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A DIFFERENCE



**Regional Manager
Dublin & South-East**

**(Dublin, Wicklow, Carlow,
Wexford, Waterford, Kilkenny
& Tipperary South)**

Job & Person Guide

Publication Date: 24 Jan, 2025

The primary purpose of the post is to manage the casework within the Dublin & South-East region and support Regional Advocates so that they can provide independent advocacy services to a high standard and in an effective way



Reporting To

Case Management and Support (Asst CEO)

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

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



Direct Reports

Regional Advocates in the designated regions and any specialist volunteers or interns



Working Hours

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



Salary

The salary range is **€52,000 - €62,000**.
The starting point will be **€52,000**



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

Apply by 12:00pm, Monday, 17th February, to recruitment@sageadvocacy.ie
Put job title and Health Region 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 11,000 people in 2024 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 Regional Manager is to:

- Manage the casework within the defined regions and support Regional Advocates so that they can provide independent advocacy services to a high standard and in an effective way through working and learning together as a team.
- Give leadership in the development of key relationships within the designated regions and support Regional Advocates in mapping systems and pathways which can be utilised to ensure an effective service for clients.
- Support, supervise, review and quality assure the work of Regional Advocates and ensure that the 'Four Eyes' principle of oversight of communication with external agencies and individuals is observed.
- Manage a personal caseload of more complex cases and provide necessary short-term holiday or emergency cover where required.
- Act as Designated Safeguarding Officer for the region.

Reporting Relationship

Regional Managers will report to Case Management and Support (Asst CEO).

Key Relationships: Other Regional Managers, Management Team, Legal Advisers, Case Management Group, Information & Support team. 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 RHA and in central roles. Members of the Board and Committees of Sage Advocacy clg.

Direct Reports: Regional Advocates in the designated regions and any specialist volunteers or interns.



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Principal Duties and Responsibilities

SUPPORT & SUPERVISION

- Supporting, supervising, quality assuring and managing the work of Regional Advocates to ensure that they are planning and managing their own workload as efficiently and as effectively as possible.
- Engaging in regular face-to-face and remote liaison with Regional Advocates to review performance, identify any barriers to performance, and to help resolve operational problems.
- Ensuring effective communication, collaboration and teamwork between Regional Advocates in the two regions and other parts of the organisation.
- Contributing to ensuring that all Regional Advocates are guided and supported in their work by appropriate policies, procedures, resources, education and opportunities for skills development.

CASE MANAGEMENT & SAFEGUARDING

- Providing timely notification to the Case Management & Support Asst CEO of any safeguarding issues or places of concern.
- Participating in the Case Management Group (CMG), including attending fortnightly meetings, to ensure effective regional and national case review and case management within Sage Advocacy.
- Monitoring and managing the overall caseload of the region through overseeing the casework of Regional Advocates, and intervening, if necessary, to ensure consistency and quality of service and follow-up on issues and places of concern.
- Promoting good individual case management, through support and mentoring where necessary.
- Identifying systemic issues at the regional and national level and assisting in developing initiatives to address them
- Contributing to the development of policy by identifying and responding to systemic issues and through the organisation of issue-focused workshops involving Sage Advocacy staff and relevant stakeholders.

CASEWORK

- Taking the lead role in a number of complex advocacy cases in the region

- Ensuring specialist input while retaining responsibility and accountability
- Management of support and advocacy services in key areas related to acute and integrated care
- Case recording, management, referral and closure and ensuring the integrity of data
- Oversight, supervision and quality assurance of all casework in the region including monitoring of outcomes
- Ensuring that the learning from casework feeds into the systemic advocacy work of Sage Advocacy.

ORGANISATION DEVELOPMENT

- Working closely with counterpart Regional Manager(s) to identify and address issues that may arise regionally but which (may) have a national bearing and to ensure, in as far as is practicable, national alignment of services
- Assisting management decision-making by providing timely and accurate reports on core activities, outcomes and trends and contributing to the planning and development of Sage Advocacy services generally.
- Working with the Case Management & Support (Asst CEO) to record and address any complaints received by Sage Advocacy or referred by the Independent Complaints Review Panel.
- Working with Regional Advocates to manage volunteer Sage Representatives and to build their capacity and their number within the region based on guidance of the Board.
- Monitoring and managing the business generally at regional level, including individual cases and identifying systemic issues
- Representing the organisation at regional and national level through participation in strategic initiatives, media and events.
- Working with the Information and Support Team to ensure timely communication and provision of information and support to referrers, to callers, to the general public and to volunteer Sage Representatives on a range of issues that Sage Advocacy may be asked to deal with, such as legal issues, financial issues, independent living/housing issues, transitional issues, patient safety and healthcare complaints etc.

Transport

Regional Managers 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.



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Skills, Competencies, Attributes and Knowledge

PEOPLE MANAGEMENT AND SUPERVISION

- The Regional Manager (RM) must be able to work with Regional Advocates to set goals, review activity, give timely feedback (both supportive and challenging) and work with Regional Advocates to facilitate their satisfactory performance.
- The RM should be able to identify and take opportunities to improve services and deal with problems in a timely manner.
- The RM must be able to judge when to push problem-solving at regional level and when to escalate it and/or seek support.
- The RM should welcome support and supervision as well as external mentoring.
- The RM should be willing to undertake courses related to management and personal development.

COMMUNICATION

- The RM must be able to communicate clearly and effectively with a wide range of people in writing, in person, on the phone and via local / regional media.
- The RM should be able to adapt their communication style as required to engage with and give clear general information to the public, to health and social care professionals, to people with differing communication abilities and to the relatives of clients.
- The RM should be able to chair / facilitate one-to-one and group meetings, including meetings that may be challenging.

RELATIONSHIPS

- The RM should have good experience of managing people, s/he should be able to build and maintain good working relationships with a wide range of colleagues in a fair and impartial way.
- The RM should have experience of performance management and conflict resolution, and must possess good feedback skills.
- The RM must be able to collaborate, negotiate and agree plans with others; work in partnership with colleagues / clients / service providers / families / social networks. They must be able to develop and maintain good relations with health and social care personnel, legal practitioners and Gardaí.
- The RM must be able to take guidance from the Case Management & Support (Asst CEO) / CEO and advisers and manage his/her time and energy according to workload and priority. They

should know the criteria for seeking input, for managing/prioritising cases and for making referrals.

REGIONAL DEVELOPMENT AND CAPACITY-BUILDING

- Candidates must be able to work with the Regional Advocates 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, etc.
- 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, institutional abuse.
- 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.



Skills, Competencies, Attributes and Knowledge

- 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; protection of liberty in places of care; 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.
- Being 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.

ESSENTIAL CRITERIA

- Demonstrated experience with managing teams for a minimum of two years.
- Experience with providing support & supervision to team members carrying out casework
- Required to travel across the region and have flexibility to accommodate attending events or providing support outside the usual working hours.

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 €52,000 - €62,000 p.a. with a 5% contribution to a PRSA scheme following successful completion of probation.

The starting point will be €52,000 and progression will be based on experience and performance. Annual leave is 25 days. This post will primarily be home based and will involve a considerable level of travel within relevant regions in line with the requirements of the organisation. Travel and subsistence costs are reimbursed in line with current guidelines.



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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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Key Dates & Requirements



Application Deadline

Applications by 12:00pm,
Monday, 17th February, to
recruitment@sageadvocacy.ie
**Put job title and region
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.

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.