



**Patient
Advocacy
Service**

Finance Officer

Candidate Pack

2022

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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.

Finance Officer Role

The Finance Officer role is an essential position within the Patient Advocacy Service. The successful candidate will provide a reliable, high quality and timely finance and administration function for the Patient Advocacy Service. You will be responsible for supporting the day-to-day operations of the Patient Advocacy Service through the effective and efficient management of Finance processes and procedures. Production of thorough, accurate and timely reporting for funders and the Board of Directors are core components of this role. Ensuring that financial reporting is produced in accordance with best practice is a key focus of the role.

It is a requirement of employment that the successful candidates successfully complete 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

Corporate Services Manager

Responsibilities

Financial Controls & Reporting

- Ensure that 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.
- Ensure all financial controls systems are in compliance with regulatory and funder requirements.
- Contribute to the development of the Patient Advocacy Service annual budget in conjunction with the Corporate Services Team by providing analysis of costs and forecasting of expenditure required to deliver contracted services.
- Act as point of contact for the Corporate Services Manager and prepare monthly organisational management reports, financial accounts, and reports on the analysis of expenditure including month end reconciliation.
- Act as point of contact for external accountancy service provider as required.
- Manage and oversee all procurement and tendering activities in accordance with organisational financial controls.
- Ensure all supplier invoices and payments are processed by agreed deadlines and in compliance with organisational financial controls.
- Implement corrective actions identified through internal or external audits relating to PAS Financial Controls & Reporting.
- Preparation of monthly salary information and liaising with external providers (e.g payroll provider and pension provider).

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- Prepare adjustments to payroll for outsourcing as per agreed deadlines.
 - Administration of staff expense claims in accordance with public sector procedures and NAS policies, also ensuring compliance with Revenue requirements.
 - Assist with the various audits and reviews that take place throughout the year.
 - Develop reports for funder and advisory fora in collaboration with the Corporate Services Manager and Service Manager.
 - Maintenance of Finance policies and procedures for review by the Corporate Services Manager.
 - Provide support to the Corporate Services Manager 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.
 - Undertake further personal development as discussed and agreed with line manager and keep knowledge up-to-date.
 - 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.
 - Operate within a Performance Management Development System. Participate in working groups/ committees/ fora as requested by the Service Manager/Corporate Service 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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- Contribute to the development of annual work plan and strategic planning as required.

Person Specification

Minimum Educational Qualification and Experience

- Third level qualification or higher and demonstrable experience in one or more of the following areas: Finance, Project Management, Business Systems or equivalent.
- A minimum of 3 years relevant experience in one or more of the above areas.
- An accountancy or bookkeeping qualification.

Desirable Educational Qualification and Experience

- Bookkeeping experience
- Knowledge of accounts software
- Experience with and aptitude for Microsoft Excel and Word

Essential Knowledge and Skills

- A good understanding of administrative and financial systems.
- Ability to manage and analyse data, compile, generate and distribute reports.
- Ability to demonstrate solution focussed decision making and sound judgement.
- Ability to meet deadlines in a demanding environment.
- Demonstrate excellent interpersonal and communications skills to facilitate work with a wide range of individuals, groups and multiple stakeholders.
- Excellent written and verbal communication and presentation skills.
- Attention to detail and strong organisational skills.

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- Excellent office ICT skills
 - Determined, positive and outcome focused attitude.
 - Ability to work calmly under pressure and within a small dynamic team.
 - Understanding of & Commitment to Human Rights and Diversity.

Desirable Knowledge and Skills

- An understanding and knowledge of the philosophy, background and operation of advocacy.
- Demonstrable experience of implementing Quality Assurance practices.
- Knowledge of relevant legislation, policy and practice.
- A good understanding of the requirements for accountability in respect of public funds.

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.

Competency	Indicator (not exhaustive)
1. Specialist knowledge & Self-Development	<ul style="list-style-type: none">• Displays high levels of skills/expertise in own area and provides guidance to colleagues.• Contributes to and has a comprehensive understanding of the Policies & Procedures for the Patient Advocacy Service.• Knowledge of financial systems and understanding of financial controls relevant to funded organisation.• A good understanding of public service administrative, financial and governance systems including regulatory and legal requirements.• Monitors adherence to statutory requirements by the organisation, takes initiative to ensure compliance and instils good practice within the team in this regard.• Keeps abreast of developments in best practice in all areas of responsibility.

<p>2. Management Skills</p>	<ul style="list-style-type: none"> • Manages time effectively. • Ability to meet deadlines in a demanding environment. • Ability to identify risk and put contingency plans in place. • Is confident in formulating budget and reporting on same to NAS Board. • Carries out procurement processes in line with best practice and to PAS 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 initiative. • Plans and leads projects to attain set goals.
<p>3. Delivery of Results & Organisational skills</p>	<ul style="list-style-type: none"> • Takes ownership of tasks and is determined to see them through to a satisfactory conclusion • Is logical and pragmatic in approach, setting objectives and delivering the best possible results with the resources available through effective prioritisation • Constructively monitors and evaluates own performance/project work • Identifies appropriate means of enhancing performance/ outcomes • Efficient organisation of own time • Effectively uses available IT resources to deal efficiently with workload

<p>4. Analysis and Decision Making</p>	<ul style="list-style-type: none"> • Effectively deals with a wide range of information sources, investigating all relevant issues. • Understands the practical implication of information in relation to the broader context in which they work – procedures, objectives, etc. • Identifies and understands key issues and trends. • Correctly extracts & interprets numerical information, conducting accurate numerical calculations. • Draws accurate conclusions and makes balanced and fair recommendations backed up with evidence.
<p>5. Interpersonal and Communication skills</p>	<ul style="list-style-type: none"> • Communicates in a fluent, logical, clear and convincing manner verbally and in writing. • Works to establish mutual understanding to allow for collaborative working. • Effectively influences others to take action . • Actively listens to the views of others. • Is assertive and professional when dealing with challenging issues. • Professionally represents the organisation to customers and all external stake holders.
<p>Competency (continued)</p>	<p>Indicator (not exhaustive)</p>

<p>6. Drive & Commitment to Patient Advocacy Service Core Values</p>	<ul style="list-style-type: none">• 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.• Is committed to the role, consistently striving to perform at a high level.• Is resilient and perseveres to obtain objectives despite obstacles or setbacks.• 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.
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Terms & Conditions

- Part Time Hours (17.5 Hours plus 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 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 successful candidate will be required to attend the Patient Advocacy Service National Office for two days per week for an initial six-week period.

Salary

€44,078 to €53,022 (full time, to be pro rata based on part time hours)

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. PAS has a normal retirement age linked to the State Pension Age (currently 66).

Annual Leave

24 days per leave year (January to December)

Requirements

- The position entails some travel; therefore, access to use of a car, a current 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 Finance Officer 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: **Thursday 1st December 2022 at 2pm.**
- Please email completed application form (as an attachment) to recruitment@patientadvocacyservice.ie (stating FO in the subject line).
- Canvassing will disqualify.
- A national panel may be formed of qualified candidates from which Finance Officer 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.