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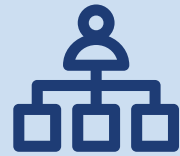
AND MAKE

A DIFFERENCE



Job & Person Guide
Information and Support
Services Manager

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



Reporting To

Case Management and Support Asst. CEO



Contract

This appointment is subject to the continued availability of funding



Place of Work

Office based during the probationary period with a hybrid element when probation is completed.



Direct Reports

Information and Support Coordinators, any Sage Representatives (volunteers) assigned to work in areas related to Information & Support



Working Hours

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



Salary

Indicative pay scale:
€52,000 -€62,000



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 by 12pm, Wednesday 22nd May, to recruitment@sageadvocacy.ie
Put job title in subject line



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 and is publicly funded through the HSE. 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.

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. It has a strong focus on achieving social impact by identifying and addressing underlying systemic issues raised through individual case work. 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 Information and Support Manager is to ensure the smooth and efficient operation of Sage Advocacy's provision of information and support to callers and clients, and to contribute to the effectiveness of decision-making on casework within the organisation through monitoring and reporting on case activity.

Reporting Relationship

The Information and Support Manager reports to the Case Management and Support, Asst. CEO.

Direct Reports: Information and Support Coordinators, any Sage Representatives (volunteers) assigned to work in areas related to Information and Support.

Key Relationships: Regional Advocates, Case Management Group, Regional Managers, Organisation and Governance, Asst. CEO, and CEO.



Job & Person Guide

Information and Support Services Manager

Principal Duties and Responsibilities

INFORMATION AND SUPPORT

- Day-to-day management of Information and Support Coordinators, including staff and performance management.
- Ensuring appropriate training for Information and Support Coordinators (including volunteers, if relevant).
- Ongoing oversight of the CRM system for incoming calls, interactions with the DSS, and other relevant services.
- Monitoring data at National level, including individual cases, and identifying and flagging systemic issues to the Case Management and Support, Asst. CEO and Case Management Group.
- Using ICT as efficiently as possible to capture and support all aspects Information and Support, and Case Management
- Reviewing and assuring the quality of the Information and Support function and the CRM, with input from relevant colleagues and external advisors, through ongoing oversight.

CASE MANAGEMENT SUPPORT

- Leading on the identification and response by Sage Advocacy to complex or urgent case-related issues which come to light via the Information and Support service and flagging issues with the potential for complex casework and/or safeguarding to relevant Regional Advocates and Regional Managers.
- Contributing to Case Management within Sage Advocacy through the provision of timely reports on case activity and systemic issues.
- Contributing to the development of a system of independent audit of casework.
- Supporting the work of the Case Management and Support, Asst. CEO and the Service Management Group, through ensuring that they are provided with accurate and up-to-date data trends to enable fast and informed decision-making.

- Working with Regional Advocate and Regional Manager to try to ensure a balanced workload through, for example, waiting lists, reviewing the triaging of cases, periodic reviews of open cases, and any other activities that are relevant.
- Supporting the Regional Managers (RMs) in the early identification of issues in their areas, including comparison and contrasting across regions/at national level, through highlighting significant individual cases and trends in activity, so that the RMs can manage the performance of Regional Advocates with appropriate and up-to-date information.
- Identifying systemic issues for consideration by the CMG and Policy & Practice Sub-Committee of the Board.
- Attendance at regional meetings, where possible, and other relevant meetings.

VOLUNTEERS

- Assessing the potential for current and new volunteers to provide aspects of the information and support service on a scheduled basis, and developing a plan for attracting volunteers if potential is established.
- Ensuring appropriate training for volunteers through designing a training programme for new volunteers and through involving key people from within the organisation in the delivery of training.
- Leading on the recruitment of new volunteers, based on Board/CEO priorities.

Transport

Successful candidates may be expected to travel from time to time, participate in meetings with internal and external stakeholders and engage with clients, family members and health and social care staff where necessary.



Job & Person Guide

Information and Support Services Manager

Skills, Competencies, Attributes and Knowledge

SERVICE DEVELOPMENT

The Information and Support Services Manager should:

- be able to lead the provision of Information and Support services within Sage and to identify opportunities for the further development of such services within the context of case management and Sage Advocacy performance generally
- have a deep understanding of the importance of providing quality advocacy, information and support services to vulnerable adults and other callers to Sage Advocacy
- have a deep understanding of the sorts of issues and life challenges that Sage Advocacy clients might be dealing with so as to enable early identification and flagging of exceptionally complex cases and systemic issues
- be capable of developing systems to track activity and of contributing to the development of a system of casework audit/performance review.

RELATIONSHIPS

The Information and Support Services Manager should:

- have some 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 colleagues and external stakeholders
- be able to form relationships with people and elicit their trust, especially with vulnerable adults, older people, healthcare patients, distressed or bereaved relatives and with people whose behaviours they may find challenging
- 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 Information and Support Services Manager should:

- be able to communicate well with a wide range of people and professions.

KNOWLEDGE

The Information and Support Services Manager should:

- have considerable direct experience of Sage Advocacy-type casework / advocacy with vulnerable adults
- have a good understanding of CRM / Salesforce and its potential to capture data and generate reports on client activity
- 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.



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

Information and Support Services Manager



Terms and Conditions of Employment

This appointment is subject to the continued availability of funding.
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 €52,000 – €62,000 p.a. with a 5% contribution to a PRSA scheme following successful completion of probation. Indicative starting point is €52,000.
Annual leave is 25 days.

Key Dates & Requirements



Application Deadline

Applications by 12pm, Wednesday 22nd May, to recruitment@sageadvocacy.ie
Put job title in subject line.



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 of 27th May

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.