

North Leinster Citizen Information Services: Advocacy Support Worker (<https://www.activelink.ie/node/109006>)



The North Leinster Citizen Information Services are seeking to recruit an

Advocacy Support Worker Permanent, Full Time

Located in the North Leinster Citizens Information Service Region

Citizens Information Services (CISs) provide an advocacy service in a wide range of areas, including social welfare, employment, housing, consumer issues, health, and immigration. They provide an advocacy service up to and including assistance with formal complaints, appeals, hearings, and quasi-legal tribunals.

The Role

Key responsibilities of the Advocacy Support Worker (ASW):

- To enhance the capacity of Citizens Information Services in their region to deliver advocacy as part of an integrated information, advice and advocacy service.
- To coach and mentor CIS personnel both remotely and on site, in the processes and skills of high quality advocacy case work, i.e. representation, preparation for third party hearings/appeals, interview skills, case recording, negotiation and presentation skills.

Some key candidate requirements are:

- Knowledge and experience of advocacy casework
- Operation of case management and record keeping systems
- Experience of coaching, mentoring and supporting staff

(Please see the information pack for job description and person specification)

The ASW will be required to travel throughout the region therefore access to the use of a car is a requirement for the post.

Salary Scale

- The Advocacy Support Worker salary scale is currently €42,658 - €51,616 per annum (including 2 Long Service Increments (LSI)). Pro rata for part-time staff.

Incremental Credit: It is expected that all new entrants to the service will be appointed at point one of the salary scale. However, the Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants. 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. The decision on whether or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.

Applications

A candidate Information Pack (including a job) and application form are attached below.

Closing Date for receipt of application forms is **13:00 on Friday 5th July 2024**.

*Citizens Information Services are an equal opportunities employer.
Funded and supported by the Citizens Information Board.*

Region

Kildare, Longford, Louth, Meath or Westmeath

Date Entered/Updated

18th Jun, 2024

Expiry Date

5th Jul, 2024

Attachment	Size
<u>ASW Candidate Pack - June 2024.pdf</u>	346.03 KB
<u>ASW Application Form - June 2024.docx</u>	73.15 KB

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/109006-north-leinster-citizen-information-services-advocacy-support-worker>