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AND MAKE

A DIFFERENCE



**Job & Person Guide
Information Support &
Advocacy Coordinator**

At A Glance...
Ten things to know about the role



Reporting To

Information & Support Service Manager, working closely with colleagues in the Information & Support Team



Contract

This appointment is subject to the continued availability of funding.



Place of Work

Primarily national office, however, this is a hybrid role with regional & home office elements. Travel & subsistence reimbursed at civil service rates.



Key Relationships

Members of the public, clients of Sage Advocacy, service providers. Sage Advocacy colleagues.



Working Hours

Working hours, including provision for lunchbreaks, will generally average 40 per week over a four weekly period



Salary

Indicative payscale: €45,000 - €50,000. New employees should expect to start at the first point of the scale.



Probationary Period

A probation period of six months will apply during which time there will be three reviews



Benefits

25 days annual leave; public holidays; plus 5% contribution to a PRSA scheme following completion of probation.



Application Deadline

2:00pm Friday 8th November 2024 email to recruitment@sageadvocacy.ie
Put job title in subject line



Application Requirements

Curriculum Vitae (no more than four pages) and detailed cover letter (one to two pages in length).



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About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People and is publicly funded through the HSE. It also supports vulnerable adults and healthcare patients in certain situations where no other service is able to assist.

Sage provided information, support and advocacy services to almost 5,000 people in 2022 and our work on behalf of clients is independent of family, service provider or systems interests. Our team of experienced advocates is available right across the Republic of Ireland in all settings: homes, day centres, respite facilities, congregated care settings/nursing homes, hospitals, hostels, hospices and in the process of transition between them.

Our services are free of charge and confidential. Sage Advocacy ensures that a person's voice is heard, that their wishes are taken into account and that they are assisted, in whatever ways necessary, to be involved in decisions that affect them.

The motto of Sage Advocacy is **'Nothing about you / without you'**. Sage Advocacy's approach is to collaborate where possible and to challenge where necessary. It has a strong focus on achieving social impact by identifying and addressing underlying systemic issues raised through individual case work. Responsibility for the overall development and governance of the service rests with the Board of Trustees of Sage Advocacy clg | CRO #610824 | RCN #20162221 | CHY #22308.

Recruitment for this role is part of the next phase of development of Sage Advocacy's services in the context of the commencement of the Assisted Decision Making (Capacity) Acts, the establishment of the Decision Support service, planned legislation on adult safeguarding and protection of liberties in places of care, the strengthening of support and advocacy services for survivors of institutional abuse and the emergence of Regional Health Authorities, as proposed by Sláintecare.

Working With Us

Purpose of the Post

The primary purpose of the Information, Support & Advocacy Coordinator (ISAC) is:

- **To directly provide an information and support service to callers to Sage Advocacy, to coordinate the provision of a wide range of information resources and support services that may be required by clients, ensure linkages with relevant service providers and manage referrals to Regional Advocates and associated casework support and quality audit where necessary. The ISAC will act as a first point of contact with Sage Advocacy, answering and screening calls to the National Office and alerting the Information & Support Service Manager in a timely fashion regarding any significant issues or trends or information disclosed which may provide grounds for safeguarding concerns.**

Reporting Relationship

The Information, Support & Advocacy Coordinator (ISAC) will report to the Information & Support Service Manager, working closely with colleagues in the Information & Support Team.

Key Relationships: Members of the public, clients of Sage Advocacy, service providers. Sage Advocacy colleagues in regional and central roles including Regional Advocates, Regional Managers, Legal Advisers, Management Team and members of any work groups established by the Management Team or the Board.



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Information Support & Advocacy Coordinator

Principal Duties and Responsibilities

SUPPORT WORK

- Acting as a first point of contact for people calling by phone to the National Office during office hours in collaboration with other staff and volunteers.
- Gathering and recording necessary key information in order to identify the appropriate level of support or advocacy required by callers.
- Providing first response information and support to callers on a range of issues and referring on for support or advocacy as necessary. The range of issues includes legal issues, financial issues, independent living/housing issues, transitional care issues, social protection, continuum of support and care, patient safety and healthcare complaints and issues specifically arising for survivors of institutional abuse.
- Remaining up to date on information, issues and developments relevant to clients of the service.
- Recording all calls and referrals in such a way as to enable effective reporting on issues and trends.
- Adhering to Sage Advocacy Quality Standards and Service Policies and Guidelines
- Identifying and highlighting systemic issues and assisting in initiatives to address them.
- Supporting regional Advocates in ensuring high quality casework and recording and related service quality processes.

INFORMATION & PROMOTION

Promoting Sage Advocacy and its services to callers by, for example:

- Ensuring callers are aware of the full spectrum of information, support and advocacy services provided by Sage and of the information and resources available on the website.
- Providing 'signposts', contact details and links to relevant information and support sources and services such as Complaints Officers, Citizens Information Services, National Advocacy Service for People with Disabilities, Patient Complaints Advocacy Service, Peer Advocacy in Mental Health, etc.

- Sending out relevant information by post and email.

RESOURCE MANAGEMENT

- Ensuring the quality of own work and supporting measures to ensure high quality casework at regional level.
- Contributing to resource development on issues relevant to clients of the service.
- Using Sage Advocacy's IT systems and the Salesforce CRM system to log and manage activities related to information and support, case management and casework quality, systemic issues and promoting the service.
- Maintaining and updating the CRM system as required
- Supporting with administration tasks at regional and national level to ensure the effective delivery and management of Sage Advocacy services.
- Assisting with events management and bookings

OTHER DUTIES

- Keeping up to date a range of key information resources and a list of subject experts and specialist supports within Sage Advocacy who can assist in responding to requests for support.
- Participating in Sage national and regional meetings, engaging in peer support and learning, and sharing expertise and knowledge
- Participating in Sage Advocacy's support and supervision, and performance review mechanisms

OTHER REQUIREMENTS RELEVANT TO THE POST

- The successful candidate will work primarily from Sage Advocacy's office. However, this is a hybrid role with the potential for home office working and occasional provision of advocacy services in a region depending on the overall needs of the service.



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Information Support & Advocacy Coordinator

Skills, Competencies, Attributes and Knowledge

COMMUNICATION

- The ISAC must be able to communicate clearly and effectively with a wide range of people in writing, in person, on the phone.
- The ISAC should be able to adapt their communication style as required to engage with and give clear general information to the public, to health and social care professionals, to people with differing communication abilities and to users of the service.

RELATIONSHIPS

- The ISAC should be able to form relationships with a wide range of people and elicit their trust, especially with vulnerable adults, older people, healthcare patients, their family members, survivors of institutional abuse and a wide range of stakeholders.
- The ISAC must be able to collaborate, negotiate and agree plans with others.
- The ISAC must be able to take guidance and manage their time and energy according to workload and priority. They should apply the criteria for seeking input, for managing/prioritising issues and for making referrals.

PROMOTION OF SAGE ADVOCACY AND CAPACITY-BUILDING

- The ISAC must have initiative and be able to identify and take opportunities to enhance the quality of Sage Advocacy's work at all levels.
- The ISAC should be able to identify and communicate with local and national experts who may be of assistance to Sage Advocacy and its clients, e.g. clinical, social care, legal, financial, complaints, mediation and dispute resolution experts
- The ISAC should be able to liaise with major service providers to promote advocacy and to help identify potential advocacy needs.

KNOWLEDGE

- The ISAC should have a good understanding and appreciation of the importance of independent advocacy and of the policy and legal frameworks within which Sage Advocacy operates.
- The ISAC should have a general awareness of the systems of health and social care governance and provision, how to access health and social care services, an awareness of what options are generally available to people and equality and human rights issues.

- The ISAC should be capable of becoming highly knowledgeable on a range of issues relevant to support and advocacy. Examples would include: Assisted Decision Making (Capacity) Acts; Advance Healthcare Directives; Enduring Power of Attorney; wills; Wards of Court; functional assessment of capacity; safeguarding; protection of liberty in places of care; institutional abuse; Nursing Home Support Scheme; Home Care Packages; pensions; social protection entitlements; family rights; housing; healthcare complaints, review systems and inquests; access to justice; local authority, partnership and health and social care structures and systems as well as the relationships between them.
- The ISAC should have an understanding and appreciation of the impact on people who have lived in residential institutions in early life and of the supports and services that they are likely to require in later life.
- The ISAC should have good ICT skills, be able to maintain records and use the Sage Advocacy data recording/management systems.
- The ISAC should and be able to keep track of and account for resources, respond to requests, collaborate with colleagues, use IT to support office activities, etc.

ESSENTIAL CRITERIA

- A third-level qualification in social science, social care, social work, law, advocacy etc. or equivalent professional experience,
- A track record of strong communication skills,
- Previous experience of working with people who may be vulnerable,
- A commitment to the values and principles of Sage Advocacy, in particular, **"Nothing About You/ Without You"**
- Good IT literacy including use of Salesforce and Microsoft Software.

DESIRABLE CRITERIA

- Previous experience of providing a phone-based service,
- Previous experience of working with advocacy organisations,
- Previous experience of casework.
- Understanding and appreciation of quality improvement approaches and lean systems.



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Sage Advocacy staff are expected to:



Be approachable, friendly and easy to talk to; non-judgemental; sensitive to others; involving and inclusive



Be respectful of people, their privacy and of their relationships with family members/social networks



Be self-aware and assured without being arrogant or egotistic



Value individual autonomy, self-determination and personal empowerment



Be proactive and willing to take initiative regarding raising advocacy awareness among health and social care services personnel



Be vigilant, attentive to instances of poor quality and standards and the status of vulnerable adults, older people and healthcare patients



Be open to self-review, to receiving feedback and accepting support, supervision and mentoring



Be independent and free from any conflicts of interest



Be compassionate as well as passionate about enabling vulnerable adults, older people and healthcare patients to have their voice heard



Be curious, creative and innovative and flexible, open to exploring different ways of doing things and problem solving while understanding the wider context and possible implications of different approaches



Be resilient and able to handle challenging people and situations including those involving people who have experienced considerable trauma in early life, have been suddenly bereaved or are experiencing complex grieving and people who are survivors of institutional abuse.



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Terms and Conditions of Employment

This appointment is for a three year period. A six months probationary period will apply with performance reviews every two months within the probation period. Support and mentoring will be provided thereafter to complement ongoing performance reviews.

The salary range is €45,000 - €50,000 per year with a 5% contribution to a PRSA scheme following successful completion of probation. New employees should expect to start at the first point of the scale. Annual leave is 25 days.

Key Dates & Requirements



Application Deadline

**2:00pm, Friday 8th
November 2024 email
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Application Requirements

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Interview/Shortlisting

**Initial interviews will
be held online in the
week of the 11th
November 2024.**

DATA PROTECTION AND PRIVACY

● Sage Advocacy's full Data Protection and Privacy Statement can be viewed online at www.sageadvocacy.ie/data-protection-privacy-statement.

MORE INFORMATION

● You can contact Sage Advocacy at 24-26 Upper Ormond Quay, Dublin D07 DAV9 info@sageadvocacy.ie | 01-5367330

If you have a query about a specific issue relating to this job please email recruitment@sageadvocacy.ie with your email and mobile details and we will do our best to respond to you as quickly as possible.