



**Patient  
Advocacy  
Service**

# **National Administrator**

**Candidate Pack**

**2023**

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## The Patient Advocacy Service

<b>Job Title:</b>	National Administrator
<b>Acronym:</b>	NA
<b>Reporting To:</b>	PAS Corporate Services Manager
<b>Liaise With:</b>	PAS Corporate Services Team
<b>Employment Type:</b>	Full Time, Contract of Indefinite Duration
<b>Hours:</b>	35 hours per week - The position is full time
<b>Location:</b>	Dublin City Centre
<b>Blended Working:</b>	<p>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.</p> <p>The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary.</p>
<b>Salary Grade:</b>	<p>The salary scale for this role is €27,844 to €38,021.</p> <p>It is anticipated that new entrants to the Patient Advocacy Service will be appointed on the 1st point of the scale, however incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form.</p>

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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 nursing homes making or intending to make a formal complaint through the relevant complaints process. We also support people in the aftermath of 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. As the Service is expanding, we are adding to our dynamic team.

### National Administrator Role

The primary role of the PAS National Administrator is to provide high-level administrative, clerical, reception and bookkeeping support to the PAS National Service, the PAS National Manager, Corporate Services Manager and Corporate Services team in a wide range of activities. The National Administrator will assist the PAS National Manager and NAS Board as appropriate in the work of the Patient Advocacy Service and the development of its services and will ensure the maintenance and development of high-quality administrative systems and practices throughout the organisation nationally.

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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## Our Core 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 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.

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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 PAS National Manager, Corporate Services Manager and Corporate Services team administratively in the work of the Patient Advocacy Service.
- Provide support with the payroll system for all personnel of the Patient Advocacy Service including Pension payments as required.
- Assist the Finance Officer as required with bookkeeping responsibilities, including payments and invoicing, processing Electronic Funds Transfers (EFTs) for payments, ensuring approval for all payments, and uploading all payments onto the bank.
- Support the Corporate Services Manager and Finance Officer with External/Internal auditors when annual audits are carried out and implement any recommendations.
- Support the PAS National Manager, Corporate Services Manager and Finance Officer with procurement and contracts of service.
- Assist with the 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 and support minute taking as required.
- Deal with all relevant telephone, post, email, and enquiries and direct them to the appropriate individual within the Patient Advocacy Service.

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- Assist the PAS National Manager and Corporate Services Manager in preparation of reports and other documentation as required.
  - Assist the Corporate Services Manager and Corporate Services Officer to maintain Health and Safety and GDPR requirements.

### **Company Governance**

- Prepare and file correspondence on behalf of the PAS National Manager and Board of Directors.
- Assist the PAS National Manager in preparation of reports and other documentation for the Board of Directors, and other internal and external bodies as required.
- Arrange and attend Board and Sub-Committee meetings to take minutes when required.
- Support the PAS National Manager to ensure all Board and Sub-Committee papers and documentation is prepared and circulated within identified timeframes.
- Assist in maintaining files for the NAS Board and Sub-Committees in compliance with the Companies Act and Charity Regulator requirements.
- Assist with the compiling and collating of statistics, as required for the organisation and the Department of Health.

### **Human Resources.**

- Support with recruitment campaigns as required.
- Support with the preparation of HR Reports and other documentation as required.
- Compile PAS HR summary as required for HR Sub-committee meetings.
- Maintain a full range of records/files. Ensure personnel records are maintained for all employees in compliance with GDPR and relevant legislation.



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- Support with the updating and maintaining of the HR System and dissemination of HR templates and HR Forms as required.

### **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 your line manager and keep knowledge up-to-date.
- Work in a manner that facilitates inclusion and diversity.
- Organise and administer your 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.

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## Person Specification

### Minimum Educational Qualification and Experience

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Educated to leaving certificate <b>or</b> a relevant examination at a comparable standard in any equivalent examination (level 5 QQI) in another jurisdiction.</li><li>• Minimum of 2 years experience in administration and/or office work.</li><li>• Experience and Knowledge of Admin/Office work/IT/Microsoft Office Suite.</li></ul>	<ul style="list-style-type: none"><li>• Qualification in Administration</li></ul>

### Essential Knowledge and Skills

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• A good understanding of administrative systems.</li><li>• Ability to manage and maintain records and files.</li><li>• Knowledge of skills in accounting and payroll procedures.</li><li>• Ability to work on own initiative and meet agreed objectives.</li><li>• Demonstrate excellent interpersonal and communications skills to deal with a wide range of individuals, groups and multiple stakeholders.</li><li>• Excellent written and verbal communication and presentation skills.</li></ul>	<ul style="list-style-type: none"><li>• Experience using IT network, databases and/or systems.</li><li>• Experience of managing document production.</li><li>• Experience of dealing with high volume administration.</li></ul>

<ul style="list-style-type: none"><li>• High level of accuracy and strong organisational skills.</li><li>• Excellent office ICT skills.</li><li>• Determined, positive and outcome focused attitude.</li><li>• Ability to work calmly under pressure and within a team.</li></ul>	
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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>
<p>3. Delivery of Results</p>	<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>
<p>4. Analysis and Decision Making</p>	<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, etc,.</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>
5. Communication Skills	<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>
Competency (continued)	Indicator (not exhaustive)
6. Drive & Commitment to Patient Advocacy Service Core Values	<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

€27,844 to €38,021.

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 National 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: **Tuesday 24<sup>th</sup> October 2023 at 2pm**
- Please email the completed application form (as an attachment) to [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) (stating NA in the subject line).
- Canvassing will disqualify.
- A national panel may be formed of qualified candidates from which National 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**