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**A DIFFERENCE**



**Human Resources (HR)  
& Support Coordinator**

**Job & Person Guide**

**Publication Date: 24 Jan, 2025**

The primary purpose of the HR & Support Coordinator is to contribute to the development and efficient running of the organisation by overseeing and managing all aspects of Human Resources.



### Reporting To

The Human Resources & Support Coordinator will report to Deputy CEO (Operation & Governance), working closely with our HR Consultants and colleagues in the Senior Management Team and Operations Team.

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



### Contract

This appointment is for an initial contract period of 12 months with the possibility of extension subject to availability of funding.



### Place of Work

The successful candidate will work primarily from Sage Advocacy's National Office.



### Key Relationships

Regional Advocates, Management Team, Service Management Group and members of Sage Advocacy work groups, as well as any external HR and Legal Advisers.



### 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 per year, depending on experience



### Probationary Period

A six months probationary period will apply with performance reviews every two months within the probation period.



### Benefits

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



### Application Deadline

Applications by 12pm, Thursday, 6 February to [recruitment@sageadvocacy.ie](mailto: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. 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 11,000 people in 2024 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 Human Resources & Support Coordinator will report to Deputy CEO (Operation & Governance), working closely with our HR Consultants and colleagues in the Senior Management Team and Operations Team.**

**Key Relationships:** Sage Advocacy colleagues in regional and central roles including Regional Advocates, Management Team, Service Management Group and members of any work groups established by the Management Team or the Board, as well as any external HR and Legal Advisers.

### Purpose of the Post

The primary purpose of the HR & Support Coordinator is to contribute to the development and efficient running of the organisation by overseeing and managing all aspects of Human Resources. The HR & Support Coordinator is responsible for ensuring support across Human Resources, Recruitment, Performance Management, Employee Relations, Health & Safety and Mentoring, Education & Training.



## Job & Person Guide

### Human Resources & Support Coordinator

#### Principal Duties and Responsibilities

##### HR POLICY AND STRATEGY

- Assist with the development, implementation, and regular review of HR policies and procedures, ensuring alignment with organisational goals and legislative requirements.
- Assist with overseeing the recruitment and resource planning process, ensuring effective workforce management.
- Manage employee training programs and foster positive employee relations.
- Ensure compliance with all relevant employment laws and regulations, keeping policies and procedures up to date.

##### HR SERVICE DELIVERY

- Assist with overseeing HR service delivery, ensuring high-quality support and contributing to employee engagement across the organisation.
- Collaborate closely with Senior Management Team to ensure consistent, efficient delivery of HR services.
- Serve as the main point of contact for employees on all HR related queries.
- Oversee the accurate filing and maintenance of training records, performance reviews, and other HR documentation.
- Oversee the implementation of performance feedback through probationary and annual review processes, providing assistance to Line Managers as needed.
- Oversee the tracking and maintenance of records of maternity leave, parental leave, sick leave, holiday requests, and other absences.
- Monitor legislative changes and ensure all policies and procedures reflect the latest legal requirements.
- Assist with improving HR systems, policies, and procedures, ensuring they remain effective and compliant with legislation.
- Provide guidance to Line Managers on HR best practices, including employment law, policies, and staff relations.
- Support Line Managers and employees in handling employee relations issues, including performance management, disciplinaries, grievances, and general HR concerns.
- Support the Senior Management Team in identifying team-building and staff development opportunities.
- Manage the relationship with external HR Consultancy.

##### RECRUITMENT & ONBOARDING

- Support the Senior Management Team and interview panels with recruitment, selection, and onboarding processes, ensuring compliance with organisational standards.
- Assist in developing job descriptions in collaboration with Senior Management Team.
- Oversee the onboarding process, including documentation, office setup, relevant training, and integration into the team.
- Manage the offboarding process, including conducting exit interviews when applicable.

##### HEALTH & SAFETY

- Implement and ensure compliance with the organisation's Health & Safety Policy.
- Support the Deputy CEO (Operations & Governance) in scheduling and facilitating staff Health & Safety training.

##### GENERAL RESPONSIBILITIES

- Collaborate with Senior Management Team to support organisational development, change management, and employee engagement initiatives.
- Uphold professional standards of confidentiality and ethics, promoting equality, diversity, and inclusion in all HR practices.
- Maintain accurate HR filing systems in line with GDPR requirements.
- Assist in compiling data and preparing management reports as needed.

##### RESOURCE MANAGEMENT

- Maintaining and updating the IT systems and HRLocker as required.
- Supporting with administration tasks at regional and national level to ensure the effective delivery and management of Sage Advocacy services.

##### OTHER DUTIES

- Participating in Sage Advocacy National meetings.
- Participating in Sage Advocacy's support and supervision, and performance review mechanisms.
- Other duties as may be necessary as identified by the Deputy CEO (Operations & Governance).



# Job & Person Guide

## Human Resources & Support Coordinator



### OTHER REQUIREMENTS RELEVANT TO THE POST

The successful candidate will work primarily from Sage Advocacy's National Office.

## Skills, Competencies, Attributes and Knowledge

### KNOWLEDGE

- The HR Support Coordinator should have excellent understanding of Human Resources and employment legislation.
- The HR Support Coordinator should have good ICT skills, be able to maintain records and use the Sage Advocacy data recording/management systems.
- The HR Support Coordinator should have good knowledge and understanding of the GDPR.
- The HR Support Coordinator should have a good understanding and appreciation of the importance of independent advocacy and of the policy and legal frameworks within which Sage Advocacy operates.
- Understanding of 'lean' systems and an ability to reflect on and contribute to ongoing improvements in the effective working of the organisation.

### COMMUNICATION

- The HR Support Coordinator should have excellent communication and inter-personal skills, including organising and networking and be able to communicate well with a wide range of people in writing, in person and on the phone.

### RELATIONSHIPS

- The HR Support Coordinator should have good experience of team and group working. The HR Support Coordinator should be able to give direction and feedback, and be able to build and maintain good working relationships with a wide range of colleagues in a fair and impartial way.
- The HR Support Coordinator must be able to collaborate, negotiate and agree plans with others.
- The HR Support Coordinator must be able to take guidance and manage their time and energy according to workload and priority. They should apply the criteria for seeking input, for managing/prioritising issues.

### PROMOTION OF SAGE ADVOCACY AND CAPACITY-BUILDING

- The HR Support Coordinator must have initiative and be able to identify and take opportunities to

enhance the quality of Sage Advocacy's work.

- The HR Support Coordinator should be able to offer support to staff around the country who are working in isolation and who rely heavily on an effective and efficient response from the National Office to their needs.
- The HR Support Coordinator should be able to liaise with major stakeholders.

### ESSENTIAL CRITERIA

- A third-level qualification in Human Resources etc. or equivalent professional experience.
- In-depth knowledge of current employment legislation.
- Excellent IT literacy including use of CRM and Microsoft Office.
- Strong interpersonal and communication skills, with the ability to build and maintain effective relationships.
- Excellent analytical, problem-solving, and decision-making abilities.
- Ability to identify and implement HR best practices.
- Strong administrative skills with the ability to multi-task and provide business support.
- Excellent written and verbal communication skills with attention to detail.
- A commitment to the values and principles of Sage Advocacy, in particular, "Nothing About You/Without You".

### DESIRABLE CRITERIA

- CIPD Affiliation.
- Knowledge of employment legislation and data protection regulations.
- Experience in using HR systems and knowledge of HRLocker an advantage.
- Understanding and appreciation of quality improvement approaches and lean systems.



### Personal Attributes / Character

#### SAGE ADVOCACY STAFF ARE EXPECTED TO:



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

### Terms and Conditions of Employment

**This appointment is for an initial contract period of 12 months with the possibility of extension subject to availability of funding. A six month 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, depending on experience, with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.**



# Job & Person Guide

## Chief Executive Officer



### Key Dates & Requirements



#### Application Deadline

**Applications by 12pm, Thursday 6th February, to [recruitment@sageadvocacy.ie](mailto: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 following the deadline for applications**

#### 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](http://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](mailto:info@sageadvocacy.ie) | 01-5367330

If you have a query about a specific issue relating to this job please email [recruitment@sageadvocacy.ie](mailto:recruitment@sageadvocacy.ie) with your email and mobile details and we will do our best to respond to you as quickly as possible.