

North Leinster Citizen Information Service: Advocacy Support Worker (<https://www.activelink.ie/node/110969>)



North Leinster Citizen Information Service are seeking to recruit an

Advocacy Support Worker

Permanent, Full Time

Located in the North Leinster Citizens Information Service Region

Possible base location at: Navan CIC, Ashbourne CIC, Longford CIC, Dundalk CIC, Drogheda CIC, Athlone CIC, Maynooth CIC.

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 candidate 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 North Leinster Citizens Information Service will be appointed at point one of the salary scale. However, North Leinster Citizens Information 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.

Annual Leave Entitlement: 23 days to 25 days (after 5 years' service)

Applications

A Candidate Information Pack and application form can be accessed as part of this advertisement.

Closing Date for receipt of application forms is 13:00 p.m. on Wednesday 2 October 2024.

Citizens Information Services are an equal opportunities employer.

Funded and supported by the Citizens Information Board.

Region

North Leinster

Date Entered/Updated

18th Sep, 2024

Expiry Date

2nd Oct, 2024

Attachment	Size
ASW Candidate Pack - September 2024.pdf	345.06 KB
ASW Application Form - Sept 2024.docx	73.75 KB

Source URL: <https://www.activelink.ie/vacancies/civil-liberties-human-rights/110969-north-leinster-citizen-information-service-advocacy-support-worker>