

We're
Hiring

Join Sage Advocacy

Home

Nursing Home

Hospital

JOIN US

AND MAKE

A DIFFERENCE



Service Support
Manager (ASST CEO)

Job & Person Guide



Reporting To

CHIEF EXECUTIVE
OFFICER (CEO)

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



Contract

**This appointment
is a one year contract**



Place of Work

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



Key Relationships

**Regional Services
Manager, Regional
Team Managers, Legal
Support Unit,
Operations &
Governance Manager.**



Working Hours

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



Salary

**The salary for this
post will be €60,000
- €70,000**



Probationary Period

You join us on an initial
probationary period of 6
months.



Benefits

**25 days annual leave.
auto-enrolment to My Future Fund
from Jan 2026; PRSA with 1.5%
company contribution during
probation, rising to 5% after
(employee-matched).**



Application Deadline

Applications to
recruitment@sageadvocacy.ie
Put job title in subject line See
job posting for deadline.



**Application
Requirements**

**A completed application form.
Please note that late, incomplete,
or incorrectly submitted
application forms or cover letters
will not be considered.)**



About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People. It works to ensure that people have easy access to information, support, independent advocacy and safeguarding 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. It also provides supports to vulnerable adults and healthcare patients in situations where no other service is available to them.

It has expanded its services with the support of the Department of Education to meet the support and advocacy needs of survivors of institutional abuse. 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 more than 12,000 people (cases & queries) in 2024 and demand for its services is growing. The work of Sage on behalf of clients is independent of family, service provider or systems interests. The service is 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. We are publicly funded and while we collaborate where possible, we challenge where necessary. The motto of Sage Advocacy is **Nothing about you / without you.**

Sage's work is guided by Quality Standards for Support & Advocacy Services for Older People, the Guiding Principles of the Assisted Decision Making (Capacity) Acts and the Code of Practice for Independent Advocates of the Decision Support Service. Detailed service policies and guidelines are regularly reviewed in the context of experience. A Case Management Group oversees complex casework issues supported by in-house legal advisers and external expertise when required.

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

Purpose of the Post

The primary purpose of the Service & Support Manger (ASST CEO) will be: To support the work of the information support independent advocacy systemic advocacy continuum of services provided by Sage working with and through the Regional Services Manager, Regional Team Managers and Legal Support Unit Lead. To monitor and report on the quality, effectiveness and timeliness of all services. To identify and lead on Sage's response on key issues. To ensure provision of effective information and resources to meet the needs of staff, clients and stakeholders.

Reporting Relationship

Reports to: CEO

Others: Information & Support Service Manager, Survivors of Institutional Abuse Project Manager, Safeguarding Lead, Research & Policy, Data Analytics & Systems Integration Manager and Information & Resources Lead (when appointed).



Job & Person Guide

Service Support Manager (ASST CEO)

Principal Duties and Responsibilities

Service Support through Information and Data Analytics

- Coordinate the information and support service with the regional services and ensure high quality of service delivery and continuous improvement.
- Ensure data management systems support organisational goals and comply with relevant legislation and standards.
- Translate strategic goals into service plans, ensuring alignment across national service streams.
- Monitor progress on national services against strategic objectives and report outcomes to the CEO, Board, and committees.
- Identify risks, barriers, and emerging opportunities in delivering information, support, independent and systemic advocacy services.

Communication and External Representation

- Support the CEO in managing high level stakeholder relationships and strategic partnerships.
- Represent Sage Advocacy in national forums, policy consultations, and cross sectoral collaborations.
- Act as a spokesperson for Sage Advocacy, promoting its mission, values, and systemic insights to external audiences.
- Ensure coherence and accuracy in external communications with stakeholders, highlighting systemic issues emerging from casework and research.
- Oversee internal communications & development of the necessary information resources.
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Safeguarding Leadership

- Provide strategic oversight of safeguarding activity across the organisation.
- Support the Safeguarding Lead to ensure compliance with safeguarding legislation, policies, and best practice.
- Ensure that safeguarding insights arising from casework inform systemic advocacy, policy development, and organisational learning.
- Promote a culture of vigilance, rights based practice, and early identification of risk across all teams.

Leadership Collaboration

- Act as a senior leader within the organisation, contributing to collective decision making along with the other members of the Senior Management Team.
- Deputise for the Regional Services Manager (Asst. CEO) when required.
- Promote a culture of respect, inclusion, accountability, and learning across all teams.
- Engage in reflective practice and leadership development to support personal and organisational growth.

Survivor Engagement & SIA Project Oversight

- Provide leadership and strategic direction to the SIA Project Manager and the wider survivor engagement function.
- Ensure that supports for survivors of institutional abuse are trauma informed, rights based, and aligned with national policy developments.
- Strengthen organisational capacity to understand and respond to the needs of survivors, including through training, reflective practice, and cross agency collaboration.
- Ensure that survivor experiences inform systemic reform, policy submissions, and public messaging.
- Work closely with the SIA Project Manager, the Research team in evaluating the SIA project and providing the necessary report to Department of Education.

Research, Policy & Systemic Reform

- Lead the Research & Policy function to identify systemic issues arising from casework, safeguarding, and survivor engagement.
- Guide research initiatives to inform service delivery and support evidence-based advocacy.
- Oversee the development of policy submissions, research outputs, and evidence based recommendations for legislative and service reform.
- Support the Board's Planning, Policy & Performance Committee in identifying priority areas for policy development.
- Ensure that research and policy outputs are accessible, accurate, and aligned with Sage Advocacy's mission and values.

Organisational Development & Quality

Assurance

- Manage and Chair Sage Advocacy's internal Service Management Group
- Contribute to strengthening organisational capacity, sustainability, and service quality.
- Support the development and review of organisational policies, ensuring alignment with quality standards and legal frameworks.
- Promote reflective practice, continuous improvement, and cross team collaboration.
- Ensure that service support functions operate efficiently and are well integrated with frontline advocacy and case management.
- Work closely with the Regional Services Manager (Asst. CEO) to ensure that organisational data informs decision making, reporting, and strategic planning.



Person Specification

Essential Criteria

Experience

- Postgraduate Qualification in Management or another relevant field.
- Minimum of 5 years demonstrated senior leadership experience in advocacy, health, social care, or related sectors.
- Experience managing multidisciplinary teams and complex organisational functions.
- Experience working with vulnerable adults, older people, or survivors of institutional abuse is highly desirable.

Knowledge

- Strong understanding of the Irish health, social care, and safeguarding landscape.
- Knowledge of advocacy principles, trauma informed practice, and rights based approaches.
- Understanding of policy development, legislative processes, and systemic reform.
- Familiarity with quality standards for advocacy and safeguarding practice.
- Strong ICT literacy, including CRM systems (e.g., Salesforce).

Competencies

- Strategic thinking and ability to translate vision into action.
- Excellent communication, negotiation, and relationship building skills.
- Ability to influence at senior levels across government, statutory agencies, and civil society.
- Strong analytical skills and ability to interpret data for decision making.
- High emotional intelligence, reflective capacity, and resilience.
- Ability to balance strategic leadership with operational oversight



Job & Person Guide

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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



Job & Person Guide Service Support Manager (ASST CEO)



Key Dates & Requirements

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 Merchants house 9A, 27-30 Merchant's Quay, Dublin, D08K3KD
- info@sageadvocacy.ie | 01-536-73300

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.