

## Candidate Information Booklet May 2020

### The Position

<b>The Position</b>	Manager, Advocacy
<b>Title of the Position</b>	Advocacy Manager
<b>Duration</b>	Fixed Term full time Contract until 31 May 2021.
<b>Location</b>	Citizens information Board, Georges House Quay, 43 Townsend Street, Dublin 2. D02 VK65
<b>Website</b>	<a href="http://www.citizensinformationboard.ie">www.citizensinformationboard.ie</a>

The Citizens Information Board (CIB) is the statutory body responsible for supporting the provision of information, advice including money and budgeting advice and advocacy services to citizens<sup>1</sup> on a wide range of public and social services. CIB's remit includes a particular focus on vulnerable groups, in particular people with disabilities.

#### What do we do?

The Citizens Information Board delivers information directly to the public via the website [www.citizensinformation.ie](http://www.citizensinformation.ie), publications and periodicals, for example, *Relate*.

The Citizens Information Board funds and supports 21 delivery service companies which are primarily the network of Citizens Information Services (CIS) and the network of Money Advice and Budgeting Services (MABS). The delivery service organisations are voluntary Boards established as companies limited by guarantee under the Companies Act, 2014. Exchequer funding is provided to these community/voluntary sector organisations by the Citizens Information Board which works with its delivery service organisations on the basis of Service Level Agreements in order to meet its statutory functions.

The Citizens Information Board has an annual budget of €62.064m. Of this, approximately 70% goes towards the delivery service organisations. The Citizens Information Board has a staff of 79 whole time equivalent. These are public sector employees. The network of delivery service companies employs almost 500 whole time equivalent staff who are not public sector employees.

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<sup>1</sup> When we use the term **citizen**, this refers to the citizens of Ireland and all other people who live in Ireland and who may use our services at any time.

# Job Description

## Advocacy Manager (AP)

### Nature and Scope

The Citizens Information Board (CIB) is the national agency responsible for supporting the provision of information, advice and advocacy on social services through our Citizens Information Services (CIS), the National Advocacy Service for People with Disabilities (NAS) and the provision of the Money Advice and Budgeting Service (MABS).

The Advocacy Manager commits to ensuring that Advocacy will be actively developed as a service offering and that guidance on best practice in Advocacy will be available to all CIB Management, Advocates and Service Delivery Company Managers.

### Reports to

Reports to **Senior Manager, CIS and Advocacy**

### Responsibilities

#### Strategy & Management

- Manage effectively the deployment of resources, budgets and staff in the Advocacy function in order to achieve the overall targets under his/her responsibility.
- Prepare and update annual operating plans and budgets for the development and delivery of CIB's advocacy objectives.
- Work with the Senior Management Team to develop CIB's strategic approach to the delivery and ongoing development and growth of Advocacy services.

#### Advocacy

- Develop and promote CIB's role, understanding of, policy and approach to Advocacy across CIBs funded services and nationally.
- Lead the Advocacy team in developing best practices, standards and quality assurance processes for the provision of Advocacy, in conjunction with funded services.
- Work with the CIB Social Policy & Research Manager to identify and address gaps in Advocacy research.
- Increase the capacity of CIB funded services to deliver advocacy services to the public.
- Maintain and develop electronic case management systems for the CIS and NAS services that support efficient case management, service reporting and reporting on client and case outcomes.

#### Collaborative Working

- Work closely and productively with staff and management of the Citizens Information Board, the National Advocacy Service for People with Disabilities (NAS), regional Citizens Information Service (CIS) companies and the Sign Language Interpreting Service (SLIS).
- Build and maintain good working relationships with internal and external stakeholders including the Workplace Relations Commission, Social Welfare Appeals Office and the Residential Tenancies Board.
- Timely reporting of accurate progress reports to key stakeholders as required.

## **NAS Advocacy**

- Provide funding to the National Advocacy Service for People with Disabilities (NAS) in accordance with their SLA and all other governance and operational requirements. Oversee the monitoring and analysis of NAS service reporting.
- Develop and oversee Service Level Agreement commitments with NAS, supporting and monitoring progress.
- Work with NAS to ensure consistent service provision and standards of NAS advocacy across the country.

## **CIS Advocacy**

- Provide funding to CIS advocacy projects and oversee related reporting.
- Develop CIS advocacy proposals at national level and work with CIS Regional Managers, Advocacy Support Workers (ASWs), and CIB Service Delivery teams on implementation at regional level.
- Work with CIS Regional Managers, ASWs and CIB Service Delivery teams to ensure consistent service provision and standards of CIS advocacy across the country.

## **Interpretation Services for Deaf People**

- Oversee and support the delivery of Irish Sign Language interpretation services through the Sign Language Interpreting Service (SLIS).
- Provide funding to SLIS in accordance with their SLA and all other governance and operational requirements. Oversee the monitoring and analysis of SLIS service reporting.
- Support SLIS to achieve actions under the National Disability Inclusion Strategy including the establishment of a register for ISL interpreters.
- Promote the use of the Irish Remote Interpreting Service (IRIS) with external agencies.

## **Accessibility**

Fulfil the role of Disability Officer in CIB through:

- Developing the concept of equality of access for users of information and advice services, with a particular focus on the requirements of people with disabilities.
- Developing ways of supporting and targeting equal access to information and social services.

## **Organisation**

- In conjunction with the other members of the Management team, develop and implement the Board's strategic priorities.
- Lead, motivate and develop the capability of the Advocacy team, to achieve agreed annual targets.
- Represent and promote the organisation, attend and participate at conferences and seminars as required.
- Undertake such other duties and participate in special projects and joint working arrangements as may be agreed by the CEO or Senior Managers.
- Contribute to the continuing process of organisational development within CIB and particularly the development of CIB services.
- Participate and work within a PMDS (Performance Management and Development System) process, as developed under the Public Sector Partnership process.
- Participate in training and development programmes/courses to maintain and improve performance and to assist in identifying personal training and support needs.

This list is not exhaustive but serves to reflect the nature of the duties included in the role. Given the nature of the organisation and the need to respond to the customers' needs on an ongoing basis, the role is subject to change over time.

## **Essential requirements of this position**

### **Candidate Profile**

The ideal candidate will have the following experience, personal characteristics and educational background:

#### **Essential Knowledge and Experience**

- Educated to Degree Level or equivalent in Law, Social Policy, Social Work, Social Care, Management, Project Management or other relevant area.
- A minimum of five years' experience in management and/or advocacy practice.
- Understanding and knowledge of the philosophy, background and operation of advocacy practice in Ireland, particularly representative advocacy working with individuals seeking to access personal rights and entitlements.
- Knowledge of legislation and policy developments relevant to people with disabilities

#### **Desirable Knowledge and Experience**

- Experience establishing and managing effective working relationships with stakeholders.
- A high level of knowledge and experience of the administrative, financial, and governance requirements applicable to publicly funded bodies.
- Experience of strategy development and implementation.
- Experience drafting and developing policies, procedures and/or quality standards.
- Experience of budget development, deployment and monitoring.
- Excellent group facilitation skills.

#### **The competencies required for the position are**

- Leadership
- Analysis and decision making
- Managing and delivering results
- Interpersonal and communication skills
- Specialist knowledge, expertise and self-development
- Drive and commitment to public service values

See further information on these competencies in Appendix 1 (page 11 of this booklet).

## **Principal Terms of Service**

### **Contract arrangements**

This position will be offered on a fixed term contact basis until 31 May 2021 subject to the satisfactory completion of a probation period.

### **Salary from 1<sup>st</sup> January 2020**

The salary scale for this post is the standard Civil Service Equivalent €67,659, €70,104, €72,537, €74,997, €77,411, €78,816, €81,274<sup>1</sup>, €83,740<sup>2</sup>

1. After 3 years' satisfactory service at the maximum
2. After 6 years' satisfactory service at the maximum

### **Starting Salary and Payment Agreements**

Candidates should note that entry will be at the 1<sup>st</sup> point of the scale and will not be subject to negotiation and the rate of remuneration may be adjusted from time to time in line with Government pay policy. Increments may be awarded annually subject to satisfactory performance with the exception of long service increments, if applicable.

Different terms and conditions may apply if immediately before appointment you are a currently serving civil/public servant.

You will agree that any overpayment of salary, allowances, or expenses will be repaid by you in accordance with Circular 7/2018: Recovery of Salary, Allowances, and Expenses Overpayments made to Staff Members/Former Staff Members/Pensioners.

### **Outside Employment**

The position will be full time and the appointees may not engage in private practice or be connected with any outside business which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

### **Location**

The place of work for the Advocacy Managers position will be based in Citizens information Board, Georges House Quay, 43 Townsend Street, Dublin 2, D02 VK65. CIB may be in a position to facilitate a dual location for this position, with a working week consisting of 3 days in our Georges Quay House office in Dublin and the remaining 2 days at one of our regional offices in Cork, Limerick, Galway or Kilkenny

### **Working Week**

Subject to the exigencies of the post, the normal working week is not less than 37 hours exclusive of lunch breaks, with normal starting and finishing times at 9.00am and 5.30pm Monday to Thursday and to 5.00pm on Friday. Employees may on occasion be expected to work outside normal office hours.

### **Annual Leave**

The annual leave allowance for this post will be 30 working days per annum plus Public Holidays.

## **The Organisation of Working Time Act 1997**

The terms of the Organisation of Working Time Act, 1997 will apply, where appropriate to this appointment.

### **Sick Leave**

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of S.I. 124 of 2014 and S.I. 384 of 2015 public Service Management (Sick Leave) Regulations of relevant sick leave circulars.

## **Eligibility to compete and certain restrictions on eligibility**

### **European Economic Area Nationals**

If you are an EU/EEA, U.K. or Swiss national, you may be asked to provide proof of nationality (e.g. passport) to confirm your right to work in Ireland. If you are a non-EU/EEA, non-U.K. or non-Swiss national, you will be required to provide documentation confirming you have current and valid permission to permanently work and reside in the Republic of Ireland.

### **Collective Agreement: Redundancy Payments to Public Servants**

The Department of Public Expenditure and Reform letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1 June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants.

It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any other public service body (as defined by the Financial Emergency Measures in the Public Interest Act 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

### **Incentivised Scheme for Early Retirement (ISER)**

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in the Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment of the same sector. Therefore, such retirees cannot apply while the above restrictions continue in force.

### **Department of Health and Children Circular (7/2010)**

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER scheme are not eligible to compete in this competition. People who availed of the VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

## **Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)**

The Department of Environment, Community & Local Government Circular Letter LG(P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

### **Declaration**

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

### **Superannuation and Retirement**

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ('Single Scheme'). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

The key provisions attaching to membership of the Single Scheme are as follows:

- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated annually by reference to CPI).
- Pensionable Age - The minimum age at which pension is payable is 66 (rising to 67 and 68 in line with State Pension age changes).
- Retirement Age - Scheme members must retire at the age of 70.
- Post retirement pension increases are linked to CPI.

### **Pension Abatement**

This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service Pension or has a Preserved Civil or Public Service Pension which will come into payment during his/her employment in this position. If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment or comes into payment during this employment. This provision, to apply abatement across the wider public service, came into effect on 1 November 2012. Please note: In applying for this

position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS of the Department of Environment, Community and Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition, the entitlement to that pension will cease with effect from the date of reappointment. Special arrangement will however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation aware for which the appointee may be eligible.

## **Department of Education and Skills Early Retirement Scheme for Teachers**

### **Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

### **Ill-Health Retirement**

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

### **Pension Accrual**

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. *This may have implications for any appointee who has acquired pension rights in a previous public service employment.*

### **Additional Superannuation Contribution**

The appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service pay and Pensions Act 2017.

For further information in relation to the Single Public Service Pension Scheme please see the following website: [www.singlepensionscheme.gov.ie](http://www.singlepensionscheme.gov.ie)

### **Other Conditions of Employment**

Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.



## Data Protection

In line with the Data Protection Acts 1988 to 2018, all personal information provided on this application form will be stored securely by the HR and Governance Department at Citizens Information Board (CIB) and will be used for the purposes of the recruitment process. Application forms will be retained for a period of one year from the scheduled interview date, and in the case of a successful candidate, for the duration of employment and a minimum of one year thereafter.

**Applicants must confirm their consent to their information being submitted and processed by Gilligan Black Recruitment for shortlisting. The information will also be made available to the interview panel.**

Following completion of the recruitment selection process, all personal information will be retained only by CIB and this information will not be disclosed to any other external third party without your consent, except where necessary to comply with statutory requirements or seeking references.

You may, at any time, make a request for access to the information held about you as outlined. Should you wish to make any changes, or erasures to any of the information stored about you within the one year retention period, please contact the HR and Governance Manager at Citizens Information Board, Georges Quay House, 43 Townsend Street, Dublin 2, DO2 VK65.

For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link:

[http://www.citizensinformationboard.ie/en/data\\_protection/cib.html](http://www.citizensinformationboard.ie/en/data_protection/cib.html)

## How to Apply

A completed and signed application form with cover letter (maximum one page) should be sent to:

[hr@ciboard.ie](mailto:hr@ciboard.ie)

In the subject line insert **Advocacy Manager – (AP)**

**Applicants are required to give their consent for their information to be processed by a third party recruitment firm under section 8 of the application form. Applications received without expressed consent cannot be considered for this role.**

An acknowledgement email will be issued for all applications received. If you do not receive acknowledgement of your application when submitted, please contact the HR and Governance Team by email ([hr@ciboard.ie](mailto:hr@ciboard.ie)) to ensure your application has been received.

## Closing date

Please note latest receipt for applications is **Wednesday 3<sup>rd</sup> June 2020 at 5:30pm**. Incomplete applications, postal applications or C.V's will not be accepted. Any applications received after the closing date and time will not be considered.

## **Selection Process**

Candidates will be shortlisted based on information contained within his/her application. Shortlisted candidates will be contacted in relation to attending an interview. During any short-listing exercise that may be employed, a board will examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience within the application.

Due to Covid-19 all interviews will be conducted online. Details and instructions to online interviews will be given to candidates successfully shortlisted to attend interviews. The onus is on all applicants to make themselves available on the date(s) specified by CIB. CIB will not be responsible for any expenses incurred by candidates.

## **Important Notice**

**The above represents the principal conditions of service and is not intended to be a comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate(s).**

**The Citizens Information Board is committed to providing equal opportunities for employment to all. Applications will be reviewed and shortlisted for interview on the merit, skills and experience detailed in the documentation supplied, regardless of gender, age, sexual orientation, civil status, family status, religion, disability, race or membership of the traveller community.**

<b>Leadership</b>	<b>Appendix 1</b>
<ul style="list-style-type: none"> <li>• Actively contributes to the development of the strategies and policies of the Department</li> <li>• Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise</li> <li>• Leads and maximises the contribution of the team as a whole</li> <li>• Clearly defines objectives and goals and delegates effectively, encouraging ownership and responsibility for tasks</li> <li>• Develops the capability of others through feedback, coaching and creating opportunities for skills development</li> <li>• Identifies and takes opportunities to exploit new and innovative service delivery channels</li> </ul>	
<b>Analysis &amp; Decision Making</b>	
<ul style="list-style-type: none"> <li>• Researches issues thoroughly, consulting appropriately to gather all information needed on an issue</li> <li>• Understands complex issues quickly, accurately absorbing and evaluating data</li> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages</li> <li>• Makes clear, timely and well-grounded decisions on important issues</li> <li>• Considers the wider implications of decisions on a range of stakeholders</li> <li>• Takes a firm position on issues s/he considers important</li> </ul>	
<b>Management &amp; Delivery of Results</b>	
<ul style="list-style-type: none"> <li>• Takes responsibility for challenging tasks and delivers on time and to a high standard</li> <li>• Plans and priorities work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances</li> <li>• Ensures quality and efficient customer service is central to the work of the Team</li> <li>• Looks critically at issues to see how things can be done better</li> <li>• Ensures controls and performance measures are in place to deliver efficient and high value services</li> <li>• Effectively manages multiple projects</li> </ul>	
<b>Interpersonal &amp; Communication Skills</b>	
<ul style="list-style-type: none"> <li>• Presents information in a confident, logical and convincing manner</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Promotes teamwork within the section, but also works effectively on projects across Departments &amp; Sectors</li> <li>• Maintains poise and control when working to influence others</li> <li>• Instills a strong focus on Customer Service in his/her area</li> <li>• Develops and maintains a network of contacts to facilitate problem solving or information sharing</li> <li>• Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system</li> </ul>	
<b>Drive and Commitment to Public Service Values</b>	
<ul style="list-style-type: none"> <li>• Is self-motivated and shows a desire to continuously perform at a high level</li> <li>• Is personally honest and trustworthy and can be relied upon</li> <li>• Ensures the citizen is at the heart of all services provided</li> <li>• Through leading by example, fosters the highest standards of ethics and integrity</li> </ul>	
<b>Specialist Knowledge, Expertise and Self-Development</b>	
<ul style="list-style-type: none"> <li>• Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the Team and the Department</li> <li>• Has a breadth and depth of knowledge of organisational and external contextual issues and is sensitive to wider political and organisational priorities</li> <li>• Is considered an expert by stakeholders in own field/ area</li> <li>• Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role</li> </ul>	