



Sage Advocacy  
Call  
for  
Expressions of Interest

Review and Analysis of  
Service Delivery Processes

## **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 situation 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. Further information on the organisation and those we serve is available at [www.sageadvocacy.ie](http://www.sageadvocacy.ie) .

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## **Call for Expression of Interest**

### **Review and Analysis of Service Delivery Processes**

We are now inviting Expressions of Interest for a Review and Analysis of Sage Advocacy Service Delivery Processes to support our work and our reporting requirements. This role is short-term with the successful candidate engaged on a temporary basis to review and analyse service delivery processes and to identify areas where change is required.

Responsibilities will include tasks such as developing a matrix for measuring case complexity, developing a template for reporting on case complexity, developing mechanisms for identifying and reporting on the specific challenges associated with providing an independent advocacy service to survivors of institutional abuse and contributing to the evaluation of the independent advocacy service for survivors.

### **Summary of Responsibilities**

#### **Develop a matrix for measuring complexity**

- Work with the Sage Advocacy Research Support Person to develop a matrix of complexity;
- Liaise with Sage regional teams, senior managers and the research support person in designing and piloting a new system for recording case complexity, including how such a system can be integrated into the Salesforce platform;
- Develop a template for the classification of case complexity;

#### **Develop mechanisms for identifying and reporting on the specific challenges associated with providing an independent advocacy service to survivors of institutional abuse**

- Work with the Sage Advocacy Research Support Person to identify the specific challenges associated with providing an independent advocacy service to survivors;
- Develop strategies for addressing these challenges;
- Contribute to the evaluation of the advocacy service for survivors of institutional abuse;

#### **Develop mechanisms for identifying and reporting on systemic issues identified through Sage Advocacy casework**

- Liaise with relevant Sage personnel Case Management and Support (Assistant CEO), Research Support Person, Data & Quality Audit Analyst in developing a classification system for systemic issues identified
- Develop mechanisms for analysing the relationship between systemic issues identified and case complexity

### **Skills & Qualifications**

- Excellent research and writing skills
- A good understanding of the processes involved in independent advocacy
- Some understanding of the Salesforce database

- A good understanding of the health and social care policy landscape
- Knowledge of The Data Protection Act (2018) and GDPR (2018)

### **Personal Attributes**

- An analytical mindset with an ability to understand processes
- A keen eye for spotting trends and patterns
- Clear communicator with ability to interact creatively and respectfully with people
- Self-directed and resilient in managing complex dynamics

In addition to responding to the above criteria respondents to this Call for Expressions of Interest should provide the following:

- Full name, address and contact details;
- Detailed CV setting out all relevant work and publications with embedded links to the documents/resources where possible or attachments where necessary;
- An indication of daily rates and related expense charges and of any willingness to provide an element of services pro bono;
- Any other information which is felt to be relevant – this may include media coverage of relevant work;
- The name/s of two referees;

Expressions of interest are now invited from people with relevant skills and experience. The closing date for receipt of Expressions of Interest is 17:00, 30<sup>th</sup> December 2025.

Expressions should be emailed to [recruitment@sageadvocacy.ie](mailto:recruitment@sageadvocacy.ie) There will then be an opportunity to engage in a process of discussion.