

Candidate Information Booklet

**Quality Assessor – Pharmacy Services
(Meastóir Caighdeáin - Seirbhísí
Cógaslann)**

Closing Date:

12 noon on 19 December 2019

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Introduction

About PSI – The Pharmacy Regulator

The Pharmaceutical Society of Ireland (PSI) is a public body established in law to protect the health, safety and wellbeing of patients and the public by regulating pharmacists and pharmacies in Ireland.

Our principal function is to ensure patient safety and public protection. We are committed to carrying out our work independently, ethically, and transparently. The Pharmacy Act 2007, as amended, established the statutory role and the responsibilities of PSI as the pharmacy regulator, which include:

- Registration of pharmacists, pharmaceutical assistants and pharmacies, in line with statutory requirements;
- Setting standards for pharmacy education and training at undergraduate and postgraduate level;
- Ensuring all registered pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice by pharmacists, by raising standards and sharing information for the benefit of patients and the wider health system;
- Conducting fieldwork to assess how pharmacies comply with pharmacy and medicines law and, where necessary, taking action to address poor performance and/or unsafe practices;
- Considering formal complaints made against a pharmacist or a pharmacy;
- Providing advice, support and guidance to the public, pharmacy profession and Government on pharmacy care, treatment and services in Ireland.

These functions form the basis of the work we do to promote and assure public confidence and trust in pharmacy practice and pharmacy-delivered care and services in Ireland.

Governance

The PSI is a public body, which is independent in the exercise of its statutory functions. For public accountability purposes, the PSI operates under the aegis of the Department of Health.

The PSI is governed by a 21-member Council and each member is appointed by the Minister for Health in accordance with the provisions of the Pharmacy Act 2007. The Registrar/CEO is responsible for the day-to-day operation of the PSI.

Our Vision, Mission and Values

Our Vision

That the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

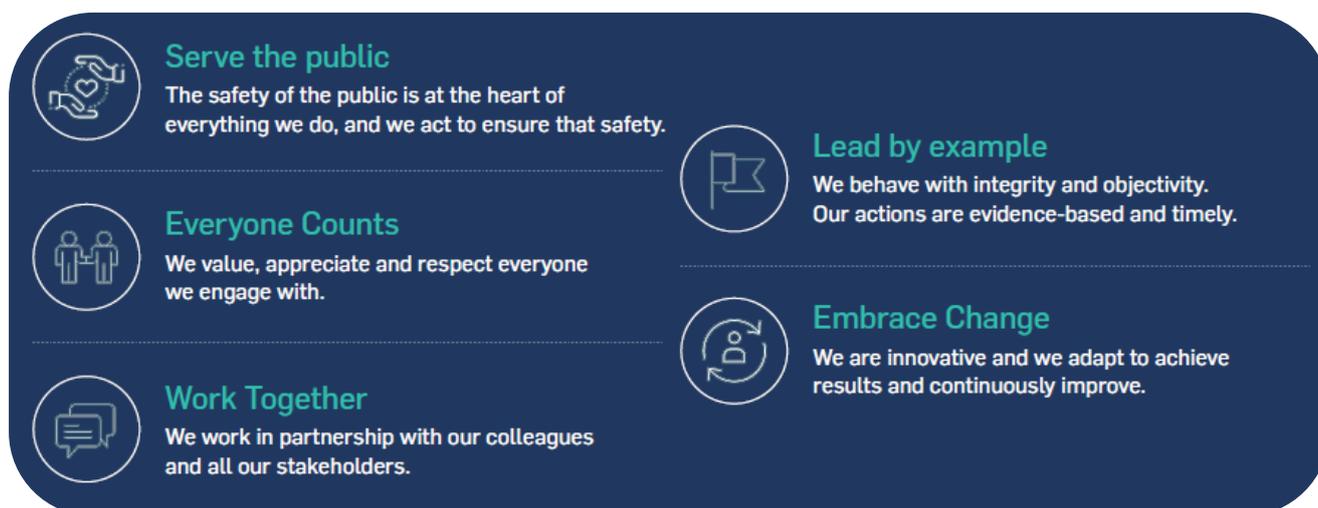
Our Mission

We protect and promote the health, safety and wellbeing of patients and the public by taking timely and effective action to ensure that pharmacists in Ireland are competent and that pharmacies are operating to high standards of safety and reliability.

Our Values

Our values underpin how we deliver on our mission. They guide our behaviour, the expectations we set ourselves, and the experience of others who engage with us. They provide evidence as to our commitment to equality and human rights in how we fulfil our role.

Our values ensure that we achieve the objectives set in the PSI Corporate Strategy 2018-2020 in ways that are properly accountable and which meet with the high standards expected of public bodies and of the public servants who work within them.



The infographic is a dark blue rounded rectangle containing six value statements. Each statement is accompanied by a white icon in a circle. The values are: 'Serve the public' (hands holding a heart), 'Everyone Counts' (two people), 'Work Together' (speech bubbles), 'Lead by example' (a flag), and 'Embrace Change' (a person with a circular arrow). The text for each value is in white, with the title in a light blue color.

- Serve the public**
The safety of the public is at the heart of everything we do, and we act to ensure that safety.
- Everyone Counts**
We value, appreciate and respect everyone we engage with.
- Work Together**
We work in partnership with our colleagues and all our stakeholders.
- Lead by example**
We behave with integrity and objectivity. Our actions are evidence-based and timely.
- Embrace Change**
We are innovative and we adapt to achieve results and continuously improve.

More information about our role and the work that we do is available on our website www.psi.ie.

Role Specification

Job Title:	Quality Assessor – Pharmacy Services / Meastóir Caighdeáin – Seirbhísí Cógaslann
Grade:	This is a professional grade public service post
Contract Type:	Full-time permanent
Location:	Post will normally be located at PSI House, 15-19 Fenian Street, Dublin 2. Post-holder will be required to travel in the performance of their duties as part of the fieldwork element of this post.

Job Purpose

The Quality Assessor – Pharmacy Services will play a key role in delivering on the PSI's strategic objective of regulating effectively for better health outcomes and patient safety. The Quality Assessor will work as part of a team responsible for the monitoring and assessment of the quality of the healthcare services delivered through retail pharmacy businesses. The Quality Assessor will be authorised, as appropriate, under the Pharmacy Act 2007 to deliver on these functions.

Key Duties and Responsibilities

Key duties of the role will include but are not limited to:

- Preparing for, organising and carrying out on-site assessments of pharmacies in accordance with PSI policies, processes and procedures and the relevant legislation.
- Identifying and collecting evidence, as appropriate, that will enable regulatory judgments to be formed that are clear, consistent and evidence-based.
- Compiling and writing comprehensive and accurate reports of on-site assessments and other regulatory activities.
- Ensuring that all records relating to on-site assessment, monitoring, inspection, investigation and other related activities are comprehensive, accord with PSI processes and procedures, and satisfy the relevant legislative requirements.
- Taking responsibility for the gathering, analysis and synthesis of the data and information required to make risk-based judgements.
- Identifying and recommending appropriate corrective action when incidents of non-compliance with legislation or regulatory standards are identified.
- Responding appropriately where a pharmacy service or a pharmacist is found to be operating in a seriously unsafe manner and/or in serious default of regulatory or other statutory requirements.
- Ensuring the quality, consistency and timeliness of all assessment activities and any related follow-up work, including report development, dissemination and monitoring of follow-up actions.
- Participating in any actions arising from the conduct of the role, including liaison with legal counsel, detaining, preserving, and storing of physical evidence, and the giving of verbal evidence in court or other relevant forum.
- Participating in other enforcement activities as directed by PSI management, including collaborative actions with external agencies.
- Contributing to, and participating in, safety collaboratives and other initiatives with other relevant external stakeholders.

- Working to ensure that information and knowledge is effectively shared across the PSI and with relevant stakeholders as appropriate.
- Promoting and contributing to a culture of continuous improvement, transformation and professional development within the PSI, including supporting our work as an organisation to retain and enhance our recognition under the EFQM Excellence Model.
- Being proactive in identifying regulatory risk and assisting in activities taken within PSI to mitigate regulatory risk in the interests of assuring the public that pharmacy care and services are safe.
- Participating in cross-functional initiatives and developments that contribute to the delivery of the strategic objectives of the PSI.
- Proactively engaging in performance development reviews and actively engaging in opportunities for learning and development.
- Any other duties as assigned by PSI management and/or the Registrar/Chief Officer.

Due to the nature of this role, flexibility with regard to out of hours work will be required. Regular travel nationally to services for the purpose of on-site monitoring, verification and inspection is an integral part of the role of Quality Assessor. This national travel may, from time to time, by necessity and for safety purposes, include overnight accommodation away from home.

Important note: PSI is undergoing a process of digital transformation and organisation renewal over the course of the next two years. Therefore, job content (including titles), lines of reporting and organisational positioning of individual roles will be subject to change and evolution.

Key Requirements

Candidates must have, on the closing date for receipt of applications:

- A third level degree (minimum of level 8 or equivalent on the National Framework of Qualifications) in a health or social care discipline, quality management, relevant scientific, or other related discipline
- A minimum of five years' experience working in a regulatory setting or other setting(s) relevant to the role.
- Able and authorised to drive, with access to your own vehicle.

In addition, the following are considered desirable:

- Experience of quality assessment, quality assurance, compliance and inspection processes, ideally within the health and social care field
- Experience and/or knowledge of the delivery of pharmacy services and related medicines and pharmacy legislation
- Experience of working within, and implementing, risk management, safety and/or quality frameworks, ideally within the health and social care field
- Previous experience within a regulatory body, ideally in the field of health and social care
- A postgraduate qualification in a relevant area such as healthcare management, quality and/or risk management or healthcare safety.

Key Competencies

Quality Assessor – Pharmacy Services	
Competencies	Description
Specialist Knowledge / Expertise & Self Development	<ul style="list-style-type: none"> • Demonstrates experience in a position(s) with similar range of responsibilities including areas such as risk management, safety and/or quality management and related frameworks, critical reviews of systems and process, • Demonstrates experience of working with complex safety environments • Has a clear understanding of the roles, objectives and targets of self and the team and how they fit into the work of the organisation and the wider public sector • Has a breadth and depth of knowledge of government issues relating to the work of the PSI and is sensitive to wider political and organisational priorities • Is considered an expert by stakeholders in own field/ area • Is focused on self development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
Management & Delivery of Results	<ul style="list-style-type: none"> • Takes responsibility for challenging tasks and delivers on time and to a high standard • Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances • Ensures quality and efficient customer service is central to the work of the organisation • Looks critically at issues to see how things can be done better • Is open to new ideas, initiatives and creative solutions to problems • Ensures controls and performance measures are in place to deliver efficient and high value services • Effectively manages multiple projects
Judgment, Analysis & Decision Making	<ul style="list-style-type: none"> • Researches issues thoroughly, consulting appropriately to gather all information needed on an issue • Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data) • Integrates diverse strands of information, identifying inter-relationships and linkages • Uses judgement to make clear, timely and well- grounded decisions on important issues

	<ul style="list-style-type: none"> • Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders • Takes a firm position on issues s/he considers important
Leadership	<ul style="list-style-type: none"> • Actively contributes to the development of the strategies and policies of the organisation • Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise • Leads and maximises the contribution of teams as a whole • Considers the effectiveness of outcomes in terms wider than own immediate area • Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks • Develops capability of others through feedback, coaching & creating opportunities for skills development • Identifies and takes opportunities to exploit new and innovative service delivery channels
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Presents information in a confident, logical and convincing manner, verbally and in writing • Encourages open and constructive discussions around work issues • Promotes teamwork and works effectively on projects within the organisation and cross-organisationally • Maintains poise and control when working to influence others • Instills a strong focus on Customer Service in his/her area • Develops and maintains a network of contacts to facilitate problem solving or information sharing • Engages effectively with a diverse range of stakeholders
Drive and Commitment to PSI Values	<ul style="list-style-type: none"> • Public safety is at the heart of everything, acts to ensure that safety • Values, appreciates and respects everyone engaged with • Works in partnership with colleagues and all stakeholders • Behaves with integrity and objectivity, actions are evidence-based and timely. • Is self-motivated and shows a desire to continuously perform at a high level. • Is personally honest and trustworthy and can be relied upon.

Conditions of Employment

Probation

A probationary period of eleven (11) months applies to this position.

Pay

The salary scale for this post is €62,034 - €70,851 plus two long service increments (LSIs) (Engineer Grade II) per annum, pro-rata for shorter term contracts.

Entry will be at the first point of the scale for new entrants and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Subject to satisfactory performance increments may be payable in line with current Government Policy.

Candidates should note that different pay and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.

Superannuation

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.

Hours of Attendance/Working Week

The normal working week is not less than 37 hours, exclusive of lunch breaks. The successful candidate will be required to work such additional hours from time to time as may be reasonable and necessary for the proper performance of his/her duties, subject to the limits set down in the working time regulations. The rate of remuneration payable covers any extra attendance liability that may arise from time to time.

Annual Leave

Annual leave is 27 days per annum. This allowance is subject to the usual conditions regarding the granting of annual leave and is on the basis of a five-day week and is exclusive of the usual public holidays and Good Friday.

Outside Employment

This role is full-time and the appointee may not engage in private practice or be connected with any outside business which conflicts in any way with his/her duties, impairs performance or compromises his/her integrity.

The appointee must avoid involvement in outside employment/business interests in conflict or potential conflict with the business of the PSI. Clarification must be sought from management where doubt arises.

How to Apply

To apply for this post, candidates should submit a comprehensive covering letter outlining why they believe their skills, experience and values meet the requirements, an up-to-date CV and the completed application form.

This documentation should be emailed to the HR Office at recruitment@psi.ie on or before the closing date of **12.00 noon** on 19 December 2019.

Late applications will not be accepted.

The PSI is an equal opportunity employer.

Selection Process

The selection process may include:

- A shortlisting of candidates based on the information submitted in their application;
- A competitive interview before an interview board which may include an assessment and/or presentation;
- An offer of employment will be dependent upon the candidate furnishing suitable professional references, proof of credentials and upon their successful completion of a pre-employment medical.
- A panel of candidates may also be established from this competition to fill other permanent Quality Assessor roles at the Engineer Grade II grade that may arise over the next 12 months (December 2019-November 2020). Candidates will be placed on a panel in order of merit based on interview score.

Interview

Interviews will be held in mid-January 2020.

The PSI is not in a position to reimburse expenses incurred by applicants for interview.

Candidates who do not attend for interview or other assessment when required, or who do not, when requested, furnish such evidence as the PSI requires in regard to any matter relevant to their candidature, will have no further claim to consideration.

Candidate Obligations

Candidates must not:

- Knowingly or recklessly provide false information
- Canvass any person with or without inducements
- Interfere with or compromise the process in any way

A third party must not impersonate a candidate at any stage of the process.

GDPR Privacy Notice – Recruitment Process

Purpose

The PSI conducts a competency-based recruitment process. Candidates are asked to submit a CV and a comprehensive covering letter or an application form. The recruitment process will include a pre-employment medical assessment and references check and may also involve psychometric testing.

As part of the recruitment process, the PSI will process personal data relating to potential candidates. Personal data means any information relating to an identified or identifiable living individual. The categories of personal data defined by the General Data Protection Regulation (“GDPR”) include identification data e.g. name, address and emails. It also includes special categories of personal data for more sensitive information such as data concerning health. In meeting its data protection obligations, the PSI is committed to being accountable and transparent about how it collects and uses personal data provided in your application and as part of the recruitment process.

In the case of a successful candidate, some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address).

Legal Basis for Processing Personal Data

The PSI processes the personal data contained in your CV, covering letter and application form obtained during the recruitment process on the basis of consent, Article 6(1)(a) of the GDPR. Consent is required from the applicant in order to process any personal data in your application for the specific purpose of progressing your application during the recruitment process.

In the case of a successful candidate(s), some of the information provided during the recruitment process will form the basis of the contract of employment (e.g. name, address). The personal data of potential employees, and employees, is processed on the basis that it is necessary for the PSI’s compliance with legal obligations (Article 6(1)(c) GDPR), which includes employment legislation. PSI personnel are provided with an internal privacy statement in relation to the use of employee information.

How Your Information May Be Shared

The following parties may receive your information for reasons outlined below:

Recipient	Purpose
HR (PSI internal)	Storing application, acknowledging responses and corresponding with candidates.
HR (external service provider)	In the recruitment of certain posts, the PSI may outsource some or all parts of the recruitment process to an external service partner. An external service partner will receive candidate submissions, in full or part, to assist with administration or assessment for the post, or to manage the entire recruitment process.

Designated Hiring Manager	The designated hiring manager(s) and/or a Head of Department will receive applications to conduct shortlisting of candidates.
Interview Panel	Member(s) of Interview Panel(s), including the designated Hiring Manager and/or Head of Department and /or independent member(s) external to the PSI will receive applications to conduct the assessment of candidates.
HR (external service provider – psychometric or other testing)	In the recruitment process for certain post, the PSI may require psychometric or other testing to be carried out by an external service provider. The external service provider will receive candidate information, in full or part, to be used as directed by the PSI to conduct the assessment and provide information to the PSI. They will hold information relating to a candidate only for a period necessary to fulfil the service required.
Referees	Candidates are asked to provide references who can be contacted to validate work history and/or comment on suitability of the candidate for the position. Where a candidate gives consent for the PSI to contact a named referee(s), referee(s) will be provided with the candidate’s name for the purpose of providing the reference.
Occupational Health	If considered for appointment to the role, a candidate will be asked to undergo a pre-employment medical assessment. The PSI will notify the occupational health provider of the name of the candidate and contact telephone number.

Data Transfers Outside The EU/EEA

There is no transfer of information outside of the EU/EEA in the course of this process.

Automated Decision Making

This does not apply to this process.

How Long We Store Your Data

The PSI has a document management policy and retention schedule in relation to the information it holds. This may be updated from time to time.

For unsuccessful candidates, applications and all relevant correspondence will be retained and held securely by the PSI’s HR Office for a period of 12 months. At the end of that period, or once you withdraw your consent, your data is securely deleted or destroyed.

For successful candidates, their application (to include interview records, assessments such as psychometric tests and evaluations of interviews conducted) will be placed on their employee file and retained during the course of their employment and for an appropriate period thereafter.

Your Data Protection Rights

You have rights in relation to the data held and processed about you by the PSI. The PSI has a Data Protection Officer, who can be contacted if you wish to exercise your data protection rights.

Email: dataprotection@psi.ie

Address: Data Protection Officer, Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72.

There is a [subject access request form](#) available on the PSI website.

Right	Explanation
Access	You can request and receive access to the information held about you for the purpose of this process at any time.
Portability	You can request and receive a copy of this information, in electronic/transferrable format, at any time.
Erasure	You can request the data held be erased. The anticipated retention period is outlined above.
Rectification	You can request to have any incorrect information about you updated or corrected.
Objection	You can withdraw your consent or object to this information being processed.
Complaint	You can make a complaint to the PSI's Data Protection Officer (above) and/or make a complaint to the relevant supervisory authority in Ireland, the Data Protection Commission (www.dataprotection.ie)