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**JOB TITLE**

**REGIONAL ADVOCATE (DUBLIN NORTH)**

**DETAILS OF SAGE AND ITS SERVICE**

Sage Advocacy is the National Advocacy Service for Older People. It also supports vulnerable adults and healthcare patients in certain situations where no other service is able to assist. Sage provided information, support and advocacy services to almost 5,000 people in 2022 and our work on behalf of clients is independent of family, service provider or systems interests. Our team of experienced advocates is available right across the Republic of Ireland in all settings: homes: day centres, respite facilities, congregated care settings / nursing homes, hospitals, hostels, hospices and in the process of transition between them. 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.

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 a Policy & Practice Committee. Sage Advocacy is also an important source of support for a range of stakeholders with regard to the Assisted Decision Making (Capacity) Acts.

Sage was established in September 2014 with funding from the HSE and The Atlantic Philanthropies and is currently almost entirely publicly funded. 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 legislative changes and the emergence of Regional Health Authorities, as proposed by Sláintecare.

<p><b>REPORTING RELATIONSHIP</b></p>	<p><b>Regional Advocates will report to a Regional Manager responsible for the relevant RHA area.</b></p> <p><b>Key Relationships:</b> Local/regional service providers, especially in the areas of health and social care as well as legal, financial, housing and other such services. Local / Regional media. Sage colleagues in the same RHA area and in central roles. Members of the Board and Committees of Sage Advocacy clg</p> <p><b>Direct Reports:</b> Any specialist volunteers who may from time to time offer their services to undertake specific pieces of work connected with their area of expertise.</p>
<p><b>PURPOSE OF THE POST</b></p>	<p>The primary purpose of the Regional Advocate is to lead on complex advocacy cases supported by case management, safeguarding, legal and data analysis skills. Secondary purposes include: growing awareness of Sage Advocacy and its services at regional level; developing a deep understanding of and strong working relationships with the structures and systems of the emerging Regional Health Authorities; ‘mapping’ service providers and resources based on national guidelines; identifying and developing opportunities to tackle systemic issues at regional and national levels.</p>
<p><b>PRINCIPAL DUTIES AND RESPONSIBILITIES</b></p>	<p><b>CASE WORK</b></p> <hr/> <ul style="list-style-type: none"> <li>• Taking the lead role in more complex advocacy cases supported by case management, safeguarding, legal and other necessary inputs</li> <li>• Ensuring necessary specialist input on complex cases requiring a range of inputs whilst retaining responsibility and accountability for the cases</li> <li>• Case recording, management, referral and closure in line with national guidelines</li> <li>• Ensuring analysis of and reporting on data linking information, support and advocacy case work for the region</li> </ul> <p><b>REGIONAL DEVELOPMENT</b></p> <hr/> <ul style="list-style-type: none"> <li>• Growing awareness of Sage Advocacy and its services at regional level and building relationships with key stakeholders</li> <li>• Developing a deep understanding of and strong working relationships with the structures and systems of the emerging Regional Health Authorities</li> <li>• ‘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</li> <li>• Identifying and developing opportunities to tackle systemic issues at regional and national levels.</li> <li>• 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</li> <li>• 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</li> <li>• Taking opportunities to present Sage Advocacy to groups of people in the region</li> <li>• Making best use of any local/regional media requests for input from Sage (as guided by the Management Team).</li> </ul>

	<p><b>RESOURCE MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• Ensuring the quality of own work, and reporting on performance based on a Performance Framework and National Information Dashboard.</li> <li>• Monitoring and managing the business generally at regional level, including individual cases and identifying and flagging systemic issues at regional and national level</li> <li>• Using ICT as efficiently as possible to capture and support all aspects of the business.</li> <li>• Organising travel to clients and stakeholders in a cost effective manner and availing of public transport whenever it is operationally effective to do so.</li> </ul>
<p><b>TRANSPORT</b></p>	<p>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 drivers licence and appropriate car insurance cover will be required.</p>
<p><b>SKILLS, COMPETENCIES, ATTRIBUTES AND KNOWLEDGE</b></p>	<p><b>COMMUNICATION</b></p> <ul style="list-style-type: none"> <li>• All Sage staff should be able to communicate 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.</li> <li>• Candidates should be able to chair / facilitate group meetings including meetings which may be extremely challenging.</li> </ul> <p><b>RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Candidates should be able to form relationships with people and elicit their trust, especially with vulnerable adults and older people and with people whose behaviours they may find challenging.</li> <li>• 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 others involved in care, treatment and support including health and social care personnel, legal practitioners and Gardaí</li> <li>• 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.</li> </ul> <p><b>REGIONAL DEVELOPMENT AND CAPACITY-BUILDING</b></p> <ul style="list-style-type: none"> <li>• Candidates must have initiative and be able to identify and take opportunities to promote Sage Advocacy and its services at regional level.</li> <li>• Candidates should be able to identify situations when cases and issues need to be escalated and informed by expert input when necessary.</li> <li>• 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.</li> <li>• 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, etc.</li> </ul>

- 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; restraint; safeguarding; Nursing Home Support Scheme; Home Care Packages; pensions; social entitlements; family rights; housing; 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.

#### **PERSONAL ATTRIBUTES/CHARACTER**

Sage staff must:

- Be approachable, friendly and easy to talk to; non-judgemental; sensitive to others; involving and inclusive
- Be collaborative, supportive and capable of working in a collegiate way
- Be conscious of and take responsibility for meeting deadlines
- Be respectful of people, their privacy and of their relationships with family members/social and work 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 and all other providers of services to the public
- 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, open to exploring different ways of doing things and problem solving whilst understanding the wider context and the possible implications of different approaches.

***TERMS AND CONDITIONS  
OF EMPLOYMENT***

This appointment is for an initial contract period of 12 months and thereafter is subject to the continued availability of funding. A probation period of six months will apply during which time there will be three reviews. Salary scales are currently being reviewed but the following is indicative: €45,000 - €55,000. Entry will be at the minimum of the scale. Progression will be based on experience and performance. There are 25 days annual leave and a 5% contribution to a PRSA scheme following satisfactory completion of probation. This post will primarily be home based and will involve a considerable level of travel within your region in line with the requirements of the organisation. Travel and subsistence costs are reimbursed in line with current guidelines.

**THIS JOB & PERSON GUIDE IS SUBJECT TO ONGOING REVIEW BY THE PERFORMANCE, OVERSIGHT & SUSTAINABILITY COMMITTEE OF THE BOARD OF SAGE ADVOCACY AND MAY BE REVISED FROM TIME TO TIME.**