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Hiring**

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AND MAKE

A DIFFERENCE



*Training & Education
Coordinator*

Job & Person Guide

The primary purpose of the Training & Education Coordinator is to lead the development and delivery of induction and on going trainings for Sage Advocacy staff and volunteers.



Reporting To

The Training & Education Coordinator will report to the Recruitment & Staff Support Manager 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 2 year period



Place of Work

The successful candidate will work from Primarily office-based during probation, with hybrid flexibility thereafter. Travel required to regional teams



Key Relationships

Members of Management Team, Regional Managers, Regional Advocates, Information & Support Service Manager, Information, Support & Advocacy Coordinators, Legal Support Unit.



Working Hours

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



Salary

The salary range is €50,000 - €60,000.



Probationary Period

A six months probationary period will apply with three formal performance reviews within the probation period.



Benefits

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



Application Deadline

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



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 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

Reporting Relationship

The Training & Education Coordinator will report to the Recruitment & Staff Support Manager.

Key Relationships: Sage Advocacy colleagues in the Management Team, Regional Managers, Regional Advocates, Information & Support Service Manager, Information, Support & Advocacy Coordinators, Legal Support Unit.

Purpose of the Post

The Training & Education Coordinator will lead the development and delivery of induction and ongoing training for Sage Advocacy staff and volunteers.

The role will ensure that training is aligned with organisational priorities, supports professional development



Job & Person Guide

Training & Education Coordinator

Principal Duties and Responsibilities

TRAINING AND DEVELOPMENT

- Lead induction for all new staff and volunteers.
- Deliver ongoing training and development for existing staff.
- Identify training gaps and develop appropriate training materials.
- Undertake an organisation-wide training needs analysis.
- Develop and implement a training plan aligned with identified priorities.
- Review the progress of new staff during the induction, maintaining a training and development log for each staff member.
- Review and revise the current induction plan to ensure cohesion across roles.
- Coordinate internal and external training opportunities.
- Ensure training content reflects current legislation, policy, and best practice in advocacy.
- Provide training and support around understanding advocacy and Non instructed advocacy.
- Develop and deliver training on trauma awareness, supporting clients who have experienced trauma, de-escalation techniques and managing staff well-being related to trauma impact.
- Carry out any other duties as required, commensurate with the responsibilities of the post.
- Develop a core set of CPD modules informed by issues which may emerge from the planned discussion paper on future regulation of independent advocacy.
- Advise the management team on general suitability for roles and specific personal skills and competencies to be addressed during probationary periods.

STRATEGIC CONTRIBUTION

- Contribute to policy development and submissions regarding the regulation and recognition of advocacy professionals.
- Support the development of quality standards and competency frameworks.
- Liaise with external training providers, professional bodies, and regulators.

COLLABORATION & SUPPORT

- Work closely with the management team, Regional Managers, ISSM, and Service Management Group to identify emerging training needs.
- Provide coaching and mentoring support where appropriate.
- Participate in internal working groups and contribute to organisational learning.

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 Case Management and Support (Assistant CEO).



Job & Person Guide Training & Education Coordinator

OTHER REQUIREMENTS RELEVANT TO THE POST

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

Skills, Competencies, Attributes and Knowledge for the post holder:

KNOWLEDGE

- Strong understanding of independent advocacy and its legal/policy context in Ireland.
- Familiarity with adult safeguarding, decision-making capacity, and health/social care systems.
- Knowledge of training design, adult learning principles, and evaluation methods.
- Proficient in using CRM systems (e.g. Sales-force), Microsoft Office, and Online learning platforms.

COMMUNICATION

- Ability to communicate clearly and effectively across all levels of the organisation.
- Skilled in delivering training in person and Online, adapting style to suit audience.
- Capable of producing high-quality training materials and documentation.

RELATIONSHIPS

- Able to build trust and rapport with staff, volunteers, and external stakeholders.
- Experienced in managing group dynamics and facilitating learning.
- Comfortable giving and receiving feedback, and supporting others through change.

ESSENTIAL CRITERIA

- A Third-level qualification in education, social care, law, advocacy, or related field.
- Train the Trainer certification.
- Demonstrated experience in advocacy practice.
- Proven track record in training delivery and programme development.
- A commitment to the values and principles of Sage Advocacy, in particular, "Nothing About You/Without You".

DESIRABLE CRITERIA

- Experience in organisational development or quality improvement.
- Familiarity with regulatory frameworks for advocacy or social care professions.
- Experience in policy development or contributing to national submissions.
- Bring a strong IT/tech background and be prepared to travel to meet staff and provide individualised training on platforms such as Sharepoint, Sales-force Lightning, and Microsoft Teams and any new IT that Sage may bring forward in the future.



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 2 year period .

A six month probationary period will apply with three performance reviews within the probation period. Support and mentoring will be provided

thereafter to complement ongoing performance reviews. The salary range is €50,000 - €60,000 p/a, with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.



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Key Dates & Requirements



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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 | 01-536-7330

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.