

Case Processing Panel 2023: FAQs

Is there a closing date for submitting an application form?

There is no closing date for submitting an application form however, it is open to the International Protection Office (IPO) to introduce a closing date at any stage. In the event that a closing date is introduced, it will be detailed on the IPO website (www.ipo.gov.ie) at least two weeks in advance of that date.

Can I take up the position of Case processing panel member while I am a serving civil servant?

No. In accordance with section 19.1¹ of the Civil Service Code of Standards and Behaviour, you are not permitted to take up the position of Case processing panel member.

Can I apply if I am a former civil or public servant?

Yes.

Can I take up the role of panel member while I am on a career break in the civil service?

No. Please refer to circular 4/2013 career break scheme from the civil service for further details.²

Can I apply if I am based outside Dublin?

Yes. However, you must be available to travel to the IPO in order to carry out certain functions of the role.

Who is eligible to apply?

Eligible candidates must be:

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

¹ 19.1 A civil servant should not seek contracts with Government Departments or Offices for the supply of goods or services (other than for employment) either for his or her own benefit, or for any partnership or company with which he or she has an involvement in his or her private capacity or on behalf of other persons or organisations.

² Circular 4/2013 - [Career break - NSSO](#)

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(e) 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

(f) 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 the UK or Switzerland and has a stamp 4 visa

To qualify candidates must be eligible by the date of application.

Can I apply if I am based outside Ireland?

Panel members must be based in Ireland as certain functions of the role require attendance at the IPO which is located in Dublin.

Are typing skills essential?

You must have a proficient level of typing skills.

Where is the work undertaken?

Some of the core functions of a panel member must be carried out in the IPO. International Protection interviews must be carried out onsite and in person. Interviews are conducted Monday to Friday between the hours of 09:00 – 19:00 and from time to time, interviews may take place on Saturdays. Panel members will be expected to conduct three interviews per week once familiar with the work. Panel Members are generally not expected to be on-site while undertaking pre-interview research, case preparation and post interview report writing.

Will I receive confirmation that the IPO has received my application?

You will receive an email acknowledging receipt of your application within 24 hours of submitting it to ISDrecruit@justice.ie

What is the next step after submitting an application?

As this is a rolling competition from time to time, the IPO will select and progress eligible applications to the interview stage of the process. Applications are reviewed and progressed in batches, in the sequence in which they are received. Depending on the volume of applications, a shortlisting process may be utilised. The IPO will be in contact with you regarding the outcome of your application. Please note that it may be a number of weeks before you are contacted.

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What are the arrangements for interview if called?

Interviews are conducted over zoom.

What is the format for the interview?

The interview will explore the topics covered in the application form for the position, in order to consider suitability for being a Panel Member.

What is considered to be a conflict of interest?

It is a condition of being a Panel Member that Panel Members do not undertake any actions which create a conflict of interest or have the potential to create one. Specifically, it is considered a conflict if, while a member of the panel, a Panel Member is involved in advising or representing individuals in relation to applications for international protection, permission to remain or leave to remain.

Panel Members are also obliged to inform the Chief International Protection Officer if they are engaged or intend to engage in **any** work associated with people in international protection, permission to remain or leave to remain.

Any conflicts of interest or potential conflicts of interest that you may have as a Panel Member should be declared in advance of an interview, if called.

What is the next step following the interview process if I'm successful?

If you are successful at the interview stage of the process, you will have to submit relevant supporting documentation, complete the Garda vetting process and undertake appropriate training.

Who conducts the training and how long does it take?

Currently training is delivered over a period of 6 days in conjunction with the United Nations High Commissioner for Refugees (UNHCR). Training is delivered in person, generally in a venue located in Dublin City centre.

When can I commence undertaking work as a panel member in the IPO?

Once you have completed the required UNHCR training (and subject to the Garda vetting process) you will be asked to consider and sign a contract as a Panel Member and fill in some administrative forms in order to make arrangements for payment. The IPO will then arrange for you to attend the office to commence familiarisation with the process and arrange for a mentor to be assigned.

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Will I be an employee of the IPO?

No, Panel Members are contractors who operate on a self-employed basis.

What is involved in the Panel Member's work?

Panel Members assist International Protection Officers in processing international protection applications by conducting international protection interviews and compiling draft reports based on the information available to them. This draft report is compiled based on the interview, consideration of the documentation on file and examination of relevant Country of Origin information. The International Protection Officer assigned to the case is responsible for making the final recommendation.

Panel members can be assigned certain other functions depending on the business needs of the IPO/ISD in line with the relevant statutory framework.

Where are International Protection Interviews conducted?

Interviews in the main take place in the International Protection Office which is located at 79 – 83 Lower Mount Street, Dublin 2. On occasion interviews may be conducted off-site depending on the circumstances arising.

When are International Protection Interviews conducted?

Interviews are conducted from Monday to Friday between the hours of 09:00 – 19:00. On occasion interviews can be scheduled to take place on Saturdays.

How long is an International Protection Interview?

Interviews can take approximately two to three hours. Depending on the complexity of a case, it may be necessary to conduct a further “call back” interview at a later date in order to bring the interview process to a close.

How many cases per week will I need to do?

A new Panel Member normally takes on one case a week initially. The IPO would then expect Panel Members to undertake at least three cases per week once familiar with the work.

How much notice will I get that a case has been assigned?

Panel Members are required to provide availability a number of weeks in advance of any interview taking place. Once availability is compiled a schedule issues each week advising all Panel Members of the cases assigned for the

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following week. Occasionally due to illness or unforeseen circumstances, short notice requests may issue.

How are Panel Members paid?

Panel Members invoice the IPO when, following an interview, they have completed reports and submitted them, and they have been quality assessed by IPO staff.

Panel Members are expected to be fully tax compliant, and will be asked to certify this before being appointed to the Panel. While some level of tax is taken at source, for the most part, Panel Members are self-employed and expected to make their own arrangements to ensure that any remaining taxation obligations are met.