



Regional Manager Midlands and North East Region

(Full-Time, Fixed Term Contract to October 2022)

Candidate Pack

July 2021

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NAS - What we do

The National Advocacy Service for People with Disabilities (NAS) provides an independent, confidential and free, issues-based representative advocacy service.

We provide representative advocacy to people with disabilities, to ensure that their will and preferences are heard in decisions that affect their lives, in areas that include social services, health, accommodation, personal finances, legal issues and family and relationships.

We have a particular remit to work with people with disabilities who; live in residential services, live in inappropriate accommodation, attend day services, have communication differences, have limited natural supports or are isolated from their communities.

The National Advocacy Service for People with Disabilities is funded and supported by the Citizens Information Board (CIB) which has a mandate under the Citizens Information Act 2007 and Comhairle Act 2000 to support the provision of advocacy for people with disabilities.

The Patient Advocacy Service is provided under the auspices of the National Advocacy Service for People with Disabilities and was established in October 2019 following the awarding of the contract a competitive tendering process to NAS in 2018. The Patient Advocacy Service is an independent, free and confidential Service that provides information and support to people who want to make a complaint about an experience they have had in a HSE-funded public acute hospital, and in the aftermath of patient safety incidents.

The successful candidate will be expected to effectively network, build relationships and engage with and influence stakeholders at all levels of seniority and to apply judgement and flexibility in a challenging and fast moving environment.

This is an excellent opportunity for a suitably qualified individual to support the provision of a human rights based advocacy.

Our Core Values

Our Strategic Plan 2018-2021 establishes the following five Core Values that underpin the work of NAS and the Patient Advocacy Service.

1. Independence

We work with the person independently of others and free from all conflicts of interest. The advocacy process is led and guided by the person.

2. Autonomy

We support the right of the person to self-direction/ determination (i.e. to be in control of their own life) and to make informed decisions based on their will and preferences. We also empower people to have their complaints processed in a balanced, fair and transparent manner.

3. Equality/Citizenship

We support the right of every person to assert and enjoy their human rights, to participate in society as an equal citizen and to fulfil their full potential within a life of their own choosing.

4. Respect

We work with the person in a way which demonstrates respect for the person as an individual and for their privacy, dignity and autonomy. All staff, partners and directors of NAS and the Patient Advocacy Service will act in a way that demonstrates respect for the people who use our services and each other.

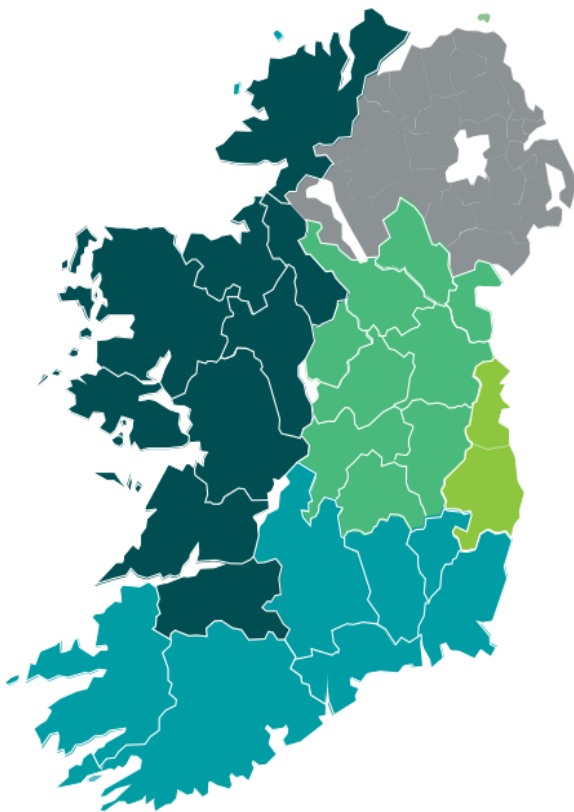
5. Empowerment

We aim to facilitate the person to be an active participant in decisions which affect their life, through the way in which the advocacy process is carried out as well as the outcomes it seeks to achieve. We also aim to empower the person to make a complaint or engage with a review process and seek answers when things go wrong.

Are you interested in supporting these core values and supervising a team of staff which will assist in supporting the rights of people accessing health and social services? Read further regarding the role, job description and required competencies

Regional layout & locations

NAS operates across 31 locations throughout Ireland and share premises with the Citizens Information Service (13), Money Advice and Budgeting Service (1), the Citizens Information Board (4) and others (13). This co-location enhances the referral of people between services.



- **Greater Dublin Region**

Dublin, Fingal and Wicklow

- **Midlands Northeast Region**

Cavan, Laois, Longford, Louth, Kildare, Meath, Monaghan, Offaly and Westmeath

- **Western Region**

Clare, Donegal, Galway, Leitrim, Limerick, Mayo, Roscommon and Sligo

- **Southern Region**

Carlow, Cork, Kerry, Kilkenny, Tipperary, Waterford and Wexford

Job description

Reports to

National Manager

Nature & Scope

The Regional Manager will work as part of a national team to contribute to the organisation's strategy, improve practice and influence change, and manage and developing a team of advocates.

Responsibilities

National/ Regional Advocacy Strategy and Policy Remit

- Work as part of a national NAS advocacy team to contribute to the organisation's strategy, improve practice and influence change
- Manage and consolidate effective relationships with key stakeholders across the region
- Ensure that the needs of people with disabilities for information, advice and advocacy are met through the service that best supports their needs and that those with the capacity to self-advocate are supported to use mainstream services in their local community as appropriate
- Collate and report to the NAS National Manager on issues that arise for people with disabilities to inform proposals for systemic changes in both the delivery and policy of public services

Leadership and management

- Recruitment of staff to the Regional Advocacy Team
- Lead and direct the regional advocacy team in the delivery of a quality representative advocacy service to people with disabilities
- Lead and direct the regional advocacy team in the implementation of quality standards, staff training and development and service delivery initiatives
- Ensure ongoing training and development of staff and develop expertise within the team to meet customer needs through a Performance Management Development System (PMDS) process
- Monitor adherence to data protection legislation and instil good practice in this regard
- Safeguard the principle of independence of the National Advocacy Service in the region

Administration

- Provide regular service activity reports
- Actively monitor accurate and timely recording of service delivery activity
- Evaluate and report on regional impact of service in line with the NAS Strategic Plan

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- Contribute to financial and budgetary planning and reporting as required by the National Manager
 - Participate in special projects and joint working arrangements as directed by the National Manager

Promoting Advocacy

- Build contacts with key stakeholders and participate in relevant networks
- Undertake promotional work on the National Advocacy Service to people with disabilities and their representative organisations, service providers and the general public.

Person specification

Minimum Educational Qualifications & Experience

- Educated to graduate level in one or more of the following areas: social sciences, humanities, law, training and development. Equivalent experience and training will also be considered.
- Advocacy qualification desirable

Essential Knowledge & Skills

- Experience (minimum 2 years) in a relevant management position
- Previous experience of working in a service-delivery role
- Experience in staff supervision, customer service, evaluation and monitoring procedures, promotion and publicity
- Extensive knowledge of relevant disability legislation, social policy issues, disability rights and issues, person-centred planning
- Excellent communication skills and high standard of written English and report writing
- Good IT and case management skills
- Experience of and commitment to capacity-building among staff and organisations
- Ability to prepare and engage in annual budget processes
- Excellent organisational skills
- Self-motivated and able to take initiative to deliver tasks
- Willing to learn and develop in the role.

Desirable Knowledge & Skills

- Management qualification
- Advocacy qualification

Required Competencies

NAS operates a competency based application and interview process, however there may be skills testing or a presentation involved in latter stages (this will be made known to those shortlisted).

The application form will ask you to write about your experiences in your career to date under several competencies and indicators. Use the below indicators to help you shape your responses, ensuring you clearly list employers (if applicable) and times of the experiences.

Competency	Indicator (not exhaustive)
1. Leadership & Management	<ul style="list-style-type: none"> • Committed to strong leadership • Ensures Service objectives are met • Effectively manages resources within a defined budget • Effectively plans projects maximising resources and setting realistic timeframes to ensure quality outputs • Awareness of importance of and ability to positively influence organisational culture • Anticipates potential problems and puts contingency plans in place • Confidently manages staff including recruitment, supervision, appraisal, training, coaching and motivation • Sets high standards and monitors and supports in order to ensure delivery.
2. Specialist knowledge & Self-Development	<ul style="list-style-type: none"> • Evidence of awareness of current disability sector and developments underway or under consideration in the sector. • Develops and maintains skills and expertise to perform the role effectively e.g. relevant software and IT systems, organisational policies & procedures and the relevant legislative, policy and regulatory framework. • Constantly learns from experience and takes the initiative to develop new skills and expertise through research, learning and training. • Shares work-related knowledge and expertise with colleagues.
3. Effective Communication & Interpersonal Skills	<ul style="list-style-type: none"> • Ability to explain, advocate and express facts and ideas in a convincing way. • Expresses self clearly and confidently in both written (email/letter) and oral communication (telephone/in person). • Presents information to all stakeholders in a clear and confident manner. • Builds and maintains good working relationships with colleagues and other external stakeholders.

Competency (continued)	Indicator (not exhaustive)
4. Analysis & Decision Making	<ul style="list-style-type: none"> • Ability to rapidly assimilate relevant information and to see through to the core issues and to present solutions to problems. • Ability to see bigger picture and intervene when necessary • Ability to identify, collect and examine relevant data • Ability to identify factors indicating effectiveness or otherwise of service and to make recommendations • Strong analytical and critical thinking skills • Effectively deals with a wide range of information sources, investigating all relevant issues.
5. Planning & Organisation	<ul style="list-style-type: none"> • Demonstrates efficient use of own time and maximises resources available to them. • Has demonstrated ability to successfully plan and organise events. • Establishes realistic milestones, reviews progress and adjusts accordingly • Is flexible and is adaptable to changing circumstances
6. Drive & Commitment to NAS Core Values	<ul style="list-style-type: none"> • Can demonstrate commitment to values similar or the same as the NAS Core Values of Independence, Autonomy, Equality/Citizenship, Respect and Empowerment (see page 4) in personal and/or professional life. • Ensures the citizen is at the heart of all services provided. • Is personally honest and trustworthy and can be relied upon. • Through leading by example, fosters the highest standards of ethics and integrity.

Terms & Conditions

Salary

€50,016 - €61,064 pro-rata

It is expected, that all new entrants to NAS will be appointed at point one of the salary scale, however the NAS operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into NAS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

Pension

A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. NAS has a normal retirement age linked to the State Pension Age (currently 66).

Annual Leave

25 days per leave year (January to December)

Requirements

- The position entails some travel; therefore access to use of a car is a requirement for the post.
- The Regional Manager will be asked to obtain Garda Clearance before they begin work.

How to Apply

- A relevant application form can be accessed at www.advocacy.ie
- Applicants must meet the minimum criteria for the role set out in the person specification and possess all required competencies and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications **will not** be considered.
- Please contact **Karen Horan** if you have any special requirements in relation to completing the application form.
- **Closing date: 27th July 2021**
- **Please email application form to: Karen.horan@advocacy.ie**
- Successful applicants may be required to complete an assessment on the day of interview, which may be an IT or written skills test, case study and or presentation, you will be advised in advance.
- A panel of qualified candidates may be formed from which temporary and permanent, part-time and full-time PCRO posts which arise in a specified period, up to a maximum of 12 months, will be filled.
- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link:

https://www.citizensinformationboard.ie/en/data_protection/nas.html

National Advocacy Service for People with Disabilities is an equal opportunities employers.