



**Patient  
Advocacy  
Service**

# **Administrator – Corporate Services**

**Candidate Pack**

**2022**

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## Contents

The Patient Advocacy Service .....	3
What We Do .....	3
Administrator – Corporate Services.....	3
Vision Statement.....	4
Mission Statement .....	4
Values .....	4
Job description .....	6
Reports to.....	6
Responsibilities.....	6
Person Specification .....	7
Minimum Educational Qualification and Experience.....	7
Desirable Educational Qualification and Experience.....	7
Essential Knowledge and Skills.....	8
Desirable Knowledge and Skills.....	8
Required Competencies .....	9
Terms & Conditions .....	13
Location.....	13
How to Apply.....	15

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# The Patient Advocacy Service

## What We Do

The Patient Advocacy Service provides a free, independent, and confidential service to support users of public acute hospitals or HSE Operated nursing homes making or intending to make a formal complaint through the Health Service Executive (HSE) investigation process "Your Service Your Say" and following a patient safety incident.

The Patient Advocacy Service is provided by the **National Advocacy Service for People with Disabilities (NAS)** and is funded by the Department of Health. The Patient Advocacy Service contract was awarded to NAS after a competitive tendering process.

The Patient Advocacy Service became operational in October 2019. The Service continues to grow, and we want to add to our dynamic team.

## Administrator – Corporate Services

The Administrator role is an essential position within the Patient Advocacy Service. The successful candidate will provide a reliable, high quality and timely administration function for the Service. You will be responsible for supporting the day-to-day corporate administration operations of the Patient Advocacy Service through the effective and efficient management of administration processes, procedures, and reporting.

It is a requirement of employment that the successful candidates successfully complete the QQI level 7 accredited Patient Safety and Complaints Advocacy Training Programme, within 12 months of commencement of employment.

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## Vision Statement

The Patient Advocacy Service recognises the right of all people to support, guidance and information when issues arise in relation to their care and treatment which may lead to their wish to complain about their treatment or care or seek answers in the aftermath of a patient safety incident.

We identify the core human rights as being dignity, autonomy, equality, and independence.

## Mission Statement

The Patient Advocacy Service is free, independent and confidential. We support and empower service users of HSE-funded public acute hospitals and HSE-operated nursing homes through the (i) HSE Complaints Process 'Your Service Your Say' and (ii) in the aftermath of patient safety incidents.

## Values

The Patient Advocacy Service has adopted five core values which underpin its work.

### **1 Independence**

We work with the person independently of others and free from all conflicts of interest. The advocacy process is led and guided by the person. The Patient Advocacy Service is entirely independent of the HSE.

### **2 Autonomy**

We support the right of the person to have their complaints processed in a balanced, fair and transparent manner and support the right of the person

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to self-direction/determination (i.e. to be in control of their own life) and to make informed decisions based on their will and preferences.

### **3 Equality/Citizenship**

We support the right of the person to assert and enjoy their human rights, to participate in society as an equal citizen and to fulfil their full potential within a life of their own choosing.

### **4 Respect**

We work with the person in a way which demonstrates respect for them as an individual and for their privacy, dignity and autonomy.

### **5. Empowerment**

We aim to empower a person to make a complaint or engage with a review process and seek answers when things go wrong, and to facilitate a person to be an active participant in decisions which affect their life, through the way in which the advocacy process is carried out as well as the outcomes it seeks to achieve.

[Are you interested in supporting these core values and working as part of an expanding and dynamic team? Read more below about the role, job description and required competencies.](#)

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## Job description

### Reports to

Corporate Services Manager

### Responsibilities

#### **Administration and Support**

- Support the Corporate Services Officer administratively in the work of the Patient Advocacy Service.
- Support the Corporate Services Team in administration tasks when required.
- Assist with the payroll system for all personnel of the Patient Advocacy Service including Pension payments as required.
- Assist with bookkeeping duties for the accounting system related to the Patient Advocacy Service, including banking as required.
- Assist with financial monitoring/reporting and audits when required in respect of the Patient Advocacy Service.
- Administration of IT for all staff including email, telephone, and case management system.
- Administration of office equipment supplies, and promotional material as required for efficient running of the service.
- Maintain records/files.
- Arrange events and meetings.
- Deal with all relevant telephone, post, email and enquiries and direct them to the appropriate individual within the Patient Advocacy Service.
- Assist the Service Manager and Corporate Services Manager in preparation of reports and other documentation as required.

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## **Contributing to the effectiveness of the Organisation**

- Adhere to Patient Advocacy Service manuals and standards and comply with all appropriate policies and procedures.
- Ensure that the purchase and/or commissioning of any materials or services are obtained in line with organisational procurement procedures.
- Undertake further personal development as discussed and agreed with line manager and keep knowledge up-to-date.
- Work in a manner that facilitates inclusion and diversity.
- Organise and administer own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Operate within a Performance Management Development System.
- Undertake any other duties or projects equal with the nature and grade of this post as required.

## Person Specification

### Minimum Educational Qualification and Experience

- Educated to leaving certificate or good level of education.
- Minimum of 1-year experience in administration and/or office work.
- Experience and Knowledge of Microsoft Office Suite.

### Desirable Educational Qualification and Experience

- Qualification in Administration

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## Essential Knowledge and Skills

- A good understanding of administrative systems.
- Ability to manage and maintain records and files.
- Knowledge of skills in accounting and payroll procedures.
- Ability to work on own initiative and meet agreed objectives.
- Demonstrate excellent interpersonal and communications skills to deal with a wide range of individuals, groups and multiple stakeholders.
- Excellent written and verbal communication and presentation skills.
- High level of accuracy and strong organisational skills.
- Excellent office ICT skills.
- Determined, positive and outcome focused attitude.
- Ability to work calmly under pressure and within a team.

## Desirable Knowledge and Skills

- Experience using IT network, databases and/or systems
- Experience of managing document production
- Experience of dealing with high volume administration



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## Required Competencies

The Patient Advocacy Service operates a competency-based application and interview process, however there may be skills testing or a presentation involved in latter stages (this will be made known to those shortlisted).

The application form will ask you to write about your experiences in your career to date under several competencies and indicators. Use the below indicators to help you shape your responses, ensuring you clearly list employers (if applicable) and times of the experiences.

Competency	Indicator (not exhaustive)
1. Specialist knowledge & Self-Development	<ul style="list-style-type: none"><li>• Displays high levels of skills/expertise in own area.</li><li>• Displays excellent numeracy and associated IT skills, handles and manipulates numerical information accurately.</li><li>• Develops and maintains the skills and expertise required to perform the role effectively e.g relevant technologies, IT systems, spreadsheets, Microsoft office, relevant policies, etc.</li><li>• Knowledge of record retention in compliance with legislation, e.g., GDPR.</li><li>• Is committed to self-development and continuously seeks to improve personal performance.</li></ul>
2. Information and Management Processing	<ul style="list-style-type: none"><li>• Manages time effectively.</li><li>• Approaches and delivers work in a thorough and organised manner.</li></ul>

	<ul style="list-style-type: none"> <li>• Follows procedures and protocols, understanding their value and the rationale behind them.</li> <li>• Keeps high quality records that are easy for others to understand.</li> <li>• Draws appropriate conclusions from information.</li> <li>• Is comfortable working with different types of information.</li> </ul>
3. Delivery of Results	<ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level.</li> <li>• Completes work in a timely manner.</li> <li>• Adapts quickly to new ways of doing things.</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes.</li> <li>• Demonstrates initiative and flexibility in ensuring work is delivered.</li> <li>• Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation.</li> <li>• Efficient organisation of own time.</li> </ul>
4. Analysis and Decision Making	<ul style="list-style-type: none"> <li>• Effectively deals with a wide range of information sources, investigating all relevant issues.</li> <li>• Understands the practical implication of information in relation to the broader context</li> </ul>

	<p>in which they work – budgets, financial procedures, objectives, e.t.c.</p> <ul style="list-style-type: none"> <li>• Correctly extracts &amp; interprets numerical information, conducting accurate numerical calculations.</li> <li>• Is resilient and perseveres to obtain objectives despite obstacles or setbacks.</li> </ul>
<p>5. Communication skills</p>	<ul style="list-style-type: none"> <li>• Ability to communicate both orally and in writing in a clear and concise manner.</li> <li>• Ability to produce good quality work, on time with due regard for accuracy/detail.</li> <li>• Is respectful, courteous and professional, remaining composed, even in challenging circumstances.</li> <li>• Actively participates as a team member.</li> </ul>
<p>Competency (continued)</p>	<p>Indicator (not exhaustive)</p>
<p>6. Drive &amp; Commitment to Patient Advocacy Service Core Values</p>	<ul style="list-style-type: none"> <li>• Can demonstrate commitment to values similar or the same as the Patient Advocacy Service Core Values of Independence, Autonomy, Equality/Citizenship, Respect and Empowerment in personal and/or professional life.</li> <li>• Is committed to the role, consistently striving to perform at a high level.</li> <li>• Is personally honest and trustworthy and can be relied upon.</li> <li>• At all times, acts with integrity.</li> </ul>

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## Terms & Conditions

Full Time (35 hours per week) Contract of Indefinite Duration (subject to continued finding)

### Location

NAS National Office, Marshalsea Court, Merchants Quay, Dublin 8

The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary.

The successful candidate will be required to attend the office base one to two days per week in line with our organisational Blended Working Model which is being trialled at present. This will be subject to review based on the operational needs of the organisation and the outcome of the trial of blended work. Where the successful candidate does not have an appropriate space to work from home other local arrangements can/will be explored.

The successful candidate will be required to attend the Patient Advocacy Service National Office for two days per week for an initial six-week period.

### Salary

€24,407 to €33,567

It is expected that all new entrants to the Patient Advocacy Service will be appointed at point one of the salary scale, however the Patient Advocacy Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into the Patient Advocacy Service. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

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## Pension

A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. PAS has a normal retirement age linked to the State Pension Age (currently 66).

## Annual Leave

23 days per leave year (January to December)

## Requirements

- The position may entail some travel; therefore, access to use of a car, a current full drivers' licence, valid car insurance and a valid NCT certificate are essential requirements for the post. You will be asked to provide employer indemnity by way of a letter of Indemnity from your motor insurance company.
- The Administrator will be asked to obtain Garda Clearance before they begin work.

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## How to Apply

- A relevant application form can be accessed at [www.patientadvocacyservice.ie/about-us/careers/](http://www.patientadvocacyservice.ie/about-us/careers/)
- Applicants must meet the minimum criteria for the role set out in the person specification and possess all required competencies and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications **will not** be considered. Applications must be typed.
- Please contact [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) if you have any special requirements in relation to completing the application form.
- Closing Date for receipt of applications: **Thursday 1<sup>st</sup> December 2022 at 2pm.**
- Please email completed application form (as an attachment) to [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) (stating A in the subject line).
- Canvassing will disqualify.
- A national panel may be formed of qualified candidates from which Administrator posts which arise within the next 12 months will be filled, should vacancies arise in this period.
- Receipt of your application will be acknowledged by email.

**The Patient Advocacy Service is an Equal Opportunities Employer.**