

**We're  
Hiring**

# Join Sage Advocacy

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**JOIN US**

**AND MAKE**

**A DIFFERENCE**



**Job & Person Guide  
Regional Manager**

Publication Date  
Tuesday, 4th July 2023

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



**Reporting To**

Case Management and Support (Asst CEO)



**Contract**

**This appointment is for an initial contract period of 12 months**



**Place of Work**

Home based, with significant travel within your regions.  
Travel and subsistence reimbursed acc. to guidelines



**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**

**Indicative pay scale: €52,000 – €62,000**  
**Indicative starting point: €52,000**



**Probation & Mentoring**

There will be 3 reviews during a 6 month probationary period and support & mentoring thereafter



**Benefits**

**25 days annual leave; public holidays; plus 5% contribution to a PRSA scheme following completion of probation**



**Application Deadline**

Applications by 17:00, Friday, 21st July to Mary Warren, Operations & Governance, [recruitment@sageadvocacy.ie](mailto:recruitment@sageadvocacy.ie)



**Application Requirements**

**Curriculum Vitae (no more than four pages) and detailed cover letter (no more than 2 pages).**  
**A cover letter is essential.**



## About Sage Advocacy

Sage Advocacy is the National Advocacy Service for Older People. 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. 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 a Policy & Practice Committee. Sage Advocacy is also an important source of support for a range of stakeholders with regard to the Assisted Decision Making (Capacity) Acts.

Sage was established in September 2014 with funding from the HSE and The Atlantic Philanthropies and is currently almost entirely publicly funded. 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 legislative changes and the emergence of Regional Health Authorities, as proposed by Sláintecare.

## Working With Us

### Reporting Relationship

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

**Key Relationships:** Management Team, Legal Adviser, Case Management Group, Information & Support team, other Regional Managers. Local/regional service providers, especially in the areas of health and social care as well as legal, financial, housing and other such services. Local / Regional media. Sage colleagues in other regional areas and in central roles. Policy & Practice Committee. Performance, Oversight & Sustainability Committee.

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

### 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.
- 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 regions.



## Job & Person Guide

### Regional Manager

#### 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 concerns.
- 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 quality of service and follow-up on issues 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
- 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.**



# Job & Person Guide

## Regional Manager

### 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 well with a wide range of people in writing, in person, on the phone.
- 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 which 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 others involved in care, treatment and support including health and social care personnel.
- The RM must be able to take guidance from the Service Manager / Executive Director 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

- The successful applicant 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.
- The person for the job 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.
- The ability 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, is important in the role of Regional Manager.
- The job calls for someone who is 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.
- Ability 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

- The role requires a good understanding of the policy and legal frameworks within which Sage Advocacy operates and of the Quality Standards which guide its work.
- Key to the role is a good understanding of the systems of health and social care governance and provision, and of 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.
- Understanding of and experience in working with survivors of institutional abuse.
- The position calls for good IT skills and an ability 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, are key elements of the job.

### ESSENTIAL CRITERIA

- A professional qualification in a relevant health, social care or legal discipline.
- Significant life experience.
- A track record of strong communication skills.
- Previous experience of case work and case management.
- A commitment to the values and principles of Sage Advocacy, in particular: **“Nothing About You/Without You”**

## Terms and Conditions of Employment

There will be 3 reviews during a 6 month probationary period and support & mentoring thereafter. Salary scales are currently being reviewed but the following is indicative: €52,000 - €62,000. The indicative starting point will be €52,000 and progression will be based on experience and performance. There are 25 days annual leave and a 5% contribution to a PRSA scheme following successful completion of probation. This post will

primarily be home based and will involve a considerable level of travel within your regions in line with the requirements of the organisation. Travel and subsistence costs are reimbursed in line with current guidelines.

**THIS JOB & PERSON GUIDE IS SUBJECT TO ONGOING REVIEW AND MAY BE REVISED FROM TIME TO TIME.**



# Job & Person Guide

## Regional Manager



### 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 Regional Manager




## Key Dates & Requirements



**Application Deadline**

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**Application Requirements**

Curriculum Vitae (no more than four pages) and detailed cover letter (no more than 2 pages).  
A cover letter is essential.



**Interview/Shortlisting**

Initial online interviews: Tuesday, 25th July  
In person interviews: Thursday, 3rd August

### EQUAL OPPORTUNITY

- Sage Advocacy is an equal opportunities employer.

### 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). 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](mailto:compliance@sageadvocacy.ie).

### MORE INFORMATION

- Contact Sage Advocacy: 24-26 Upper Ormond Quay, Dublin D07 DAV9 [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie) | 01-5367330