



**Patient
Advocacy
Service**

Corporate Services Manager

Candidate Pack

January 2023

The Patient Advocacy Service

Job Title:	Corporate Services Manager
Acronym:	CSM
Reporting To:	PAS Service Manager
Liaise With:	Corporate Services Team – CSO & HR Executive
Employment Type:	Full Time, Contract of Indefinite Duration
Hours:	35 hours per week - The position is full time and may involve working some unsocial hours.
Location:	Dublin City Centre
Blended Working:	<p>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.</p> <p>The position may entail occasional travel throughout the country; therefore, a willingness to travel to regional sites as required is necessary.</p>
Salary Grade:	<p>The salary scale for this role is €50,016 - €61,064.</p> <p>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.</p>

What We Do

The Patient Advocacy Service provides a free, independent, and confidential service to support users of public acute hospitals, HSE Operated nursing homes and private nursing homes making or intending to make a formal complaint through the relevant complaint process 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. As the Service is expanding, we are adding to our dynamic team.

Corporate Services Manager Role

The Corporate Services Manager, supported by a Corporate Services Officer and HR Executive, with future recruitment of a Finance Officer, Policy Officer and Administrator pending, is a new role within the Patient Advocacy Service (PAS). The role is to provide oversight, leadership and line management support to the Corporate Services Team to manage the ongoing growth and development of our service. 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.

You will oversee the delivery of the operational corporate performance with the Corporate Services Team of statutory functions, financial management, governance responsibilities, HR management and ICT.

The Corporate Services Manager will be responsible for ensuring compliance with legislative and funder requirements and best practice standards through the implementation of efficient and effective administrative processes and reporting on same to the Service Manager.

The role involves oversight and development of robust business administration systems in relation to corporate functions and production of thorough, accurate and timely reporting for funders and the Board of Directors are core components of this role.

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 contractual obligations, the Organisation's strategy, and the annual work plan and identifying opportunities for improvement and implementing appropriate solutions.
- Have oversight of and manage, with the assistance of the Corporate Services team, structures and processes to ensure the Service complies with all applicable legal, regulatory, governance and funder requirements.
- Support the Company Secretary, National Manager, Service Manager and the Board of Directors by providing management and oversight, with the assistance of the Corporate Services team, 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 lead the development and performance of the Corporate Services Team within the Patient Advocacy Service.
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- Participate and work within a Performance Management Development System (PMDS) process and undertake PMDS.

Financial Controls & Reporting and Governance

Oversee and manage, with the assistance of the Corporate Services Team:

- Patient Advocacy Service reporting outputs, ensuring they are of a high standard, respond to the needs of the target audience, are accurate and are delivered within agreed timelines.
- Financial controls systems, including procurement activities, payroll and ensure they meet regulatory and contractual requirements.
- Implementation of any corrective actions identified through internal or external audits relating to Financial Controls and Reporting.
- Support for 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.
- Monitoring and maintenance of the Risk Register and ensuring identified risks are appropriately addressed.
- Appropriate responses to Freedom of Information Requests, and Data Access requests in conjunction with the Service Manager/National Manager as appropriate.
- To ensure the Service is compliant with the General Data Protection Regulation and Data Protection Act 2018.

HR, ICT, Facilities, Health & Safety

Oversee and manage, with the assistance of the Corporate Services Team:

- Adherence to the staffing strategy and workforce plan for the Patient Advocacy Service.
 - The implementation of the location and facilities strategy.
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- Development and implementation of the Organisation's ICT strategy.
 - Provision of support to other managers and staff with the implementation of health and safety legislation compliance, in practice, and that health & safety policies and procedures are adopted and adhered to across the Service.
 - Provision of support to other managers and staff with the implementation of compliance with employment legislation where relevant and that HR policies are up to date, adopted and adhered to across the Service.

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 across the 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.
 - 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.
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Person Specification

Minimum Educational Qualification and Experience

Essential	Desirable
<ul style="list-style-type: none">• Relevant Degree, Diploma or equivalent certification and demonstrable experience in one or more of the following areas is preferred: HR, Finance, 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.	<ul style="list-style-type: none">• A project management certification.

Essential Knowledge and Skills

Essential	Desirable
<ul style="list-style-type: none">• Understanding and ability to apply Irish employment law.• A good understanding of public service administrative, financial and governance systems.• 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.	<ul style="list-style-type: none">• An understanding and knowledge of the philosophy, background and operation of advocacy.• Experience in project management with a proven track record of delivering on objectives.• Experience in strategic planning.• Experience in change management.• Experience in risk management.

<ul style="list-style-type: none"> • 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. • Excellent office ICT skills • Determined, positive and outcome focused attitude. • Ability to work calmly under pressure and within a small dynamic team. • Experience of managing and supervising staff. • Understanding of & Commitment to Human Rights and Diversity. 	<ul style="list-style-type: none"> • Experience of supporting quality assurance. • Experience of ICT systems to support case work and reporting.
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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. |

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.***

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.• Ability to monitor adherence to statutory requirements by the organisation and instil 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">• Ability to measure and monitor progress.• Ability to anticipate potential problems and put contingency plans in place.

	<ul style="list-style-type: none"> • Ability to see the bigger picture, intervene when necessary; identify and collect relevant data; examine the data; identify factors indicating effectiveness or otherwise of service; make recommendations. • Experience of participating in and working within a Performance Management Development System (PMDS) process. • A good understanding of maintenance and development of quality systems. • Ability to work calmly under pressure and within a small dynamic team. • Is self-motivated and works well on own. • Experience of Leading and managing a team to maximise effectiveness.
<p>3. Business Development</p>	<ul style="list-style-type: none"> • Ability to provide others with clear guidelines and indication of expectations. • Ability to Support the delivery of the Organisation's strategy and annual work plan through identifying opportunities for improvement and implementing appropriate solutions. • Demonstrates solution focussed decision making and sound judgement. • Ability to devise systems and processes to enable quality checking and accurate outputs.
<p>4. Communication & Interpersonal Skills</p>	<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.

	<ul style="list-style-type: none"> • Experience of managing and resolving 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. • Ability to ensure the service user is at the heart of all service provided. • Is personally honest and trustworthy and can be relied upon. • Ability, through leading by example, to foster 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 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: **Tuesday 7th February 2023 at 2pm.**
- 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.
