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AND MAKE

A DIFFERENCE



Regional Advocate
Focused on Care Transitions

Job & Person Guide
Dublin



The primary purpose of the post is to provide an enhanced independent advocacy service to older people and vulnerable adults in transitions between care settings with an emphasis on supporting hospital & community-based staff in managing transfers of care and transitional care issues related, but not limited to decision-making capacity, safeguarding, protection of liberty, end of life care and identifying systems issues that arise.



Reporting To

Regional Manager responsible for the relevant HSE Health Region

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



Contract

This appointment is a one year fixed contract



Place of Work

Home office based, with significant travel within your regions. Travel & subsistence reimbursed at civil service rates



Direct Reports

Any specialist volunteers who may offer their services to undertake specific pieces of work



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 - €55,000



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

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 information, support, independent advocacy and safeguarding 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. It also provides supports to vulnerable adults and healthcare patients in situations where no other service is available to them.

It has expanded its services with the support of the Department of Education to meet the support and advocacy needs of survivors of institutional abuse. 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 more than 12,000 people (cases & queries) in 2024 and demand for its services is growing. The work of Sage on behalf of clients is independent of family, service provider or systems interests. The service is 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.

We are publicly funded and while we collaborate where possible, we challenge where necessary. The motto of '**Nothing about you/ without you**'

Sage's work is guided by Quality Standards for Support & Advocacy Services for Older People, the Guiding Principles of the Assisted Decision Making (Capacity) Acts and the Code of Practice for Independent Advocates of the Decision Support Service. Detailed service policies and guidelines are regularly reviewed in the context of experience. A Case Management Group oversees complex casework issues supported by in-house legal advisers and external expertise when required.

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 and 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 Regional Advocate Focused on Care Transitions is to provide an enhanced independent advocacy service to older people and vulnerable adults in transitions between care settings with a particular emphasis on supporting hospital and community-based staff in managing transfers of care and transitional care issues related, but not limited to decision-making capacity, safeguarding, protection of liberty, end of life care and identifying systems issues that arise.

The work will involve building effective working relationships with Senior Management Teams of Integrated Care Areas and the acute hospitals within them.

Reporting Relationship

Regional Advocates will report to a Regional Manager responsible for the relevant HSE health region.

Key Relationships: Acute / Local / regional service providers, especially in the areas of health and social care as well as legal, financial, housing and other such services. Support and advocacy groups for individuals with particular needs and common experiences. Local / regional media. Sage colleagues in the same HSE health region and in central roles. Members of the Board and Committees of Sage Advocacy clg.

Direct Reports: Any specialist volunteers who may from time to time offer their services to undertake specific pieces of work connected with their area of expertise.



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Regional Advocate

Focused on Care Transitions

(Dublin)

Principal Duties and Responsibilities

HOSPITAL

- To provide a skilled independent advocacy service to support older people, vulnerable adults and health care patients in transitions between care settings with a particular emphasis on supporting hospital and community-based staff in managing (delayed) transfers of care.
- To engage and build effective working relationships with Senior Management Teams of Integrated Care Areas and the acute hospitals within them.
- To input in the ongoing development of an integrated system of health and social care as envisaged in Slaintecare.

CASE WORK

- Taking the lead role in acute complex advocacy cases supported by case management, safeguarding, legal and other necessary inputs
- Provision of support and advocacy services in key areas related to acute and integrated care
- Ensuring necessary specialist input on complex cases requiring a range of inputs whilst retaining responsibility and accountability for the cases
- Case recording and case management, quality control, referral and closure in line with national guidelines
- Ensuring analysis of and reporting on data linking information, support and advocacy case work for the region

REGIONAL DEVELOPMENT

- Growing awareness of Sage Advocacy and its services at regional level and building relationships with key stakeholders.
- Developing a deep understanding of and strong working relationships with the structures and systems of the emerging Regional Health Authorities.
- Identifying and engaging with support groups for survivors of institutional abuse and individuals with little or no circle of support.

- 'Mapping' service providers and resources based on national guidelines and developing a strong sense of the 'eco systems' of support and care existing or emerging in the region.
- Identifying and developing opportunities to tackle systemic issues at regional and national levels
- Supporting any specialist volunteers who may from time to time offer their services to undertake specific pieces of work connected with their area of expertise
- Regular liaison with services and settings to see if there are people who need support and/or advocacy from Sage and to highlight any issues of a systemic nature which impede their empowerment.
- Taking opportunities to present Sage Advocacy to groups of people in the region
- Making best use of any local/regional media requests for input from Sage (as guided by the Management Team)

RESOURCE MANAGEMENT

- Ensuring the quality of own work, and reporting on performance based on a Performance Framework and National Information Dashboard
- Monitoring and managing the business generally at regional level, including individual cases and identifying and flagging systemic issues at regional and national level
- Using ICT as efficiently as possible to capture and support all aspects of the business
- Organising travel to clients and stakeholders in a cost-effective manner and availing of public transport whenever it is operationally effective to do so.

Transport

Regional Advocates will be expected to travel extensively in their respective regions and further afield to engage with clients and attend regional and national meetings. Proof of a full driving licence and appropriate car insurance cover will be required.



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Regional Advocate

Focused on Care Transition

Skills, Competencies, Attributes and Knowledge

COMMUNICATION

- All Sage staff should be able to communicate clearly and effectively, both formally and informally, with a wide range of people (in writing, in person, on the phone). They should be able to give clear general information to the public, to health and social care professionals, to legal practitioners and Gardaí and to people with differing communication abilities and to the relatives of clients.
- Candidates should be able to chair / facilitate group meetings including meetings that may be extremely challenging.

RELATIONSHIPS

- Candidates should have experience of managing people from a range of differing perspectives in situations such as multi-disciplinary meetings. They should be able to deal with challenges and conflict, give direction and feedback, manage performance, and be able to build and maintain relationships with people who are challenged by the idea of independent advocacy or who see advocacy as a core part of their own profession.
- Candidates should be able to form relationships with people and elicit their trust, especially with vulnerable adults and older people, survivors of institutional abuse and with people whose behaviours they may find challenging.
- Candidates must be able to collaborate, negotiate and agree plans with others; work in partnership with clients / service providers / families /social networks. They have to be able to develop and maintain good relations with health and social care personnel, legal practitioners and Gardaí
- Candidates must be able to take advice and guidance and manage their time and energy according to workload and priority. They should know the criteria for seeking input, for managing/ prioritising cases and for making referrals to other services.

REGIONAL DEVELOPMENT AND CAPACITY-BUILDING

- Candidates must have initiative and be able to identify and take opportunities to promote Sage Advocacy and its services at regional level.
- Candidates should be able to identify situations when cases and issues need to be escalated and informed by expert input when necessary.

- Candidates should be able to build a comprehensive IT-based 'map' of the region, reflecting core service providers, resources, 'hot/ cold-spots' for potential clients, etc.
- Candidates should be able to identify and engage local experts who may be of assistance to Sage and its clients, e.g. legal experts, financial experts, care experts.
- Candidates should be able to liaise regularly with major service providers in the area to help keep advocacy 'on their radar' and to help identify potential advocacy needs.
- Candidates should be able to support people to develop their skills in self-advocacy and to support organisations to develop internal advocacy champion and public interest representative roles.

KNOWLEDGE

- Candidates should have a good understanding of the policy and legal frameworks within which Sage Advocacy operates and of the Quality Standards which guide its work.
- Candidates should have a good understanding of the systems of health and social care governance and provision and how to access health and social care services, as well as a good knowledge of what options are generally available to people regarding issues concerning, for example, financial management, housing, home and congregated care, supported decision-making.
- Candidates should have good IT skills and be able to maintain records, use the Salesforce data recording/case management system and internal library of resources.
- Candidates should be 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.
- Be able to keep track of and account for resources, respond to requests, collaborate with colleagues, liaise with Sage head office, use IT to support office activities, etc.



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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Focused on Care Transitions



Terms and Conditions of Employment

This appointment is a one year fixed contract. 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 - €55,000 p.a. with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.

Key Dates & Requirements



Application Deadline

Applications to recruitment@sageadvocacy.ie
The 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)

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.