisations contact Northern Ireland Union of Supported Employment (NIUSE), an umbrella group for individuals and organisations promoting opportunities for people with disabilities to access and maintain employment, email info@niuse.org.uk, tel. 0044 (0)28 71 377709, text phone 0044 (0) 28 71 372077

GUIDANCE FOR APPLICANTS

INTERVIEW PREPARATION

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs or appointments from start to finish;
- Provide generalised information as to your background and experience; or
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfill the competences required for effective performance in the role; and
- Provide specific examples of your experience in relation to the required competence areas.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- Situation – briefly outline the situation;
- Task – what was your objective, what were you trying to achieve;
- Action – what did you actually do, what was your unique contribution;
- Result – what happened, what was the outcome, what did you learn.

The panel will ask you to provide specific examples from your past experience to demonstrate the range of behaviours associated with the competences being assessed. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area. You may draw examples from any area of your work / life experiences.

For professional and technical posts, questions may be framed in the context of professional elements of the post.

GENERAL INFORMATION

The Merit Principle

In accordance with the Office of the Civil Service Commissioners' Recruitment Code, appointments to the NICS are made under the 'merit principle', where the best person for any given post is selected in fair and open competition.

Further information on the Civil Service Commissioners can be found at www.nicscommissioners.org.

NICSHR Privacy Notice

NICSHR are committed to protecting your privacy. HRConnect manage job applications on behalf of NICSHR, in line with the NICSHR privacy notice available via www.nicsrecruitment.org.uk

Offers of Employment

Candidates will only receive one offer of appointment which, if not accepted, will generally result in withdrawal from the competition.

Changes in personal circumstances and contact details

Please ensure HRConnect are informed immediately of any changes in personal circumstances. It is important that HRConnect have up to date contact details.

Transgender Requirements

Should you currently be going through a phase of transition in respect of gender and wish this to be taken into consideration, in confidence, to enable you to attend any part of the assessment process please contact HRConnect. Details of this will only be used for this purpose and do not form any part of the selection process.

Merit List

HRConnect will allocate a candidate (or candidates) to a vacancy (or vacancies) in the order listed. It is presently intended that the merit list for this competition should remain extant for a period of one year. However you should be aware that circumstances may arise in the future where it will be necessary to extend the currency of the merit list for a further period. The merit list will only be extended where cogent practical reasons for doing so arise.

Disability Requirements

We will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process.

Details of any disability are only used for this purpose and do not form any part of the selection process. If you have indicated on your application that you have a disability and are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact HRConnect.

Documentation

Identification documents to satisfy the Nationality and Security requirements of the post will be required. Further details regarding acceptable documentation will be issued with an invitation to attend for assessment.

You should ensure that the required documents are readily available.

Right to Work and Nationality Requirements

HRConnect must ensure that you are legally entitled to work in the United Kingdom and satisfy the Nationality requirements for appointment to the NICS. Applicants must be either:

- (i) A UK national; or
- (ii) A Commonwealth citizen; or
- (iii) A British Protected Person; or
- (iv) An EEA national; or
- (v) A Swiss National; or
- (vi) A person who is not an EEA or Swiss national, but is a family member of an EEA national who has moved to the UK from another EEA Member State for an approved purpose.

Further guidance on Nationality requirements is available via www.nicsrecruitment.org.uk.

Security

1. Baseline Personnel Security Standard

For this post in the NICS the level of vetting is a Baseline Standard. For this check you will be required to provide the following:

- a) Your passport OR
- b) A document verifying your permanent National Insurance number (e.g. P45, P60 or National Insurance card) AND your birth certificate which includes the names of your parents (long version).
- c) A specimen signature at any assessment event and have this validated against passport, driving licence, application form etc.

Further information regarding the Baseline Personnel Security Standard, including other acceptable documents is available via www.gov.uk.

We will organise a Criminal Record Check on all applicants to be carried out by AccessNI. The category of AccessNI check required for this post is;

Basic Disclosure Certificate

You should not put off applying for a post because you have a conviction. We deal with all criminal record information in a confidential manner, and information relating to convictions is destroyed after a decision is made.

The AccessNI code of practice can be accessed via www.nidirect.gov.uk/accessni.

Those applicants who are being considered for appointment will be contacted by HRConnect, normally after interview/test, and will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment.

Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978.

Equal Opportunity Monitoring Form

Please note the Equal Opportunities monitoring section of the application form is mandatory in order to submit an application.

For guidance on completing the Monitoring Form and to read the NICS Equal Opportunities Policy Statement please refer to the DoF website www.finance-ni.gov.uk.

The Northern Ireland Civil Service is an Equal Opportunities Employer.

All applications for employment are considered strictly on the basis of merit

Feedback

The Northern Ireland Civil Service is committed to ensuring that the processes used to recruit and select staff are fair and in accordance with the principles of the Civil Service Commissioners Code. We are consequently committed to providing feedback in respect of decisions taken in determining eligibility/shortlisting as well as at interview. Feedback in respect of eligibility/shortlisting will be communicated automatically to those candidates who fail to satisfy any criteria. All requests for feedback are welcome.

**THIS INFORMATION PACK DOES NOT FORM PART OF
CONDITIONS OF EMPLOYMENT**