



**Patient
Advocacy
Service**

Corporate Services Manager

Candidate Pack

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Contents

The Patient Advocacy Service	3
What We Do	3
Corporate Services Manager Role	3
Vision Statement.....	5
Mission Statement	5
Values	5
Job description	7
Reports to.....	7
Responsibilities.....	7
Person Specification	9
Minimum Educational Qualification and Experience.....	9
Essential Knowledge and Skills.....	10
Desirable Knowledge and Skills.....	10
Required Competencies	11
Terms & Conditions	14
Location.....	14
How to Apply.....	16

The Patient Advocacy Service

What We Do

The Patient Advocacy Service provides a free, independent, and confidential service to support users of public acute hospitals or HSE Operated nursing homes making or intending to make a formal complaint through the Health Service Executive (HSE) investigation process "Your Service Your Say" and following 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. The Patient Advocacy Service contract was awarded to NAS after a competitive tendering process and became operational in October 2019. A further contract for the Patient Advocacy Service has been awarded to NAS by the Department of Health. As the Service continues to grow and develop over the duration of the new contract, we are adding to our dynamic team.

Corporate Services Manager Role

The Corporate Services Manager is a new role within the Patient Advocacy Service (PAS), created to support the ongoing growth and development of our service, and to build competence and capacity of our teams. The initial areas of responsibility to which the Corporate Services Manager is appointed will change over time as part of the natural growth of the Organisation. The successful candidate should be experienced, 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. Reporting to the Patient Advocacy Service, Service Manager, the Corporate Services Manager will work with the Organisation's corporate services teams. The Corporate Services Manager will be supported by a

Corporate Services Officer and HR Executive. It is envisaged that this team will expand in the future.

As Corporate Services Manager, you will provide leadership, and support the Service Manager and National Manager to continually grow and develop the Service. You will be responsible for overseeing the delivery of the operational corporate performance to include statutory functions, financial management, governance responsibilities, HR management and ICT.

The development of robust business administration systems in relation to Finance, Governance, Risk and Compliance, HR and ICT and production of thorough, accurate and timely reporting for funders and the Board of Directors are core components of this role.

The successful candidate will have a strong record of accomplishment in the compliance, risk, and quality area, with experience of working in a leadership role to ensure high standards of practice both in terms of quality and compliance. The post holder will be reliable, highly motivated, enthusiastic, and flexible in their approach to the work and be open and willing to participate in the overall development of the Organisation and to promote its values.

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. |

Vision Statement

The Patient Advocacy Service recognises the right of all people to support, guidance and information when issues arise in relation to their care and treatment which may lead to their wish to complain about their treatment or care or seek answers in the aftermath of a patient safety incident.

We identify the core human rights as being dignity, autonomy, equality, and independence.

Mission Statement

The Patient Advocacy Service is free, independent and confidential. We support and empower service users of public acute hospitals and HSE-operated nursing homes through the (i) HSE Complaints Process 'Your Service Your Say' and (ii) in the aftermath of patient safety incidents.

Values

The Patient Advocacy Service has adopted five core values which underpin its work.

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. The Patient Advocacy Service is entirely independent of the HSE.

2 Autonomy

We support the right of the person to have their complaints processed in a balanced, fair and transparent manner and 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.

3 Equality/Citizenship

We support the right of the 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 them as an individual and for their privacy, dignity, and autonomy.

5. Empowerment

We aim to empower a person to make a complaint or engage with a review process and seek answers when things go wrong, and to facilitate a 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.

[Are you interested in supporting these core values and working as part of an expanding and dynamic team? Read more below about the role, job description and required competencies.](#)

Job description

Reports to

Patient Advocacy Service, Service Manager

Responsibilities

Duties and key responsibilities

Business Development

- Support the delivery of the Service's next phase of growth in line with the new contract requirements, the Organisation's strategy, and the annual work plan by identifying opportunities for improvement and implementing appropriate solutions.
- Ensure appropriate structures and processes are in place to ensure the Service complies with all applicable legal, regulatory and governance requirements and any new developments.
- Support the Company Secretary, National Manager, Service Manager and the Board of Directors in coordination and collation of organisational governance requirements such as compliance, auditing, reporting, representation at forums etc.
- Build and maintain strong collaborative and professional relationships with managers and staff, to support their understanding and capacity to manage compliance and mitigate risk in related matters affecting the organisation.
- Carry out such other duties as may reasonably be requested by the Service Manager or National Manager to assist the advancement of the objectives of the Organisation.

People Management

- Line manage and support the development and performance of the Corporate Services Team within the Patient Advocacy Service.
- Participate and work within a Performance Management Development System (PMDS) process and undertake PMDS.

Financial Controls & Reporting and Governance

- Ensure that the Patient Advocacy Service reporting outputs are of a high standard, respond to the needs of the target audience, are accurate and are delivered within agreed timelines.
- Oversee all financial controls systems, including procurement activities and ensure they meet regulatory and contractual requirements.
- Support the NAS Board of Directors to fulfill their duties and obligations and ensure the organisation complies with regulatory and legislative requirements, including development and delivery of regular reports on Compliance, Quality and Risk.
- Monitor and maintain the Risk Register and ensure identified risks are appropriately addressed.
- Prepare responses to Parliamentary Questions, Freedom of Information Requests, and Data Access requests in conjunction with the Service Manager/National Manager as appropriate.
- Ensure that the Service is compliant with the General Data Protection Regulation and Data Protection Act 2018.

HR, ICT, Facilities, Health & Safety

- Ensure adherence to the staffing strategy and workforce plan for the Patient Advocacy Service.
- Support and oversee the implementation of the location and facilities strategy.
- Oversee the Organisation's ICT strategy.
- Ensure compliance with health and safety legislation where relevant and that health & safety policies and procedures are adopted and adhered to.

Contributing to the effectiveness of the Organisation

- Comply with all appropriate organisational policies and procedures.
- Undertake further personal development as discussed and agreed with the line manager and keep knowledge up to date.
- Responsible for personal learning and development and for supporting the learning and development of others and the whole Organisation.
- 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.
- Chair, co-ordinate, attend and manage a range of meetings both internally and externally as required.
- Ensure that the highest standards of customer service are met in carrying out the business of the Patient Advocacy Service.
- Undertake any other duties or projects equal with the nature and grade of this post as required and agreed with the Service Manager.

Person Specification

Minimum Educational Qualification and Experience

- Third level qualification or higher in one or more of the following areas: Finance, HR, Corporate Governance, Project Management, Business Systems or equivalent.
Equivalent experience and training will also be considered.
- A minimum of 3 years' relevant experience in managing one or more of the above areas.

Essential Knowledge and Skills

- Experience of public service administrative, financial and governance systems including working to a board of directors.
- Experience in business development, planning, management, and delivery of projects involving multiple stakeholders, internal and external.
- The ability to lead, manage and perform within a change environment.
- The ability to manage multiple tasks and meet tight deadlines including the ability to organise and prioritise your own work.
- Excellent interpersonal and communication skills with a demonstrable ability to report outputs to the highest standard.
- Demonstrable experience of budget co-ordination, preparation, monitoring, and dealing with internal and external audits.
- Ability to manage and supervise staff and prioritise the work of the team.

Desirable Knowledge and Skills

- Knowledge of the health sector and of the philosophy, background and operation of advocacy.
- Experience in strategic planning.
- Experience in HR, Health and Safety.
- Experience in change management.
- Experience in risk management.
- Experience of supporting quality assurance.
- Experience working in multi funded Services.
- Project Management certification.

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 competency in Section 8 of the application form will deem the application as incomplete.***

Competency	Definition and Indicator (not exhaustive)
1. Specialist knowledge & Self-Development	<ul style="list-style-type: none">• Experience in planning, management and delivery of projects involving multiple stakeholders, internal and external.• Ability to identify and manage risk.• Understanding of Corporate planning.• 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.• 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.
2. Management Skills	<ul style="list-style-type: none">• Measures and monitors progress.• Anticipates potential problems and puts contingency plans in place.

	<ul style="list-style-type: none"> • Project management experience. • The ability to rapidly assimilate relevant information and to see through to the core issues and to present solutions to problems. • Sees bigger picture, intervenes when necessary; identifies and collects relevant data; examines the data; identifies factors indicating effectiveness or otherwise of service; makes recommendations. • Supports the implementation of PMDS. • Identifies training needs and leads delivery of appropriate training. • Is confident in formulating budget and reporting on same to NAS Board. • Carries out procurement processes in line with best practice and to Organisation requirements. • Ensures quality standards are maintained. • Ensures resources are managed so as to enhance personal and functional effectiveness. • Is self-motivated and works well on own. • Leads and maximises the contribution of the team as a whole.
3. Business Development	<ul style="list-style-type: none"> • Provides others with clear guidelines and indication of expectations. • Sets high standards, monitors and supports to ensure delivery of the Service's next phase of development in line with the new contract requirements. • Supports the delivery of the Organisation's strategy and annual work plan through

	<p>identifying opportunities for improvement and implementing appropriate solutions.</p> <ul style="list-style-type: none"> • Demonstrates solution focussed decision making and sound judgement. • Devises systems and processes to enable quality checking and accurate outputs.
4. Communication & Interpersonal Skills	<ul style="list-style-type: none"> • Demonstrates excellent interpersonal and communications skills to facilitate work with a wide range of individuals, groups and multiple stakeholders. • Manages and resolves conflict / disagreements in a positive and constructive manner. • Excellent written and verbal communication and presentation skills.
Competency (continued)	Indicator (not exhaustive)
5. Drive & Commitment to Patient Advocacy Service Core Values	<ul style="list-style-type: none"> • Can demonstrate commitment to values similar or the same as the Patient Advocacy Service's 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.

Terms & Conditions

Full Time (35 hours per week) (Contract of Indefinite Duration subject to continued funding)

Location

NAS National Office, Marshalsea Court, Merchants Quay, Dublin 8

The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary.

The successful candidate will be required to attend that 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 successful candidate will be required to attend the National Advocacy Service National Office for two days per week for an initial six-week period.

Salary

The salary scale for this role is €50,016 - €61,064.

It is expected that all new entrants to the Patient Advocacy Service will be appointed at point one of the salary scale, however the Patient Advocacy Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into the Patient Advocacy Service. 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. 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 Corporate Services Manager will be asked to obtain Garda Clearance before they begin work.

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 if you have any special requirements in relation to completing the application form.
- Closing Date for receipt of applications: 2pm on Wednesday 28th September 2022.
- Please email completed application form (as an attachment) to recruitment@patientadvocacyservice.ie (stating 'CSM' in the subject line).
- Canvassing will disqualify.
- A national panel may be formed of qualified candidates from which Corporate Services 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.