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Hiring**

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AND MAKE

A DIFFERENCE



**Work Programme
Coordinator**

Job & Person Guide



Reporting To

The Work Programme Coordinator will report to the CEO, working closely with colleagues in the Management Team, Service Management Team and Board Standing Committees

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



Contract

This appointment is for a two-year period.



Place of Work

The successful candidate will work primarily from Sage Advocacy's National Office.



Key Relationships

Sage Advocacy colleagues in regional and central roles and members of any work groups established by the Management Team or the Board



Working Hours

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



Salary

The salary range is €45,000 - €50,000 per year



Probationary Period

A six months probationary period will apply with performance reviews every two months within the probation period.



Benefits

**25 days annual leave.
A 5% contribution to a PRSA scheme following completion of probation**



Application Deadline

Applications to recruitment@sageadvocacy.ie
Put job title in subject line.
See job posting for deadline



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. It works to ensure that people have easy access to independent support and advocacy services in all settings: homes, day centres, respite facilities, congregated care settings / nursing homes, hospitals, hostels, hospices and in the process of transition between them.

Since it was established in 2014, with the support of the HSE and The Atlantic Philanthropies, it has built a strong reputation for independence of thought and action and is a 'go to' service in relation to issues of capacity and decision making.

Sage provided information, support and advocacy services to over 11,000 people in 2024 and our work on behalf of clients is independent of family, service provider and systems interests. 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. There is a strong focus on achieving social impact by addressing underlying systemic issues raised through individual case work. Our work is guided by Quality Standards for Support & Advocacy Work With Older People, a Case Management Group and by the Guiding Principles of the Assisted Decision Making (Capacity) Acts.

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 in the context of significant legislative changes, the expansion of support and advocacy services for survivors of institutional abuse and the emergence of HSE Health Regions, as proposed by Sláintecare.

Working With Us

Reporting Relationship

The Work Programme Coordinator will report to the CEO, working closely with colleagues in the Management Team, Service Management Team and Board Standing Committees.

Key Relationships: Sage Advocacy colleagues in regional and central roles and members of any work groups established by the Management Team or the Board.

Purpose of the Post

In the context of the 2nd Statement of Strategy 'Next Steps' (2025-2027) to support the CEO and the Management Team in the development, implementation, coordination, monitoring of and reporting on the operational plan required to implement the strategy.



Job & Person Guide

Work Programme

Coordinator

Principal Duties and Responsibilities

IMPLEMENTATION OF STATEMENT OF STRATEGY & OPERATIONAL PLAN

- To support the CEO and the Management Team in the development, implementation, coordination, monitoring of and reporting on the operational plan required to implement the strategy.
- Lead the development and oversight of organisational workplans, ensuring alignment with strategic goals and operational priorities.
- Coordinate cross-functional project inputs, ensuring timely delivery of milestones and proactive risk managements.
- Apply LEAN tools (e.g.visual management, standard work templates) to streamline project tracking and reporting.
- Promote a culture of continuous improvement by identifying and addressing process bottlenecks and inefficiencies.

EXECUTIVE & STRATEGIC SUPPORT

- Provide high-level operational and strategic support to the CEO, ensuring effective prioritisation, scheduling, and follow-through on key initiatives.
- Prepare memos, reports, and presentations to support informed decision-making and stakeholder engagement.
- Coordinate Senior Management Team (SMT) meetings, ensuring agendas are strategically aligned, actions are tracked, and outcomes are delivered.
- Support Board and Committees by managing documentation, meeting logistics, and processes.
- Continuously improve administrative systems and workflows, applying LEAN thinking to reduce inefficiencies and enhance value delivery.

INTERNAL COMMUNICATION & COLLABORATION

- Facilitate effective communication across teams to ensure alignment and shared accountability.
- Maintain and enhance shared planning tools and documentation systems to support transparency and collaboration.
- Encourage cross-functional teamwork and knowledge sharing.

PERFORMANCE MONITORING & CONTINUOUS IMPROVEMENT

- Develop and maintain tools to monitor progress against strategic objectives.
- Lead the preparation of quarterly and annual performance reports, providing insights and recommendations for improvement.
- Support evaluation and review processes using basic LEAN techniques such as root cause analysis and process mapping.

OTHER DUTIES

- Participating in Sage Advocacy National meetings.
- Participating in Sage Advocacy's support and supervision, and performance review mechanisms.
- Other duties as may be necessary as identified by the CEO.

OTHER REQUIREMENTS RELEVANT TO THE POST

The successful candidate will work primarily from Sage Advocacy's National Office.



Job & Person Guide

Work Programme Coordinator

Skills, Competencies, Attributes and Knowledge

KNOWLEDGE

- The Work Programme Coordinator should have excellent ICT skills, be able to maintain records and use the Sage Advocacy data recording/management systems.
- The Work Programme Coordinator should have good knowledge and understanding of the GDPR.
- The Work Programme Coordinator 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.
- Understanding of 'lean' systems and an ability to reflect on and contribute to ongoing improvements in the effective working of the organisation.

COMMUNICATION

- The Work Programme Coordinator should have excellent communication and inter-personal skills, including organising and networking and be able to communicate well with a wide range of people in writing, in person and on the phone..

RELATIONSHIPS

- The Work Programme Coordinator should have good experience of team and group working and be able to build and maintain good working relationships with a wide range of colleagues.
- The Work Programme Coordinator must be able to collaborate, negotiate and agree plans with others.
- The Work Programme Coordinator 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.

PROMOTION OF SAGE ADVOCACY AND CAPACITY-BUILDING

- The Work Programme Coordinator must have initiative and be able to identify and take opportunities to enhance the quality of Sage Advocacy's work.
- The Work Programme Coordinator should be able to liaise with major stakeholders.

ESSENTIAL CRITERIA

- Third level education in business administration or management.
- Excellent IT literacy including use of CRM and Microsoft Office, including Project.
- A track record of strong communication, inter-personal, organisational, co-ordination and implementation skills.
- Be outcome focused, have a keen eye for detail, good project management and writing skills and an appreciation of group dynamics and differing organisational and professional cultures.
- A commitment to the values & principles of Sage Advocacy's motto "Nothing About You / Without You".
- Understanding and appreciation of quality improvement approaches and lean systems.
- The Work Programme Coordinator 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.

DESIRABLE CRITERIA

- Experience supporting Senior Management and coordinating executive-level meetings.
- Proven ability to manage multiple priorities and meet deadlines in a dynamic environment.
- Familiarity with the policy and legal frameworks relevant to advocacy, particularly in health and social care.
- Familiarity with project management tools and data systems.
- Excellent written and verbal communication.
- Strong administrative and documentation skills, including minute-taking and report preparation.
- Ability to use ICT tools efficiently for planning, communication, and data management.
- Appreciation of lean systems and quality improvement methods.
- High attention to detail and outcome focused.

Terms and Conditions of Employment

This appointment is for a two-year period. A six-month 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. Annual leave is 25 days.



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.



Job & Person Guide Work Programme Coordinator



Key Dates & Requirements



Application Deadline

Applications to
recruitment@sageadvocacy.ie
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See job posting for deadline.



Application Requirements

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



Interview/Shortlisting

Initial interviews are
scheduled to start in the
week following the
deadline for applications

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.