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AND MAKE

A DIFFERENCE



Job & Person Guide
Case Management &
Support (Asst CEO)

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



Reporting To

The Asst CEO CMS reports to the CEO and is a member of the Management Team of Sage Advocacy



Contract

This appointment is subject to the continued availability of funding



Place of Work

It is envisaged that a hybrid working arrangement of 3 days at national office and 2 days working from home will emerge following an initial orientation period.



Direct Reports

Regional Managers, Information & Support Service Manager, Legal Support Unit, others as required by CEO.



Working Hours

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



Salary

The salary will be within the salary range of €55,000 - €65,000



Probationary Period

A probationary period of nine months will apply during which there will be regular performance reviews with support and mentoring provided.



Benefits

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



Application Deadline

Applications by 5pm, Wednesday 24 April, to recruitment@sageadvocacy.ie



Application Requirements

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



Home

Nursing Home

Hospital

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 5,000 people in 2023 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. 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 line manager of the Assistant CEO - Case Management and Support is the CEO and s/he will be a member of the Management Team of Sage Advocacy.

Direct Reports: Regional Managers, Information & Support Service Manager, Legal Support Unit and any others required by the CEO.

Key Relationships: Members of the Management Team (in particular the Asst CEO Operations & Governance), Service Management Group, Case Management Group, Planning, Policy & Performance Committee of the Board.

Work base: It is envisaged that a hybrid working arrangement of 3 days at national office and 2 days working from home will emerge following an initial orientation period.

Purpose of the Post

The primary purpose of this role is to manage and ensure the quality of Sage Advocacy's information, support, advocacy and safeguarding casework across the country. S/he will achieve this through oversight and analysis of all calls, case activity, legal support work and work with survivors of institutional abuse across all areas of Sage Advocacy service provision and through effective deployment and management of all relevant staff and volunteers, through provision of support and supervision of the Regional Managers and other direct reports, and through ensuring that casework is supported by effective policy and practice guidance.



Job & Person Guide

Case Management & Support (Assistant CEO)

Principal Duties and Responsibilities

CASEWORK & CASE MANAGEMENT

- Overseeing the work of the Service Management & Case Management Groups (SMG & CMG), including setting the agenda for meetings in collaboration with colleagues, ensuring appropriate chairing, and ensuring timely communication and follow-through on decisions made and relevant issues arising.
- Developing and supporting the Information, Support, and Advocacy coordination function of Sage Advocacy – often the point of first contact for many with the organisation and so requiring high calibre client relationship and information provision skills. In addition, the Information, Support and Advocacy Coordinators (ISACs) are often the first people to identify potentially complex cases and cases that may involve other agencies (such as DSS, HSE Safeguarding). The Asst CEO-CMS will work closely with the Information & Support Service Manager to ensure that, at this first point of contact, the right information and support is provided, and the right information is captured and relayed to others within Sage Advocacy, as well as to facilitate appropriate prioritisation of referrals and preliminary engagements.
- Developing the capacity of the SMG & CMG and of ISACs, Regional Advocates and Legal Support Unit members to engage with independent audit and review of the casework and support work of Sage Advocacy.
- Working closely with the Regional Managers / Regional Advocates, members of the Legal Support Unit and their Project Manager for Survivors of Institutional Abuse on complex cases where a range of skills, inputs and perspectives are required.
- Managing the work of Regional Advocates and members of the Legal Support Unit tasked with responding to requests for reports on people whose capacity is at question arising from the implementation of the Assisted Decision Making (Capacity) Legislation.
- Developing understanding and skills within the organisation with regard to survivors of institutional abuse.
- Monitoring and managing the overall process of ADM work related to the Courts and working

closely with Regional Advocates who have a special focus on ADM related casework and court reports.

MONITORING & MANAGEMENT OF CASE WORK AND SYSTEMIC ISSUES

- Monitoring and managing the overall caseload of the service in close collaboration with and support of Regional Managers and intervening, where necessary, to ensure quality of service and follow-up on issues of concern.
- Working with Regional Managers to promote good individual case management and to identify systemic issues.
- Working with members of the Legal Support Unit to ensure effective legal support of Regional Managers and Regional Teams.

POLICY & PRACTICE

- Assisting management and policy decision-making by ensuring the provision of timely and accurate information dashboard reports on core activities, outcomes and trends to Management Team, SMG & CMG and to the Planning, Policy & Performance Committee and the Board and key funders.
- Contributing to the development of policy, by supporting the work of the Planning, Policy & Performance Committee of the Board through the development of an agenda of systemic issues and any other items requiring the development of policy and /or practice guidance.

REPORTING ON ACTIVITY AND HANDLING COMPLAINTS:

- Assisting effective and timely decision-making by ensuring the provision of accurate reports on core activities, outcomes and trends to the SMG and to the CEO, and contributing to the planning and development of the service.
- Working with Sage's Complaints Officer, the Independent Complaints Review Panel and relevant others to ensure that Sage Advocacy addresses any case-related service or performance issues that arise through complaints and feedback about Sage Advocacy's service provision



Job & Person Guide

Case Management & Support (Assistant CEO)

COMMUNICATION, INFORMATION & SUPPORT

- Ensuring the ongoing development of Sage Advocacy's Information & Support Service including working with the Information and Support Service Manager to maximise the use of trained volunteers in the provision of the service.
- Engaging with local, regional and national media, where appropriate, at the request of the CEO.
- Ensuring key contacts and funders are kept informed of all developments related to the service and how it can be most effectively used.
- Ensuring timely communication regarding casework and advocacy issues to other Sage Advocacy personnel.
- Working with the Board's Planning, Policy & Performance Committee and any other key advisers (e.g. casework auditors) to develop meaningful measures of outcome and impact.

RESOURCE MANAGEMENT & QUALITY ASSURANCE

- Managing all aspects of Sage Advocacy's information, support, advocacy, safeguarding and legal support work to ensure a consistently high level of quality and performance.
- Ensuring the quality of own work and the work of direct reports, and reporting on performance based on the Sage Advocacy Performance Framework (McKinsey 7).

- Making best use of stakeholder contacts and networks to identify, recruit and orient prospective specialist volunteers and advisers.
- Monitoring developments generally at regional and national levels with a view to anticipating challenges to Sage Advocacy casework and case management.
- Contribute to people management of relevant staff through, for example, ensuring the recruitment of appropriate case work staff/volunteers, ensuring appropriate guidance on various aspects of organisational working and HR policies, supporting staff training and development where necessary and ensuring that all service related staff have easy access to support and mentoring provided independently of line managers.
- Using ICT as efficiently as possible to capture and support all aspects of the business.

LEADERSHIP AND COLLABORATION

- Building and maintaining good collaborative relations with members of the Management Team and taking direction from the CEO to ensure effective leadership of the organisation at all times.
- Contributing to the overall leadership of the organisation and deputising for the CEO when requested.
- Building and maintaining good relations with the Board and Committees so as to support the CEO in the overall governance of the organisation.
- Engaging in regular reflective practice and feedback activities to enable ongoing learning and understanding of his/her impact on others.

OTHER REQUIREMENTS RELEVANT TO THE POST

Successful candidates will be expected to travel frequently and participate in regional team meetings, meetings with volunteers and stakeholder organisations, service providers and engage with clients, family members and health, social care and legal personnel where necessary.



Skills, Competencies, Attributes and Knowledge

EXPERIENCE

- Applicants should be able to demonstrate at least two years' experience in a middle- to senior-management role in an organisation of 25+ employees.

DEVELOPMENT

The Asst CEO-CMS should:

- be able to lead the provision of information, support, advocacy, safeguarding and legal support services within Sage (including survivors of institutional abuse) and be able to identify opportunities for the further development of such services within the context of evolving national healthcare, social service, legal and advocacy landscapes
- have a deep understanding of the importance of quality standards, policies and guidelines and of how they should be reviewed and further developed as a result of reflective practice
- be capable of developing systems to track progress, or the lack of it, and of implementing and sustaining a system of casework audit/performance review.

RELATIONSHIPS

The Asst CEO-CMS should:

- be able to form relationships with people and elicit their trust, especially with vulnerable adults, survivors of institutional abuse, older people, healthcare patients, distressed or bereaved relatives and with people whose behaviours they may find challenging
- be able to develop and maintain good relations with senior figures in the health, social care and legal services and in the wider framework of public service provision
- have experience of managing staff and volunteers with expertise relevant to the practice of advocacy and should be able to deal with conflict, give direction and feedback, manage performance, and be able to build and maintain relationships with direct reports as well as with other colleagues
- be able to collaborate, negotiate and agree plans with others; and work in partnership with clients / healthcare service providers / families /social networks / funders
- be able to take guidance and manage their time and energy according to workload and priority
- be able to accept as well as give direction.

COMMUNICATION

- The Asst CEO-CMS should be able to communicate well with a wide range of people and professions.

- The Asst CEO-CMS should be able to chair / facilitate group meetings including meetings which may be extremely challenging.

PROMOTION OF THE SERVICE AND CAPACITY-BUILDING

The Asst CEO-CMS:

- must have initiative and be able to identify and take opportunities to promote high quality casework and Sage Advocacy services at any level
- should be able to offer expert guidance to Sage Advocacy staff and to ensure that cases and issues are escalated and informed by expert input when necessary
- should be able to identify and engage local and national experts who may be of assistance to Sage Advocacy and its clients, e.g. clinical, social care, legal, complaints, mediation and dispute resolution experts
- should be able to liaise regularly with key stakeholders to help keep advocacy 'on their radar' and to help identify potential advocacy needs.

KNOWLEDGE

The Asst CEO-CMS should:

- Have considerable direct experience of Sage Advocacy- type casework/advocacy with vulnerable adults.
- Have a good understanding of the policy and legal frameworks within which Sage Advocacy operates.
- Be highly knowledgeable of consent and decision-making processes, complaints and review systems, enquiry and coronial procedures.
- Have a general awareness of the wider systems of health and social care governance and provision and how to access health and social care services and the options are generally available to people.
- Have good ICT skills and know how to deploy and use technology effectively, be able to maintain records and use a Salesforce CRM system.
- Be able to keep track of and account for resources, respond to requests including requests for information through Parliamentary Questions.



Job & Person Guide

Case Management & Support (Assistant CEO)



Personal Attributes / Character

SAGE ADVOCACY 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 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.

Specific Terms and Conditions of Employment

The salary will be within the salary range of €55,000 - €65,000 and will reflect skills and experience. There will be 25 days' annual leave. A probation period of 9 months will apply.



Key Dates & Requirements



Application Deadline

**Applications by 5pm,
Wednesday 24 April, to
recruitment@sageadvocacy.ie**



Application Requirements

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



Interview/Shortlisting

Shortlisting may take place on the basis of the information provided. Interviews planned week of 29 April, 2024

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. It has been developed to provide assurance to you in relation to Sage Advocacy's commitment to maintaining your privacy. Sage Advocacy clg. is the Data Controller, for the purposes of the Irish Data Protection Acts 1988 to 2018 (as amended), the General Data Protection Regulation (GDPR), and the 2011 "ePrivacy Regulations" (S.I. No. 336 of 2011 - the European Communities (Electronic Communications

Networks and Services) (Privacy And Electronic Communications) Regulations 2011).

The Data Protection Officer has overall responsibility for ensuring that all personal information received is handled in compliance with the General Data Protection Regulation (2016/679). Our Data Protection Officer can be contacted on 01-5367330 or at compliance@sageadvocacy.ie.

MORE INFORMATION

● Contact Sage Advocacy, 24-26 Upper Ormond Quay, Dublin D07 DAV9 | info@sageadvocacy.ie | 01-5367330