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Hiring**

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AND MAKE

A DIFFERENCE



**Service Support
Coordinator**

Job & Person Guide



Reporting To

Deputy CEO

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



Contract

**This appointment is for a
Fixed Term one year
contract**



Place of Work

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



Key Relationships

- Deputy CEO
- Management Team
- Regional Managers
- Information & Support Services Manager



Working Hours

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



Salary

**The salary range is
€40,000 - 45,000
per year**



Probationary Period

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



Benefits

**25 days annual leave.
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

**Application Form and
detailed cover letter (one
to two pages in length)**



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 Coordinator will:

Provide high-level administrative and operational support to the Case Management and Support (Asst. CEO) and the wider service team, which includes the Management Team, Regional Managers, Information & Support Services Manager. This role is critical in ensuring the smooth running of service-related activities, accurate data management, and timely reporting across internal and external stakeholders.

Reporting Relationship

Reports to: Deputy CEO

Others: Linking in with the Information Resource lead



Job & Person Guide

Service Support Coordinator

Principal Duties and Responsibilities

Administrative & Meeting Support

- Prepare agendas, take minutes, and coordinate follow-ups for internal and external meetings.
- Maintain an up-to-date schedule of stakeholder forums and committees.
- Liaise with staff to gather relevant documentation and updates for service-related meetings.
- Ensure timely circulation of meeting materials and accurate record-keeping of decisions and actions.

Data & Reporting Coordination

- Maintain and update Sales-force records to reflect service activities, staff engagements, and project milestones.
- Support quarterly, annual, and ad hoc reporting requirements for the service.
- Track and log service events, presentations, service mapping outputs, and regional engagements.
- Assist in preparing coordinating documentation for internal and external use.

Operational Support

- Provide logistical and administrative support to Regional Managers, especially when travelling or attending key events.
- Monitor and maintain the accuracy of service data in Salesforce, including cleaning and validating entries ahead of reporting cycles.
- Support the reactivation and coordination of projects by ensuring administrative readiness.
- Act as an internal central point for administrative service-related queries and updates, ensuring consistent communication across internal teams.

OTHER REQUIREMENTS RELEVANT TO THE POST

Any other Task as deemed necessary



Person Specification

Essential Criteria

- Degree in Office Administration / Business Administration or a Third Level Education in Applied Social Studies or Health & Social Care Management
- Proven experience in administrative or coordination roles within a service delivery or advocacy environment
- Proven track record in training delivery and programme development
- Strong organisational skills with the ability to manage multiple priorities and deadlines.
- Excellent written and verbal communication skills.
- Proficiency in Salesforce or similar CRM/data management systems.
- High attention to detail and commitment to data accuracy.
- Ability to work independently and collaboratively across diverse teams.

Desirable Criteria

- Experience supporting senior leadership or executive-level staff.
- Knowledge of GDPR
- Understanding of Advocacy Principles and Safeguarding Protocols



Job & Person Guide

Service Support Coordinator



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 Coordinator



Terms and Conditions of Employment

This appointment is for a one year fixed contract. A six months 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 €40,00- 45,000 p.a. with a 5% contribution to a PRSA scheme following successful completion of probation. Annual leave is 25 days.

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.