



LauraLynn

IRELAND'S CHILDREN'S HOSPICE

PERSON SPECIFICATION

&

JOB DESCRIPTION

- Executive Assistant -

LAURALYNN

LauraLynn, Ireland's Children's Hospice was formed in 2011 following the merging of the long standing Children's Sunshine Home and the LauraLynn Foundation, and now comprises LauraLynn Hospice Service and LauraLynn Disability Services. All services are run from our main campus in Leopardstown, Dublin 18.

Our Hospice Service provides specialised palliative care to children with life-limiting conditions and support to their whole family. We also offer a range of bereavement care, supports and events.

Our Disability Services comprises Willow View – a residential care service that is home to six adults with complex disabilities - and Hazel House - a residential and respite care service for children with complex disabilities. While our Disability Services are funded by the Health Services Executive (HSE) our Hospice Service is mainly funded through fundraised income and private donations, supplemented with some statutory funding.

LauraLynn is a learning organisation with a volunteer ethos, with highly trained volunteers supporting staff in all aspects of the organisation's work.

VISION

To make every day better for those in our care

MISSION

To provide a Community of Care that delivers:

- Evidence-based, personalised services to children with palliative care needs, complex care needs & complex disabilities and
- Related family support services and
- A home to our residents where quality of life is paramount

VALUES

- Compassion
- Collaboration
- Excellence

PERSON SPECIFICATION

JOB TITLE:	EXECUTIVE ASSISTANT
GRADE:	GRADE V
DEPARTMENT:	OFFICE OF THE CEO
REPORT TO:	REPORTING TO THE CEO & MEMBERS OF THE EXECUTIVE MANAGEMENT TEAM. ACCOUNTABLE TO THE CEO

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & EXPERIENCE	<ul style="list-style-type: none"> • Minimum of 3 years Administration, Secretarial or PA experience • Advanced computer skills, particularly with MS Office Suite including Sharepoint, PowerPoint, Word, Excel • Minute taking experience 	<ul style="list-style-type: none"> • Relevant 3rd Level Qualification • Experience supporting a CEO or executive management team • Experience of working in the healthcare and/or charity sector • Experience of Board of Director meetings
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Demonstrates relevant professional knowledge, skills and competency to undertake role • Exemplary written and verbal communication skills • Strong interpersonal skills • Excellent planning, organising and time management skills • Demonstrates initiative and logical thinking • Strong problem-solving and decision-making abilities • Ability to multi-task and prioritise • Strong attention to detail • Demonstrates strong confidentiality and discretionary skills 	<ul style="list-style-type: none"> • Experience with Power BI or other data analysis reporting tools
KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Strong understanding of the work of LauraLynn 	<ul style="list-style-type: none"> • Knowledge of corporate governance and compliance matters relevant to the charity and healthcare sectors
VALUES	<ul style="list-style-type: none"> • Must possess the LauraLynn values of compassion, collaboration and excellence and demonstrate these in the course of their employment. 	

JOB DESCRIPTION

JOB TITLE:	EXECUTIVE ASSISTANT
GRADE:	GRADE V
DEPARTMENT:	OFFICE OF THE CEO
REPORT TO:	REPORTING TO THE CEO & MEMBERS OF THE EXECUTIVE MANAGEMENT TEAM. ACCOUNTABLE TO THE CEO

SUMMARY

The role of the Executive Assistant is to provide secretarial and administrative support in an effective and efficient manner to the CEO, members of the Executive Management Team (EMT) and the Board of Directors.

DUTIES AND RESPONSIBILITIES

- Work directly with the CEO to support all aspects of her daily work routine. Exercise good judgement in determining the priority of matters of attention for the CEO; redirect matters to staff to handle, or handle matters personally, as appropriate.
- Keep the CEO advised of time-sensitive and priority issues, ensuring appropriate follow-up.
- Organize and prepare for meetings, including gathering and circulating documents and attending to all logistics of meetings (virtual and in-person)
- Attend meetings and take notes of discussion; prepare the initial draft of minutes and summaries.
- Manage scheduling for the CEO and members of the EMT. Schedule departmental meetings; assist in the preparation and distribution of meeting agendas and materials.
- Maintain the CEO's calendar, including scheduling meetings, appointments, speaking engagements, and travel (may include domestic and international) arrangements. Exercise discretion in committing time and evaluating needs.
- Providing secretarial support, drafting, reviewing and sending all correspondence, communications, reports, booklets, presentations and other documentation as required on behalf of the EMT ensuring a high standard of accuracy at all times.
- Compose and prepare letters relating to routine correspondence for the CEO's signature.
- Serve as a liaison between the CEO, staff and the public. This includes receiving and screening the CEO's phone calls and visitors, answering a variety of questions with tact and diplomacy, taking messages, and directing calls appropriately for resolution. Serve as a channel of two-way information flow between staff and the EMT.
- Undertake project work and compiling statistical information as may be required. Proof reading documents and reports. Photocopying documentation as may be required.

- Assist the CEO and members of the EMT in the development of presentations and briefing papers for internal and external audiences.
- Assist in the management of legal and compliance issues for the Board of Directors, Trustees preparation and the maintenance of credential folders for each member of the Board, annual returns to the Company Registrations Office along with the Company Secretary.
- Maintain an effective filing system (paper and electronic) for the CEO and EMT ensuring that correspondence received is filed and up to date. Archiving of documentation as necessary, and adhering to regulatory requirements for document storage, retrieval and/or destruction as per GDPR.
- Maintain confidential and sensitive information.
- Sort and triage mail; maintain e-mail and other address directories on behalf of the EMT.
- Participate with and support the CEO and members of the EMT with the maintenance and upkeep of Quality and Standards in line with statutory requirements.
- Provide cover at the reception area where required.
- Ensure that the highest standards of confidentiality and professionalism are maintained in relation to all areas of work.
- Maintain a high standard of work performance, attendance, appearance and punctuality at all times.
- Performance Management: Participate in the annual Performance Achievement Review (PAR) process.
- Ensure good working relationships with colleagues at all times. Communicate effectively and efficiently with and between departments.
- Attend meetings and other events in the evenings or weekends if or when required.
- Other additional and/or alternative duties as assigned from time to time, including supporting other departments or Executives as needed.

PROFESSIONAL DEVELOPMENT AND MANDATORY TRAINING

Maintaining the necessary skills and knowledge is important in this role. This being the case the postholder must ensure their continuous development. It is also incumbent on the postholder to ensure all mandatory training deemed necessary is up to date.

HEALTH AND SAFETY

In respect of Health and Safety these duties must be performed in accordance with LauraLynn's health and safety policy. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act. Staff must carry out their duties in a safe and responsible manner in line with LauraLynn Policy as set out in the safety statement, which must be read and understood.

QUALITY, RISK AND SAFETY RESPONSIBILITIES

It is the responsibility of all staff to:

- Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety
- Participate and cooperate with LauraLynn Quality and Risk and Safety initiatives as required
- Participate and cooperate with internal and external evaluations of the organisation's structures, services and processes as required, including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits specified by the HSE or other regulatory authorities.
- To initiate, support and implement quality improvement initiatives in their area which are in keeping with LauraLynn quality, risk and safety requirements.

SPECIFIC RESPONSIBILITY FOR BEST PRACTICE IN HYGIENE

Hygiene in healthcare is defined as

“the practice that serves to keep people and the environment clean and prevent infection. It involves preserving ones health, preventing the spread of disease and recognising, evaluating and controlling health hazards”.

Being a health institution hygiene plays a central role in maintaining a clean and healthy environment for our service users, families, visitors and staff. All employees of LauraLynn must always be mindful of their responsibility to maintain a high standard of hygiene including personal hygiene and as part of their role within the organisation. It is mandatory to attend infection control training yearly.

FLEXIBILITY:

This post requires a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore the post holder will be required to demonstrate flexibility on occasion as and when required by their manager.

DIGNITY AND WELFARE OF SERVICE USERS:

As a health care provider all staff are expected to behave towards service users and their families in a caring, professional and responsible manner. In line with the Trust in Care policy it is the duty and responsibility of all employees of LauraLynn, including this post holder, to report any concerns for the safety and welfare of patients to their line manager or head of department.

DIGNITY AT WORK:

All members of staff at LauraLynn have a right to be treated with dignity and respect and to work in a safe environment which is free from all forms of bullying, sexual harassment and harassment. Thus, all staff, including this post holder, have a responsibility to help maintain such a working environment. All employees must comply with the national/LauraLynn Dignity at Work policy and ensure that their behaviour does not cause offence to fellow workers or any person with whom they come into contact during the course of their work.

CONFIDENTIALITY:

In the course of his / her employment, the person appointed may have access to or hear information concerning the medical or personal affairs of service users or staff or other health service business. Such records or information are strictly confidential and unless acting on instructions of an authorised officer on no account must information be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required.

DRESS CODE / UNIFORM:

Attire and personal appearance must, at all times, conform to a standard LauraLynn considers appropriate. Staff attached to certain departments may be required to wear a uniform or other protective clothing. Where applicable any such requirements as detailed by the immediate supervisor must be adhered to at all times.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

In order to reduce the risk of HCAIs, compliance with Infection Prevention and Control policies and the attendance at infection control training, are essential for all staff members. It is paramount that each staff member practice good hand hygiene techniques. Staff members have a responsibility to report any obstacles to maintaining high standards of Infection Control and hand hygiene to their line manager or Infection Control Team

QUALITY:

To ensure the provision of the highest possible quality of service to our patients, all employees at LauraLynn have a responsibility to ensure adherence to and participation in internal and external quality control and assurance programmes on an ongoing basis.

Note: This job description is an outline of current broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. As the role develops in the organisation this job description may be reviewed in light of possible new structures and/or changing needs of the organisation.

TERMS AND CONDITIONS

TENURE:

This is a permanent contract of employment.

REMUNERATION:

Grade V €46,407 – €55,610 gross per annum (HSE pay scales 01.10.2022) Please note that whilst this position is not HSE/public funded the salary is aligned to the national HSE pay scales

Payment is made on a monthly basis (last Thursday) by credit transfer. Placement on the salary scale is based on level of applicable experience.

HOURS:

35 hours per week exclusive of unpaid rest breaks. Flexible working arrangements, including remote working are available at LauraLynn, dependent upon the requirements of respective roles. The Executive Assistant role is inherently linked to the CEO and Executive Management Team, and therefore remote working opportunities will depend upon the schedules of the CEO and members of the EMT. Consideration will always be given to demonstrating flexibility and applying suitable working arrangements where appropriate.

ANNUAL LEAVE:

30days/210 working hours per annum.

PENSION SCHEME:

Membership of superannuation (pension) scheme is compulsory. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the determined pension scheme. Further information will be issued upon appointment to the role.

RETIREMENT AGE:

Retirement age will be determined by the superannuation scheme a new employee is aligned to. Further information will be issued upon appointment to the role.

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.

GARDA VETTING:

Arrangements have been introduced, on a national level, for the provision of Garda Clearance in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable individuals. The successful candidate will be required to complete a Garda Vetting form prior to starting with LauraLynn.

Compassion, Collaboration, Excellence