

**Regional Manager**

**Candidate Pack**

**April 2025**

# The Patient Advocacy Service

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| **Job Title:** | Regional Manager |
| **Acronym:** | RM |
| **Reporting To:** | PAS National Manager |
| **Liaise With:** | PAS National Manager, Corporate Services Team, Service Delivery Team |
| **Employment Type:** | Full Time, Contract of Indefinite Duration |
| **Hours:** | 35 hours per week - The position is full time |
| **Location:**  **Blended Working:** | Any of our Offices, (Dublin, Galway, Cork)  The successful candidate will be required to attend the office base one to two days per week in line with our organisational Blended Working Model, which is being trialled at present. This will be subject to review based on the operational needs of the organisation and the outcome of the trial of blended work. Where the successful candidate does not have an appropriate space to work from home other local arrangements can/will be explored.  The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary. |
| **Salary Grade:** | The salary scale for this role is €54,123 to €66,078  It is anticipated that new entrants to the National Advocacy Service will be appointed on the 1st point of the scale, however incremental credit, should it be awarded, will be based on previous relevant experience as set out on application form. |
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## What We Do

The Patient Advocacy Service provides a free and independent service to support users of public acute hospitals or nursing homes making or intending to make a formal complaint through the relevant complaint process. The service also supports users in the aftermath of a patient safety incident.

The Patient Advocacy Service is provided by the **National Advocacy Service for People with Disabilities (NAS)** and is funded by the Department of Health. As the Service is expanding, we are adding to our dynamic team.

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## Regional Manager Role

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 a developing team of service delivery.

As Regional Manager you will oversee the delivery of the Patient Advocacy Service and manage and support a team of Team Leads in the delivery of a quality service which supports users of public acute hospitals and nursing homes during the relevant complaints process and in the aftermath of Patient Safety Incidents.

The successful candidate should be comfortable with operating and leading within a context that involves change in their own role as well as within the broader environment of a changing organisation.

The Regional Manager will be asked to obtain Garda Clearance before

they begin work. The Patient Advocacy Service is an equal opportunity

employer.

# Job description

## Reports to

Patient Advocacy Service, National Manager

## Responsibilities

Duties and Key Responsibilities

**Service Delivery**

* Work collaboratively as part of the senior management team to support the delivery of the Service’s next phase of growth in line with contract requirements, the Organisation’s strategy, and the annual work plan by identifying opportunities for improvement and influencing change.
* Responsible for the day-to-day management of the service delivery team.
* Demonstrate flexibility in line with the incremental growth of the service to support development of deep expertise in the different areas of service delivery, e.g., public acutes or nursing homes.
* Support the National Manager on development of projects, policies, and procedures within the organisation.
* Contribute to the development of operational plans for operational activity.
* Manage and consolidate effective relationships with key stakeholders across the organisation’s activities and participate in relevant networks.
* Contribute to the development of the PAS profile (media and communications strategy) and undertake promotional work as required.
* Identify trends, collate and report to the National Manager on issues that arise for people to inform proposals for systemic changes in both delivery and policy of public services.
* Ensure that the needs of services users for information, advice and empowerment advocacy are met through the service that best supports their needs.
* Develop and improve new and existing management information systems relating to reporting on the impact of the service.
* Ensure the service is accessible while promoting a culture of excellence and continuous improvement.
* Carry out such other duties as may reasonably be requested by the National Manager to assist the advancement of the objectives of the organisation.

**Leadership and Management**

* Provide leadership and direction to the Team Leads and the service delivery team in the delivery of a quality patient advocacy service.
* Provide leadership and direction to the Team Leads and the service delivery team in the implementation of quality standards, staff training and development and service delivery initiatives.
* Oversee day to day management and strategic direction of the service in line with the Organisation’s national strategy and the services contractual obligations.
* Support in the recruitment of staff to the Services Delivery Team.
* Promote a culture of learning and innovation.
* Participate and work within a Performance Management Development System (PMDS) process and undertake PMDS.
* Conduct team performance reviews

**Administration**

* Provide regular service activity reports and attend meetings as requested by the National Manager.
* In collaboration with the corporate services team, ensure compliance with the organisation’s governance requirements including employment legislation and with agreed HR policies and procedures, health and safety and data protection requirements.
* Manage the development, delivery, and reporting of annual work plans.
* Adhere to agreed budget and financial systems and requirements within the appropriate guidelines.
* Ensure all records are maintained in accordance with quality standards, GDPR and other legal and organisational requirements.
* Act as project sponsor, project lead as required.
* Coordinate and attend meetings and provide support and reports as required.

**Contributing to the effectiveness of the Organisation**

* Follow all PAS service manuals and standards and comply with all appropriate policies and procedures.
* Ensure that the purchase and/or commissioning of any materials or services are obtained in line with organisational procurement procedures.
* Responsible for personal learning and personal development as discussed and agreed with line manager and keep knowledge up to date.
* Contribute to the evaluation of the advocacy service.
* Work in a manner that facilitates inclusion and diversity.
* Organise and administer own work to ensure that it is accurate and meets quality targets, KPIs, reasonable deadlines and reporting requirements.
* Participate in working groups/ committees/ fora as requested by the National Manager.
* Chair, co-ordinate, attend and manage a range of meetings both internally and externally as required.
* Undertake any other duties or projects equal with the nature and grade of this post as required.

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# Person Specification

## Minimum Educational Qualification and Experience

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| **Essential** | **Desirable** |
| * 3rd level qualification in Social Sciences, Humanities, Law or equivalent. Equivalent experience and training will also be considered. * At least 3 years’ relevant experience of managing high performance teams. | * Advocacy Qualification is desirable |

## Knowledge and Skills

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| Essential | Desirable |
| * Knowledge of the health system landscape in Ireland and an understanding and knowledge of the philosophy, background, and operation of advocacy practice. * Previous experience of working in a service-delivery role. * Proven experience and evidence of management of operational services/projects. * Ability to plan strategically, set goals and problem solve. * Proven ability to analyse, develop and implement operational plans and policies in a challenging environment. * Ability to monitor and evaluate impact of service on client group. * Experience of drafting and producing reports, as relevant to the role. * Demonstrated ability to establish effective working relationships with stakeholders. * Experience of managing and motivating others and of supervising professional practice. * Excellent communication skills and high standard of written English and report writing. * Strong knowledge of the Microsoft Operating Systems and Office packages and Salesforce. * Willing to learn and develop in the role. | * A good understanding of public service administrative, financial and governance. * Experience in a fast-paced environment. * Good experience and understanding in IT aspects. * Proven ability to manage an operational budget and oversee the production of financial and service activity reports. |

It is a requirement of employment that the successful candidate successfully completes the QQI level 7 accredited Patient Safety and Complaints Advocacy Training Programme, within 12 months of commencement of employment. Shape

# Required Competencies

The Patient Advocacy Service 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. ***\*Please note that failure to complete each question in Section 8 of the application form will deem the application as incomplete.***

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| Competency | Definition and Indicator (not exhaustive) | |
| 1. Specialist knowledge & Self-Development | * Understanding and knowledge of the Irish health and social care landscape. * Understanding and knowledge of budget co-ordination, preparation, and monitoring. * A good understanding of public service administrative, financial and governance systems including regulatory and legal requirements. * Experience in planning, management and delivery of projects involving multiple stakeholders, internal and external. * Ability to identify and manage risk with regards HR and IR issues. * Ability to manage and analyse data, compile, generate and distribute reports.   Monitors adherence to statutory requirements by the organisation and instils good practice within the team in this regard. | |
| 2. Leadership | * 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 to ensure delivery. | |
| 3. Analysis & Decision-Making Skills | * 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. | |
| 4. Management & Delivery of Results | * Takes responsibility and is accountable for the delivery of agreed objectives. * Successfully manages a range of different projects and work activities at the same time. * Structures and organises their own work and others work effectively. * Is logical and pragmatic in approach, delivering the best possible results with the resources available. * Applies appropriate systems/processes to enable quality checking of all activities and outputs. * Practices and promotes a strong focus on delivering high quality customer service for all. | |
| 5. Communication & Interpersonal Skills | * Demonstrate excellent interpersonal and communications skills to facilitate work with a wide range of individuals, groups and multiple stakeholders. * Acts as an effective link between staff and senior management. * Encourages open and constructive discussions around work issues. * Treats others with diplomacy, tact, courtesy and respect, even in challenging situations. * Excellent written and verbal communication and presentation skills. | |
| Competency (continued) | | Indicator (not exhaustive) |
| 6. Drive & Commitment to Patient Advocacy Service Core Values | | * Can demonstrate commitment to values similar or the same as the Patient Advocacy Service Core Values of Independence, Autonomy, Equality/Citizenship, Respect and Empowerment in personal and/or professional life. * Ensures the service user is at the heart of all service provided. * Adapts quickly to changing circumstances. * Is personally honest and trustworthy and can be relied upon. * Through leading by example, fosters the highest standards of ethics and integrity. |

# Additional Terms & Conditions

Pension

A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. The Patient Advocacy Service 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, a current full driver’s licence, valid car insurance and a valid NCT certificate are essential requirements for the post. You will be asked to provide employer indemnity by way of a Letter of Indemnity from your motor insurance company.
* **The Regional Manager will be asked to obtain Garda Clearance before they commence work with the Patient Advocacy Service.**

# How to Apply

* A relevant application form can be accessed at www.patientadvocacyservice.ie/about-us/careers/
* 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. Applications must be typed.
* Please contact [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) if you have any special requirements in relation to completing the application form.
* Closing Date for receipt of applications: **Thursday 3rd April 2025, by 2pm.**
* Please email the completed application form (as an attachment) to [recruitment@patientadvocacyservice.ie](mailto:recruitment@patientadvocacyservice.ie) (stating ‘RM125’ in the subject line).
* Canvassing will disqualify.
* A national panel may be formed of qualified candidates from which Regional Manager posts which arise within the next 12 months will be filled, should vacancies arise in this period.
* Receipt of your application will be acknowledged by email.

**The Patient Advocacy Service is an Equal Opportunities Employer.**