

The Psychological Society of Ireland: Professional Conduct Committee Administrator (Part Time) **(<https://www.activelink.ie/node/115092>)**



Job Title: Professional Conduct Committee (PCC) Administrator

Employer: The Psychological Society of Ireland (PSI)

Location: Flexible/hybrid working arrangements may be possible; this will be at the discretion of the Executive Director and in accordance with the growing needs of the PCC. Some duties are expected to take place within the PSI Offices, whereas other duties may be conducted remotely. Availability for recurring, weekly Friday afternoon meetings is essential.

Responsible to: The PSI Executive Director

Contract type: Part-time; fixed term; 0.5 WTE (1 year initially but possibility to extend)

Salary: Attractive remuneration commensurate with relevant skills and experience

About the PSI

The PSI is a registered charity, responsible for the development, promotion and application of psychology for the public good. The Society is the professional body for psychologists in Ireland with the primary objective of advancing psychology as an applied science. Established in 1970, the PSI has grown to circa 5,000 members, 11 divisions and 16 special interest groups. The PSI is a membership organisation that maintains a voluntary register of student, Graduate, and Chartered Members. It is not a regulator of the psychology profession and it does not and cannot police issues relating to non-members. All members of the PSI are required to follow the PSI Code of Professional Ethics. In terms of a formal (State) register and regulation, this sits with CORU's Psychologists Registration Board (PSRB), which was established in 2017. The first three divisions of the register are due to open in late 2025.

The Role

This is a crucial role within the organisation that will require someone with significant administrative experience and strong organisational skills. The role will include a multitude of tasks, including, but not limited to:

- **Coordination of personnel**
 - Managing expressions of interest for potential new members of the PCC.
 - Helping with the induction and on-boarding of new PCC members.
 - Ensuring all new PCC members receive IT induction.
 - Creating and assigning PCC email accounts and database login details.
 - Ensuring data agreement forms are received from all members.
- **Correspondence**
 - Managing the dedicated complaints email account.
 - Coordinating email replies to general queries from members of the public regarding the complaints process, queries from members of the PSI, and those wishing to submit a complaint (complainants).
 - Coordinating correspondence related to official active complaints.
- **Record keeping & liaison**

- Attending a weekly meeting with the queries team.
- Responsible for recording, maintaining and updating the queries tracker with regards to any queries related to complaints
- Receiving complaint form from complainants, recording and maintaining details and status of each complaint received throughout the entire complaint process.
- Notifying the PCC when a complaint has been received that meets the PCC criteria.
- Assigning complaints to the PCC via the complaints database system. Uploading and updating documents to the correct document categories on the database for each complaint.
- Maintaining and updating the PCC tracker with information regarding active complaints and which PCC members are assigned to them, as well as the status of each complaint and any next steps.
- Coordinating reminder emails to the PCC members/complainant/subject of the complaint with regards to any deadlines/actions required.
- Recording and maintaining outcomes/documents related to a complaint once the complaint process is complete. This includes keeping copies of documents and decisions for a period of time in line with GDPR, ensuring any sanctions against a member are recorded for a suitable period of time, and ensuring IT system flags of any members who are expelled from membership (i.e., ensuring they cannot rejoin).
- Drafting official letters for attention of complainants and the subject of the complaint.
- Supporting the PCC with the creation of protocol/PCC guidance document, template letters/emails, to streamline and standardise the PCC process.
- Ongoing review of protocols and consider improvements.

- **Additional responsibilities**

- Providing support to chair and vice chair of the PCC.
- Scheduling and attending monthly PCC meetings. Compiling minutes, recording updates, recording statistics regarding complaints received/outcomes, timelines.
- Providing support to review groups in between PCC meetings.
- Creating and updating content for the website/signposting information regarding complaints- for public and members.
- Updating PSI internal process document with PCC processes as they develop.
- Working with the web provider and other relevant PSI staff to make changes/improvements to the online complaints system.

The Person

We would like to speak with individuals who have several years' experience of administration office work, particularly at management level. Experience of working in the charity sector would be advantageous. Individuals with background experience working in areas of conflict resolution, work relations, processing complaints, grievances and/or disciplinary matters would be especially helpful. The successful candidate will need strong organisational abilities, be a clear, candid and respectful communicator, and possess the ability to remain neutral and objective in the face of strong emotions.

Salary and Benefits

Salary will be commensurate with relevant skills and experience. In addition, there will be a range of benefits including membership of a defined contribution pension scheme, health insurance subsidy and employee assistance programme.

How to Apply

Please submit a CV and cover letter by email, with the subject of the email being 'PSI PCC Administrator application', to:
Susan Foxe
officemanager@psychologicalsociety.ie (<mailto:officemanager@psychologicalsociety.ie>)

Application Deadline: 5pm, Thursday 01 May 2025

Region

Dublin / Flexible

Date Entered/Updated

15th Apr, 2025

Expiry Date

1st May, 2025

Source URL: <https://www.activelink.ie/vacancies/health/115092-the-psychological-society-of-ireland-professional-conduct-committee-administrator-part-time>