

**Managing Mediator**

**Dublin / Galway**

**Information Booklet**

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| **Managing Mediator Dublin / Galway** |

The Legal Aid Board

The Legal Aid Board is an independent, publicly funded organisation. It has been in existence since 1979 and was set up as a statutory body to provide civil legal aid and advice on foot of the Civil Legal Aid Act 1995. The Board’s remit was widened in 2011 to include responsibility for providing a family mediation service. The Board has thirty three full time law centres located throughout the country. Family mediation services are provided from 16 locations, a number of which are co-located or in the process of being co-located with law centres. The Board provides legal services through Private Practitioner Schemes and is also responsible for a Refugee Documentation Centre and the administration of three ad hoc Criminal Legal Aid Schemes.

The Board's Mission, set out in its Statement of Strategy 2021-2023, is

*"To deliver timely effective inclusive and just resolution of family and civil disputes to those most in need of our assistance through high quality legal representation and advice and / or mediation and to manage other aspects of legal aid which have been entrusted to us.”*

The Board itself consists of a chairperson and twelve ordinary members. They are appointed by the Minister for Justice and have a five-year term of office.

The Board has an executive management structure primarily located at its Head Office at Quay St, Cahirciveen, Co Kerry and also at an office at 48/49 North Brunswick St, George’s Lane, Smithfield, Dublin 7.

More details about the Legal Aid Board can be obtained by accessing the Board’s website [www.legalaidboard.ie.](http://www.legalaidboard.ie/)

Overview of the Role

The key features of the role are:

The Mediator Manager will oversee key elements of the performance of family mediation services, for which s/he is assigned responsibility, including but not limited to:-

1. Management of individual offices assigned by the Director of Family Mediation so as to ensure the smooth running of the service.
2. Managing the performance of relevant Mediators through the PMDS process, including the provision of coaching/mentoring to staff, management of sick leave policies, annual leave policies as appropriate.
3. Identifying and following up on issues arising in the operation of these Family Mediation Centres, including but not limited to:

* Providing advice, support and direction to Meditators and assistance in resolving problems that may arise;
* Acting as an interface where appropriate between relevant Family Mediation Centres and the Board’s senior management and HR function, including in the identification of priorities for allocation of resources;
* Engage with law centre management to ensure appropriate synergies are identified, developed and maintained between the law centres and family mediation offices;
* Drive the Board’s Strategy and Plan for the provision of Family Mediation 2021 – 2023 and any subsequent strategy with their staff and in their offices;
* Ensure there is quality assurance and accountability of practice through the setting of work targets with mediators, adherence to the Mediation Act 2017, Civil Legal Aid Act 1995, family mediation service policies and practice, regular monitoring of case files.
* Carry a caseload of clients, with practice supervision by the Director of Family Mediation.

1. Perform any other task that may be assigned by the Director of Family Mediation or the Chief Executive.

Essential Entry Requirements:

Candidates must, on or before **29th April 2022** have:

i) Possess the necessary experience, skills and competencies required to perform the role

AND

ii) Have a proven record of managerial experience;

AND

iii) A Third Level Degree (NFQ Level 8 equivalent), or equivalent.

AND

iv) Certificate in Mediation; or equivalent.

AND

v) 1 year post-qualification practice in family mediation (separating couples) – a minimum of 100 hours per year, signed off by a qualified family mediation supervisor.

Competencies

Candidates must be able to demonstrate clearly at interview that they possess the full range of competencies as set out in below. Candidates should have knowledge of the role of Family Mediation in the Civil Legal Aid Act, 1995, understanding of the role of the Legal Aid Board and its operating environment, or the capacity to quickly acquire same.

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| **Managing Mediator competencies** |
| **Team Leadership** |
| * Works with the team to facilitate high performance, developing clear and realistic objectives and addressing and performance issues if they arise * Provides clear information and advice as to what is required of the team * Strives to develop and implement new ways of working effectively to meet objectives * Leads the team by example, coaching and supporting individuals as required * Places high importance on staff development, training and maximising the skills and capacity of the team * Is flexible and willing to adapt, positively contributing to the implementation of change |
| **Professional knowledge & expertise** |
| * Has an excellent understanding of mediation in Ireland, the Mediation Act 2017 and the services provided by the Board under its statutory remit in relation to mediation * Takes a lead role in the provision of an appropriate, timely and professional service to the public covered by the governing legislation and in accordance with the policies / parameters set by the Board * Understanding of dispute resolution mechanisms and the role of the mediator in relation to same * Actively manages the caseloads of staff and progress being made in relation to cases handled so as to be in a position to ensure a quality and timely service to clients |
| **Analysis & Decision Making** |
| * Gathers and analyses information from relevant sources, weighing up a range of critical factors * Takes account of any broader issues and related implications when making decisions * Uses previous knowledge and experience in order to guide decisions * Makes sound decisions with a well reasoned rationale and stands by these * Puts forward solutions to address problems |
| **Management & Delivery of Results** |
| * Takes responsibility and is accountable for the delivery of agreed objectives * Successfully manages a range of different projects and work activities at the same time * Structures and organises their own and others work effectively * Is logical and pragmatic in approach, delivering the best possible results with the resources available * Delegates work effectively, providing clear information and evidence as to what is required * Proactively identifies areas for improvement and develops practical suggestions for their implementation * Demonstrates enthusiasm for new developments/changing work practices and strives to implement these changes effectively * Applies appropriate systems/processes to enable quality checking of all activities and outputs * Practises and promotes a strong focus on delivering a quality customer service for internal and external customers |
| **Interpersonal & Communication Skills** |
| * Builds and maintains contact with colleagues and other stakeholders to assist in performing role * Acts as an effective link between staff and senior management * Encourages open and constructive discussions around work issues * Projects conviction, gaining buy-in by outlining relevant information and selling the benefits * Treats others with diplomacy, tact, courtesy and respect , even in challenging circumstances * Presents information clearly, concisely and confidently when speaking and in writing |
| **Drive and Commitment to Public Service Values** |
| * Strives to perform at a high level, investing significant energy to achieve agreed objectives * Demonstrates resilience in the face of challenging circumstances and high demands * Is personally trustworthy and can be relied upon * Ensures that customers are at the heart of all services provided * Upholds high standards of honesty, ethics and integrity |

General Matters

Eligibility to compete

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway.

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

* A citizen of the European Economic Area. The EEA consists of the Member States of the  
  European Union, Iceland, Liechtenstein and Norway; or
* A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
* A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
* 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
* 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; or
* A citizen of the United Kingdom of Great Britain and Northern Ireland.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Principal Conditions of Service

General

The appointment is subject to the Civil Service Regulations Acts 1956 to 2005, the Public  
Service Management (Recruitment and Appointments) Act 2004 and any other Act for the  
time being in force relating to the Civil Service.

Notwithstanding this paragraph and the paragraph immediately following below, this will not preclude an extension of the probationary period in appropriate circumstances. During the period of probation, the appointee’s performance will be subject to review by the relevant supervisor(s) to determine  
whether the appointee:

* has performed in a satisfactory manner;
* has been satisfactory in general conduct; and
* is suitable from the point of view of health with particular regard to sick leave.

Prior to completion of probation a decision will be made as to whether or not the appointee  
will be retained pursuant to Section 5A(2) of the Civil Service Regulations Act 1956-2005.  
This decision will be based on the appointee’s performance being assessed against the  
criteria set out in (i) to (iii) above. The detail of the probationary process will be explained  
to the appointee and the appointee will be given a copy of the Department of Public  
Expenditure and Reform’s guidelines on probation.

Pay

**Managing Mediator Scale – from 1st February 2022**

This rate will apply where the appointee is newly recruited to the Civil Service and is making a personal pension contribution and is equivalent to the Engineer Grade II Civil PPC Salary Scale

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| 64,547.00 | 66,021.00 | 67,493.00 | 68,971.00 | 70,444.00 | 70,836.00 | 72,289.00 | 73,798.00 | 76,253.00 | 78,715.00 | |
|  |  |  |  |  |  |  | NMAX | LSI1 | LSI2 |  |

LSI1 may be payable after 3 years satisfactory service at the maximum, LSI2 may be payable after 6 years satisfactory service at the maximum.

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| Entry will be at the minimum of the scale 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.  Different terms and conditions may apply if you are currently a serving civil or public servant. Subject to satisfactory performance increments may be payable in line will current Government Policy.  Success candidates will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 07/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners. |

Tenure

The appointment is to a permanent established position in the Civil Service on a probationary contract for a period of one year from the date of appointment.

A Panel will be established from which any additional temporary and permanent positions at Managing Mediator level that may arise in Galway and/or Dublin will be filled in the 12 months following the Panel’s establishment. The Board reserve the right to extend the length of the panel for an additional 12 months.

The appointment is subject to termination at any time by either side in accordance with the Minimum Notice and Terms of Employment Acts 1973 to 2005. In the case of serious misconduct, the employment may be terminated at any time without notice and without penalty.

Duties

Appointees will be required to perform any duties which may be assigned to them from time  
to time as appropriate.

Outside Employment

The successful candidates may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties or conflict in any way with the position of a Managing Mediator in the Board.

Headquarters

The successful candidate will be assigned to either a Dublin office or an office in Galway city. Upon being offered the position, the successful candidate may indicate their preference.

Removal expenses will not be paid to candidates to take up the position.

* Notwithstanding an initial assignment to a particular location appointees may be transferred to a different location or assigned to such specific duties at a different location as the Board may determine from time to time so as to enable it to perform its functions under the Act.
* The duration of a transfer and/or assignment to other duties will be determined by the Board.

When absent from home and headquarters on official duty a Managing Mediator will be paid appropriate travelling expenses and subsistence allowances, subject to normal civil service regulations.

Hours of attendance

Hours of attendance will be fixed from time to time but will amount to not less than 43.25 hours gross per week. The Managing Mediator may 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

The annual leave for this position is 30 days. This allowance is subject to the usual conditions regarding the granting of annual leave in the civil service, is based on a five-day week and is exclusive of the usual public holidays.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars for the civil and public service.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to the Legal Aid Board. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at [www.singlepensionscheme.gov.ie](file:///C:\Users\jamcdaid\AppData\Local\Temp\notesBCBF1C\www.singlepensionscheme.gov.ie).

Candidates should be aware the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 became law on 28 July 2012. The Act provides for a Single Public Service Pension Scheme (the “Single Scheme”) for new public servants. It also makes certain other changes affecting existing public service pension arrangements. A copy of the Act can be viewed at <http://www.irishstatutebook.ie/2012/en/act/pub/0037/index.html>

Candidates should note that this may mean that pension and retirement age terms different from those currently set out below may accompany an offer of appointment.

At present the terms of the Pension Scheme and of the associated Spouses’ and Children’s Pension Scheme apply to appointments of this kind. Membership of these schemes is compulsory, and includes the following provisions with respect to pension terms, retirement age and associated conditions:

* Pensionable Age: The minimum age at which pension is payable is 66 (rising to 67 in 2021 and 68 in 2028 in line with changes in State Pension age).
* Retirement Age: Scheme members must retire on reaching the age of 70.
* Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to the Consumer Price Index (CPI).
* Post retirement pension increases are linked to CPI.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject** to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

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| In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position. |

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013, any of which renders a person ineligible for the competition)the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

Ill-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme (i.e. non- Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](file:///C:\Users\jamcdaid\AppData\Local\Temp\notesBCBF1C\www.singlepensionscheme.gov.ie). In relation to the pension scheme for Civil Servants recruited pre 2013 please see the following website: <http://www.cspensions.gov.ie>.  
The successful candidates will be offered the appropriate superannuation terms and conditions (including retirement age) as prevailing in the Civil Service at the time of being offered an appointment.  In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”). Full details of the Scheme are at <http://www.per.gov.ie/pensions>.

Important Note: Pensionable benefits are determined in accordance with Section 9, Financial Emergency Measures in the Public Interest Act, 2010.

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| Candidates should note that different terms and conditions may apply if, immediately prior to appointment, the appointee is a serving civil or public servant.  The information in this booklet represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate. |

Competition Process

How to apply

In order to apply a candidate must submit a completed application form. Application forms are only available from our website at [**www.legalaidboard.ie**](http://www.legalaidboard.ie)

Candidates should note that the onus is on the candidate to submit a fully completed application. Where an incomplete or blank application form is submitted, a candidate’s application may be cancelled without further notice.

Application forms must be submitted by email and must be sent in **.PDF or MS Word format only**.

Completed application forms must be submitted by email – subject line Managing Mediator Competition - at [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie) by 4pm on the specified closing date.

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| **Only applications fully submitted electronically by email will be accepted into the campaign. Applications will not be accepted after the closing date.** |

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that the Legal Aid Board is satisfied that such person fulfils the requirements of the competition or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense as the Legal Aid Board will not be responsible for refunding any expenses incurred.

Prior to recommending any candidate for appointment to this position the Legal Aid Board will make all such enquiries that are deemed necessary to determine the suitability of that candidate. 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 or if an additional vacancy arises the Board may, at its discretion, select and recommend another person for appointment.

Closing date

The completed application form must be forwarded so as to reach the Board not later than **4.00 pm Friday 29th April 2022.** If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please contact: Human Resources at 066 9471021.

Candidates should make themselves available on the date(s) specified by the Board and should make sure that the contact details specified on the application form are correct.

The Board will not be responsible for refunding any expenses incurred by candidates.

Selection Methods

These may include:

* shortlisting of candidates on the basis of the information contained in their application;
* a competitive interview;
* and a presentation.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that the Board is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Due to the risks associated with COVID-19 interviews will be held remotely. The Legal Aid Board is an Equal Opportunities Employer. Reasonable accommodation will be provided to candidates who identify that they have a disability which would render it more difficult for them to participate effectively in a remote interview process.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the Board may decide that a number only will be called to interview. In this respect, the Board will select, based on an examination of the application forms and the requirements of the position, those who appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on the application form.

Confidentiality

Subject to the provisions of the Freedom of Information Act, 1997 applications will be treated in strict confidence.

All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.

Security Clearance

All applicants will be required to complete and return a Garda Vetting Form as part of their application (this must be done for each individual job application) and vetting information will be requested from An Garda Siochana for any candidate being considered for an offer of a position. Job offers will only be made where the Board has deemed the candidate suitable following consideration of the outcome of the Garda vetting process.

The Board will fully comply with the requirements of GDPR at all stages.

The appointment of a candidate is also dependant on satisfactory reference checking.

General Information

CPSA Code of Practice Review and Complaint Procedures

* The Commission for Public Sector Appointments (CPSA) is Ireland’s regulator for public service recruitment. The CPSA’s primary statutory responsibility is to set standards for recruitment and selection, which they publish as Codes of Practice.
* The Legal Aid Board will consider requests for review in alignment with the review and complaint procedures outlined in the Code of Practice published by the CPSA. The Code of Practice are available on the website of the Commission for Public Service Appointments http://www.cpsa.ie/

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.  
  
**Candidates must not:**

* knowingly or recklessly provide false information,
* canvass any person with or without inducements, and
* interfere with or compromise the process in any way.

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

Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

* where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
* where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview or other test when and where required by the Board, or who do not, when requested, furnish such evidence as the Board require in regard to any matter relevant to their candidature, will have no further claim to consideration.

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| **Data Protection Act 2018**  When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by the Legal Aid Board is subject to the rights and obligations set out in the Data Protection Act 2018.  For more information on how we retain and use your personal data, please review our Data Protection Data Statement, which includes instructions on their right to withdraw consent at any point:  This is available at <https://www.legalaidboard.ie/en/Contact-Us/Data-Protection/>  To make a subject access request under the Data Protection Act 2018, please submit your request in writing to; Data Protection Officer, Legal Aid Board, 48-49 North Brunswick St, Georges Lane, Smithfield, Dublin7. D07 PE0C or via [dataprotection@legalaidboard.ie](mailto:dataprotection@legalaidboard.ie).  Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes. |

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Contact Us

Human Resources  
Legal Aid Board  
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**Phone:** 066 947 1021  
**Email** [recruitment@legalaidboard.ie](mailto:recruitment@legalaidboard.ie)  
**Website** **www.legalaidboard.ie**  
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