

**Advocate X 5**

**Candidate Pack**

**June 2025**

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# The Patient Advocacy Service

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| **Job Title:** | Advocate |
| **Acronym:** | AD25 |
| **Reporting To:** | Advocacy Team Lead |
| **Liaise With:** | Service Delivery Team |
| **Employment Type:** | Full Time, Contract of Indefinite Duration |
| **Hours:** | 35 hours per week - The position is full time and may involve working some unsocial hours. |
| **Location:**  **Blended Working:** | Dublin, Cork or Galway. **Further office hubs are being developed, e.g., Donegal**  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 position entails travel:** access to use of a car, a current full driver’s licence, valid car insurance and a valid NCT certificate are essential requirements for the post. |
| **Salary Grade:** | The salary scale for this role is €46,161 to €50,768.  It is anticipated that new entrants to the National 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.** |

# The Patient Advocacy Service – What We Do

The Patient Advocacy Service provides an independent, confidential, and free, empowerment advocacy service to support users of public acute hospitals and all nursing homes making or intending to make a formal complaint through the relevant complaint process about the care they have received. 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.

The Patient Advocacy Service is a National Service with a National Office based in Dublin and additional office hubs in Galway and Cork. **We will be developing other office hubs in line with service expansion, e.g., Donegal/Sligo, Midlands.**

## Advocate Role

The Advocate role is an essential position within the Patient Advocacy Service. The successful candidate will support the delivery of an independent advocacy service for users of public acute hospitals and nursing homes who wish to make a formal complaint under the relevant complaints process or following a patient safety incident.

The appointed candidate will provide a first point of contact for service users, offering support and information by telephone, email and in person. They will also offer support to their team and Team Leader in the development of the service and reporting on key performance indicators. The successful candidate will be expected to effectively network and promote the service, build relationships, and engage with and influence health and social care stakeholders throughout the country.

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

## 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. |

# Job description

## Reports to: Advocacy Team Lead

## Responsibilities

**Advocacy Practice**

* Access to the patient advocacy service is primarily through its national phone line and as an Advocate you will act as a first point of contact for those looking to access our service.
* Provide an excellent, independent, confidential, and high quality first point of contact to service users primarily by phone but also by email and in person.
* Provide accurate and comprehensive information and support to service users around the ‘Your Service Your Say’ process, nursing homes complaints process and/or provide support in the aftermath of patient safety incidents.
* Work as part of the Service Delivery team and in support of the Advocacy Team Lead to ensure that service users that require information, advice and advocacy are provided the best supports for their needs.
* Provide independent empowerment advocacy, and in certain circumstances when required, representative advocacy for service users, particularly in complex cases and patient safety incident cases.
* Work as part of a service delivery team and in support of the Advocacy Team Lead providing mentoring and sharing learning to improve practice and influence change.
* Develop effective and co-operative relationships with key stakeholders including service providers without compromising the independence of the advocacy service.
* Actively engage in social policy to identify and report to the funder and key stakeholders on issues that arise for service users we support in order to inform systemic changes in both service delivery and policy.
* Adhere to standardised policies, practices, and quality standards with the Service Delivery Team.

**Case Load Management**

* Effectively and professionally manage an individual case load as allocated by the Advocacy Team Lead.
* Adhere to data protection legislation requirements.
* Assist the Advocacy Team Leader in the effective management of your caseload and ensure accurate records are maintained on the electronic case management system, adhering to case management, time standards, targets and other organisational requirements.
* Collaborate and proactively seek, with the Advocacy Team Lead, to identify process improvements and implement quality standards and service delivery initiatives.
* Contribute to the development and preparation of resource and training materials to support the delivery of quality advocacy services.

**Contributing to the effectiveness of the Organisation**

* Adhere to standardised policies, practices and quality standards with the Service Delivery Team.
* Seek and evaluate service user feedback to understand whether needs are being met and to plan any necessary adjustments.
* Participate in the review and evaluation of the service in conjunction with the Advocacy Team lead and management team.
* Undertake appropriate training as required and ensure continuing professional development.
* Undertake promotional work on the Patient Advocacy Service in collaboration and co-operation with the Advocacy Team Lead or management team.
* Represent the Patient Advocacy Service at events and conferences as decided by the Advocacy Team Lead and management team.
* Produce and present activity data and outcomes as required by the Advocacy Team Lead and management team.
* Collaborate with staff of the National Advocacy Service for People with Disabilities as requested.
* Participate in special projects and/or joint working arrangements in consultation with the Advocacy Team Lead and management team.
* Organise and administer own work to ensure that it is accurate and meets quality targets, KPIs, reasonable deadlines and reporting requirements.
* Develop and share knowledge of relevant legislation, appeals/redress mechanisms and social policy and practices in relation to advocating on behalf of service user.
* Work in a manner that facilitates inclusion and diversity.
* Participate and operate within a Performance Management Development System (PMDS) process.
* Undertake other duties assigned by the Advocacy Team Lead or management team.

# Person Specification

## Minimum Educational Qualification and Experience

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| **Essential** | **Desirable** |
| * Educated to graduate level in one or more of the following areas: social sciences, humanities, law, training, and development. Equivalent experience and training will also be considered. * Previous Experience working in a service delivery/advocacy/complaints role. | * An Advocacy Qualification is desirable. |

Essential Knowledge and Skills

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| Essential | Desirable |
| * **Specialist Knowledge** - An understanding and knowledge of the philosophy, background and operation of patient advocacy, patient safety and the ‘Your Service Your Say’ Complaint's process *and/or* understanding and knowledge of the relevant health legislation, e.g., HIQA Regulations, Health Act 2007 and HSE Safeguarding Policy. * Previous experience of advocacy and working with people in a service delivery role. * Understanding of and commitment to human rights and diversity. * Ability to research, analyse and evaluate information. * Case Management Skills. * Excellent interpersonal skills including communication skills, influencing skills and negotiations skills. * Ability to engage with others and develop positive relationships. * Openness to support and feedback. * Ability to keep the service user at the centre of all processes. * Determined, positive and outcome focused attitude. * Ability to work well under pressure and an ability to adapt to change. * Ability to give presentations to a variety of audiences. | * Experience and ability to adapt to a fast-paced and evolving environment. * Good experience and understanding of IT systems, particularly Case Management Systems. * Demonstrated ability to establish effective working relationships with stakeholders. * Experience working as an advocate. |

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

# 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.

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| Competency | Indicator (not exhaustive) | |
| 1. Specialist knowledge &  Self-Development | * Knowledge of the legislative, policy and regulatory framework in relation to health. * Has a reasonable breadth of knowledge of how patient and resident issues and complaints are handled in the health services. * Has a comprehensive knowledge of the context for and role of independent advocacy within the health service. * Ability to clearly identify breaches of current legislation/people’s rights. * Operates from values deeply grounded in a commitment to human rights and inclusion. * Constantly learns from experience and takes the initiative to develop new skills and expertise through research, learning and training. | |
| 2. Effective Communication & Interpersonal Skills | * Communicates effectively with strong listening & clarification skills. * Assists individuals to structure and effectively frame their communication. * Treats all parties with courtesy and respect. * Builds and maintains good working relationships with colleagues and other external stakeholders. * Demonstrates an openness & receptivity to support, supervision and feedback and adapts approach in a constructive manner. | |
| 3. Analysis & Decision Making | * Analysis’s information accurately and can process a lot of information in a reasonable timeframe. * Is quick to get to the core of an issue/differentiates the important from the peripheral. * Confirms and validates information before forming conclusions. * Makes recommendations on basis of analysis and evaluation. * Treats personal information in strict confidence. * Identifies patterns and trends in data. | |
| 4. Planning & Organisation | * Plans and organises activities & schedules in a structured, efficient, and timely manner. * Priorities well at short, medium and long-term levels. * Achieves a good balance between focus on priorities & responding to what arises. * Maintains composure and consistent performance standards when working under pressure. * Manages information in line with FoI/GDPR regulations. | |
| 5. Teamwork & Collaboration | | * Ability to work co-operatively within a group and to achieve goals in a respectful manner. * Identifies points of conflict & addresses these in an open, constructive & timely manner * Understands and is tolerant of differing needs and viewpoints. * Works well with all stakeholders, both internal and external. * Actively helps and supports others to achieve team goals. |
| Competency (continued) | | Indicator (not exhaustive) |
| 6. Drive & Commitment to Patient Advocacy Service Core Values | | * 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. * Puts the complainant’s issues and concerns at the centre of the advocacy process. * Ensures the service user is at the heart of all service provided. * Adapts quickly to changing circumstances. * Is personally honest and trustworthy and can be relied upon. * Through leading by example, fosters the highest standards of ethics and integrity. |

# Additional Terms & Conditions

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 entails some travel; therefore, access to use of a car, a current driver’s 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 Advocate will be asked to obtain Garda Clearance before they begin work.

# 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 24th July at 2pm.**
* Please email completed application form (as an attachment) to [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) (stating ‘AD25’ in the subject line).
* A national panel may be formed of qualified candidates from which Advocate posts which arise within the next 12 months will be filled, should vacancies arise in that period.
* Canvassing will disqualify.
* Receipt of your application will be acknowledged by email.

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

**The Patient Advocacy Service is funded by the Dept of Health**