



seirbhís tacaíochta
cinnteoireachta
decision support service

Candidate Information Booklet

The Decision Support Service is currently seeking eligible candidates to form an expert panel of:

Decision-Making Representatives

Closing date: Wednesday 16th February, 12 noon

Please Read Carefully

The Decision Support Service has engaged Sigmar Recruitment to undertake the management of the recruitment process on its behalf; appointments to the Panel will be made by the Decision Support Service. The Decision Support Service and Sigmar Recruitment are committed to a policy of equal opportunity.

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1. About the Decision Support Service

The Decision Support Service ('DSS') is a new statutory service established by the Assisted Decision-Making (Capacity) Act 2015 ('2015 Act'). It is part of the Mental Health Commission ('MHC') but has a new and separate role.

It is intended that the DSS will be fully operational in June 2022.

Once operational, the DSS will provide an essential service for people who face difficulties exercising their decision-making capacity. This may include people with an intellectual disability, acquired brain injury, mental health difficulty or dementia. This also includes all people who want to plan ahead for a time when they might not be able to make their own decisions.

The DSS will:

- Regulate and register decision support arrangements.
- Supervise the actions of decision supporters.
- Investigate complaints under the 2015 Act.
- Maintain a panel of experts who will assist the DSS in its functions.
- Promote awareness and provide information about the 2015 Act.

A copy of the Assisted Decision-Making (Capacity) Act 2015 is available here: [Assisted Decision-Making \(Capacity\) Act 2015 – No. 64 of 2015 – Houses of the Oireachtas](#)

Panel of Experts

The 2015 Act requires the DSS to establish and maintain four panels of trained experts to assist the DSS in its functions. The four panel types are:

1. Decision-making representatives
2. General visitors
3. Special visitors
4. Court friends

A description of each of the panels can be found here: [Expert Panels | Decision Support Service](#)

The DSS is now seeking applications from suitably qualified individuals to establish a panel of **decision-making representatives**.

2. Panel of Decision-Making Representatives

In accordance with its statutory obligations, the DSS is looking to establish a panel of decision-making representatives ('the Panel').

The DSS proposes to refer to this campaign as phase one of the recruitment campaign to establish the Panel. It is expected that the DSS shall carry out further phases of recruitment to the Panel over time, depending on the number of panel members required, the evolving needs of the Service and its statutory mandate. In that regard, please note that the DSS reserves the right to amend the eligibility criteria to be on the Panel, depending on the needs of the Service and its statutory mandate.

The DSS is seeking applications from suitably qualified individuals (applicants) to join the Panel. For phase one, the DSS is seeking to appoint approximately 125 panel members. The DSS panel will operate nationally divided into different areas as per section 8 below, and panel members are required for all areas.

It is intended that a reserve panel will also be put in place to be drawn on as required. Placement on the reserve panel is not a guarantee of appointment to the Panel.

The Application and Selection Process

The DSS has engaged Sigmar Recruitment to undertake the management of the recruitment process on its behalf. Names and details of candidates who qualify and are ranked highest following the selection process will be forwarded to the DSS. Further details on selection process can be found in the General Information Section on page 7 of this booklet.

Following the recruitment process managed by Sigmar Recruitment, the DSS aims to appoint such number of members to the Panel which it believes appropriate having regard to:

- (a) The estimated need for decision-making representatives.
- (b) The geographic distribution of panel members required.
- (c) The quality, experience, expertise, and general suitability of applicants.

Appointment to the Panel

The appointment to the Panel shall be on the following basis:

1. Appointments to the Panel will be made by the DSS.
2. The Panel must be in place by the time of commencement of the Assisted Decision-Making (Capacity) Act 2015, planned for June 2022.
3. Appointment to the Panel does not create any automatic entitlement to be nominated by the DSS for court appointment as decision-making representative.
4. The panel member is under no obligation to accept to be nominated by the DSS for court appointment as decision-making representative.

5. The selection for nomination by the DSS for court selection will be done on a rotational basis (rota-like system) to the next available panel member for that area, subject to the requirements of any individual case, and the criteria provided for by the court. Approval is required by a Panel Manager or the Head of the DSS Panels for selections made outside of the rotational system.
6. In any individual case, the court may or may not appoint a panel member from the nominations put forward by the DSS and may seek further nominations for selection.

3. Process Overview

Applicants will be selected for appointment to the Panel based on an evaluation of their application against the eligibility requirements set out in section 6 and performance at a competency-based interview.

Applicants must meet all of the mandatory eligibility requirements in section 6 to be eligible to be called for interview.

If the numbers meeting the mandatory eligibility requirements are such that it would not be practical to interview everyone, the DSS may choose to short list applicants for interview. It is therefore important to provide a detailed and accurate account of your qualifications, skills, and experience in the application form.

The DSS wishes to ensure that the Panel is comprised of members with a balance of expertise across a variety of relevant areas including, legal, social, health, accounting, and financial services. Accordingly, if shortlisting is required, this will be based on:

- a) suitability for the Panel as determined by the information provided in the application form,
- b) balance of the required area(s) of expertise and
- c) required geographical distribution.

This means that the applicants shortlisted for interview may not necessarily be the highest scoring applicants at the evaluation stage if shortlisting on this basis would result in an imbalance of expertise amongst shortlisted applicants.

The anticipated timetable for the competition process is set out below. Applicants should note that the timeline for interviews is indicative only and is subject to change:

Advertising of the panel:	24 January 2022 (closing date 16 February, 12pm)
Screening of applicants:	February & March 2022
Interview boards sitting:	March & April 2022
Decisions and offers made:	End of April 2022

4. The Role of a Decision-Making Representative

A decision-making representative is a person appointed by the court to make specific decision(s) on behalf of a person ('relevant person') in relation to their personal welfare or property and affairs or both.

The court may ask the DSS to nominate two or more suitable representatives from the Panel to be appointed as decision-making representative for a relevant person. The court will do this when a person does not have a suitable person who can act as their decision-making representative. The court may appoint more than one decision-making representative to act for a relevant person in respect of different decisions.

A panel member will be required to provide details of their skills, expertise, and experience in a form prescribed by the DSS to be provided to the court for consideration for appointment as decision-making representative. The DSS will contact the panel member before submitting this information to the court, to confirm the panel member's availability for that specific case and ensure no conflicts of interest exist.

5. Statutory Functions of a Decision-Making Representative

Upon the appointment by the court of a panel member as decision-making representative to act for a relevant person, the court will make a decision-making representation order ('the court order') which will set out the specific role and responsibilities of the panel member with regard to that specific appointment.

The court shall require the decision-making representative to sign a statement in accordance with section 38(11) to confirm they understand and will undertake the powers and duties conferred in the court order and will comply with the guiding principles.

The court order is the legal basis for all actions taken by a decision-making representative. The court order will outline the decision(s) the decision-making representative will have responsibility for and make provision for other matters as the court considers appropriate.

The decision(s) that a decision-making representative will be required to undertake may involve property and affairs or personal welfare decisions or both.

Personal Welfare Decisions

Decisions about a person's interests, health, and wellbeing. These types of decisions can include:

- (a) Accommodation.
- (b) Employment, education, or training.
- (c) Social activities.

- (d) Social services.
- (e) Healthcare.
- (f) Other matters about a person's well-being.

Property and Affairs Decisions

Decisions about property, business, and money matters. These types of decision can include:

- (a) Custody, control, and management of property.
- (b) Sale, exchange, mortgaging, charging or gift of property.
- (c) Acquisition of property.
- (d) Carrying of a profession, trade, or business.
- (e) Dissolution of a partnership.
- (f) Carrying out of any contract.
- (g) Discharge of debts, tax, and duty liabilities.
- (h) Execution or exercise of the powers of a tenant for life.
- (i) Providing for the needs of other people.
- (j) Conduct of court or tribunal proceedings.
- (k) Applying for housing, social welfare or other benefits.

Reporting Requirement

A panel member appointed as decision-making representative must prepare and submit annual reports to the DSS on the performance of their functions which are within scope of the court order. Reporting requirements include details of all costs, expenses and remuneration claimed by or paid to the decision-making representative during the relevant period.

Additionally, a panel member appointed as a decision-making representative to make decisions about the relevant person's property and affairs must prepare and submit a report detailing the relevant person's assets and liabilities, projected income and expenditure within three months of the date of their appointment by the court as decision-making representative.

6. Eligibility Requirements

Mandatory

Applicants for the Panel must have the following:

1. A qualification to at least level 7 of the National Qualifications Framework by Quality and Qualifications Ireland (or equivalent), which is to the satisfaction of the DSS appropriately aligned to the statutory role and functions of a decision-making representative and the range of property and affairs and/or personal welfare decisions that may be included in a decision-making representation order.

AND

2. Must be registered in Ireland with a professional regulatory body required by law. Proof of same shall be required prior to appointment to the Panel.

AND

3. Applicants must hold professional indemnity insurance to cover acting as a decision-making representative. Proof of same shall be required prior to appointment to the Panel.

AND

4. Possess and demonstrate the competencies set out in Appendix 1.

Desirable

- Relevant professional experience working with people who have decision-making capacity difficulties.
- Knowledge of the Assisted Decision-Making (Capacity) Act 2015 or similar legislation.

7. Training

All panel members must complete training prior to being placed on the Panel.

It is expected that training for decision-making representatives will take place in May 2022. Panel members must be available to attend virtual training for a duration of two days. Please note remuneration or the reimbursement of expenses will not be provided for attending this mandatory training.

8. Assignment to Area(s)

The DSS panel will operate nationally, divided into eight (8) geographical areas aligned to the Circuit Court areas, detailed below. A panel member must be available to travel in the course of carrying out their function as a DMR.

Panel members will be assigned to an area based on the address provided for assignment purposes, in their application form.

The eight (8) DSS areas are as follows:

DSS 1 Dublin

DSS2 Cork

DSS 3 Kildare, Meath, Louth, Wicklow

DSS 4 Laois, Longford, Offaly, Roscommon, Sligo, Westmeath

DSS 5 Cavan, Donegal, Leitrim, Monaghan

DSS 6 Carlow, Kilkenny, Tipperary, Waterford, Wexford

DSS 7 Clare, Kerry, Limerick

DSS 8 Galway, Mayo

The DSS will endeavour to select panel members for nomination to the court for their assigned area. However, the DSS reserves the right to nominate a panel member to the court for a different area, where necessary and the panel member is available. The DSS will act reasonably in relation to the selection of panel members for nomination to the court, should such a requirement arise.

9. Duration of Appointment as DMR in a Specific Case

If a panel member is appointed as decision-making representative, the time commitment required will depend on what is set out in the court order.

The duration of a decision-making representative appointment in a specific case will vary with each court order. The court order will provide for the specific duties of the decision-making representative and the period of time for which the order will have effect. The court shall ensure the powers conferred on the decision-making representative are as limited in scope and duration as necessary.

10. Remuneration

The entitlement to remuneration and expenses to be claimed by a decision-making representative (panel member) will depend on what has been set out in the court order:

- (a) Except where the court orders, the decision-making representative is entitled to fair and reasonable remuneration in relation to the performance of their function, the decision-making representative is to be paid their reasonable remuneration from the assets of the relevant person. A schedule of chargeable fees is being developed by the Department of Children, Equality, Disability, Integration and Youth. The schedule is being finalised in the context of amending legislation and will address what is to be considered reasonable remuneration under the Act. The sum total of professional fees chargeable to a relevant person's estate will be capped in order to protect the estate from incurring disproportionate costs. Any cap will be calculated having regard to the value of the assets of the relevant person, excluding their primary residence, differentiation between routine and professional tasks, any exceptional circumstances, and the period of time which has elapsed following the appointment of a decision-making representative. As part of the decision-making representative's statutory reporting duties, a decision-making representative must report on the details of all costs, expenses and remuneration claimed by or paid to them.
- (b) Where the court orders or directs that a decision-making representative cannot be reimbursed for reasonable remuneration and expenses from the

assets of the relevant person, the decision-making representative may be reimbursed for reasonable expenses and paid remuneration by the DSS. The schedule of fees for where this applies is set out at **Appendix 2**.

11. Specific Requirements

Panel members will be required to comply with the following:

- a) Panel member will be required to confirm compliance with various matters on an annual basis for continued membership of the Panel and these matters may change over the lifetime of the panel. Full details of this shall be provided to you prior to appointment to the Panel.
- b) Panel members will be required to sign a declaration as a condition of their selection for the Panel prior to appointment to the panel and on an annual basis for continued membership of the Panel and such declaration may be subject to change over the lifetime of the panel.
- c) Panel members will be required to report in writing all actual/potential conflicts of interest to include any involvement with any organisation, individual or other panel member (decision-making representative, special visitor, general visitor, and court friend) which could reasonably be perceived as constituting a potential conflict of interest in any case they are appointed. Panel members shall refrain from accepting nomination for appointment where there is a conflict-of-interest present. If a conflict-of-interest issue should arise at any point throughout the duration of an appointment as decision-making representative, the panel member must immediately notify in writing the court and the DSS.
- d) Panel members will be required to adhere to a code of confidentiality and will be required to sign a declaration of confidentiality prior to appointment to the Panel or as required by the DSS.
- e) Panel members will be required to adhere to data protection legislation and related policies and/or guidelines provided by the DSS.
- f) Panel members must comply with tax clearance/ payment procedures as specified by the Revenue Commissioners.
- g) Panel members must abide by the DSS Code of Conduct for decision-making representative panel members while fulfilling their appointed role.
- h) Panel members must abide by the Assisted Decision-Making (Capacity) Act 2015, the Guiding Principles in the 2015 Act, the Code of Practice for Decision-Making Representatives (to be published under section 103 of the Act), the Code of Practice on Supporting Decision-Making and Assessing Capacity (to be published under section 103 of

the Act) and any set of standards and related guidance issued by the DSS.

- i) Panel members must abide by any applicable policies and procedures issued by the DSS and/or by the relevant Minister with regard remuneration/reimbursement.
- j) Panel members must maintain their professional registration in Ireland with the relevant professional regulatory body required by law. Panel members will be required to provide evidence of their registration prior to appointment to the Panel or as required by the DSS for continued membership of the Panel.
- k) Panel members must hold professional indemnity insurance cover for continued membership of the Panel, and inform the DSS of any change in circumstances. Panel members will be required to provide evidence of professional Indemnity insurance on an annual basis or as required by the DSS.

12. Persons Ineligible to be on the Panel

Having regard to the provisions of Section 39 and 40 of the 2015 Act and the requirements of the DSS in relation to eligibility and disqualification of a decision-making representative, a person shall not be deemed suitable to be on the Panel, if that person:

- (a) is an undischarged bankrupt or is currently in a debt settlement arrangement or personal insolvency arrangement or has been convicted of an offence involving fraud or dishonesty,
- (b) is a person in respect of whom a declaration under section 819 of the Act of 2014 has been made or is deemed to be subject to such a declaration by virtue of Chapter 5 of Part 14 of that Act,
- (c) is a person who is subject or is deemed to be subject to a disqualification order, within the meaning of Chapter 4 of Part 14 of the Act of 2014, by virtue of that Chapter or any other provisions of that Act,
- (d) has been convicted of an offence under section 34, 80, 90 or 145 of the 2015 Act,
- (e) is a member of the Mental Health Commission,
- (f) does not hold the required qualifications, registrations, and professional indemnity,
- (g) is not lawfully entitled to work in the State,
- (h) does not receive Garda/security clearance,
- (i) is convicted of an offence carrying a term of imprisonment.

General Information

How to Apply

To apply, candidates must complete the application form available on the website <https://www.dssrecruitment.com/decision-making-representative>

Only applications fully submitted online will be accepted into the campaign.

Applications will not be accepted after the closing deadline (Wednesday 16 February, 12 noon).

If you have a disability and this precludes you from completing the application form and/or submitting it by the closing date, please contact Sigmar Recruitment at dss@sigmar.ie for alternative arrangements and/or reasonable adjustments.

If you do not receive an acknowledgement of receipt of your application within 24 hours of applying, please contact dss@sigmar.ie.

Campaign updates will be issued to your registered email address as entered on the online application portal.

The onus is on each applicant to ensure that they are in receipt of all communication from Sigmar Recruitment. You are advised to check your emails on a regular basis throughout the duration of the competition; in addition, being sure to check junk/spam folders should any emails be mistakenly filtered.

Sigmar Recruitment accepts no responsibility for communication not accessed or received by an applicant.

Applicants should make themselves available on the date(s) specified by Sigmar Recruitment and should make sure that the contact details specified on their application form are correct.

The personal contact details provided in applications will be used to communicate updates throughout the recruitment campaign. The onus is on the candidate to ensure that they are permitted to use the contact details provided for this communication. The candidate is responsible for ensuring voicemails and email spam is checked to confirm communications are received.

Selection Process

The Selection Process may include the following:

- Submission of Application.
- Shortlisting of candidates based on the information contained in their application.
- Initial/preliminary interview.
- Presentation or other exercises.
- A final competitive interview.
- Any other tests or exercises that may be deemed appropriate.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While you may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Sigmar Recruitment may decide that a smaller number of applicants will only be called to interview. In this respect, Sigmar Recruitment provide for the employment of a short-listing process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position.

An expert board will examine the application forms against a pre-determined criterion based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the role rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interests to provide a precise, detailed, accurate account of your qualifications/experience in your application.

Professional Indemnity Insurance

It is mandatory for all panel members to have professional indemnity insurance to cover the activities of a decision-making representative before being appointed to the Panel. All applicants must sign a declaration confirming their understanding that this is a precondition of their appointment to the Panel.

References

The successful candidates shall be contacted after the interview process and will be required to provide two names (with contact details) from whom written references will be obtained. The DSS would appreciate if you would start considering the names of people who you believe would be suitable referees. The referees do not have to include your current employer but should be in a position to provide a professional reference for you. Please be assured that we will only seek references should you come under consideration for appointment after the interview stage.

Security Clearance

If you come under consideration, you will be required to complete and return a Garda eVetting form. This form will be forwarded to An Garda Síochána for security checks on all Irish and Northern Irish addresses at which you resided.

If you have resided/studied in countries outside of the Republic of Ireland for a period of 6 months or more since turning 18 years of age, it is mandatory for you to furnish a Police Clearance Certificate from those countries stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Clearance must be dated after the date you left the country. Please click [\(here\)](#) to access a list of websites which may be of assistance in this regard.

All candidates must complete this process. This is a matter for the candidate to progress. Furthermore, until such time as full clearance is provided, the candidate cannot progress in the process.

It is your responsibility to seek security clearances in a timely fashion as they can take some time. Candidates may not be assigned to a position unless this information is provided and the security clearance is satisfactory.

Confidentiality

Subject to the provisions of the Freedom of Information Act 2014 applications will be treated in strictest confidence.

Other Important Information

Sigmar Recruitment Consultants Ltd. will not be responsible for refunding any expenses incurred by candidates.

The admission of a person to a competition, or invitation to attend interview, or a successful result notification, is not to be taken as implying that Sigmar Recruitment Consultants Ltd. is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important, therefore, for you to note that the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense.

Prior to recommending any candidate for appointment to the Panel, Sigmar Recruitment Consultants Ltd. will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should the person recommended for appointment decline, or having accepted it, relinquish it or if an additional vacancy arises the expert board may, at its discretion, select and recommend another person for appointment on the results of this selection process.

Candidates' Rights – Review Procedures in Relation to the Selection Process

Should a candidate not be satisfied with an action or decision in relation to their application (where the selection is managed by Sigmar Recruitment) they may seek feedback or make or file an appeal:

1. If feedback is sought, this should be done in writing to Sigmar Recruitment within 5 working days of receipt of the decision on the person's application. These queries shall be dealt with by the candidate's recruitment contact.
2. If an appeal is made, a candidate must write to Sigmar Recruitment within 5 working days of receiving notification of the decision on their application or within 5 days of receipt of the information from a feedback enquiry. All these queries shall be referred to a person external to and independent of the MHC and Sigmar Recruitment, who shall deliver a written decision setting out the reasons for their decision.

Candidates' Obligations

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- Knowingly or recklessly provide false information.
- Canvass any person with or without inducements.
- Interfere with or compromise the process in any way.
- A third party must not personate a candidate at any stage of the process.
- Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine/or imprisonment.

In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:

- Where he/she has not been appointed to a post, he/she will be disqualified as a candidate; and
- Where he/she has been appointed subsequently to the recruitment process in question, he/she shall forfeit that appointment.

Specific Candidate Criteria

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned.
- Be suitable on the grounds of character.
- Be suitable in all other relevant respects for appointment to the post concerned.

and if successful, they will not be appointed to the post unless they:

- Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed.
- Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

Deeming of Candidature to be Withdrawn

Candidates who do not attend for interview or other test when and where required by Sigmar Recruitment, or who do not, when requested, furnish such evidence as Sigmar Recruitment require in regard to any matter relevant to their candidature, will have no further claim to consideration.

Citizenship Requirement

Candidates should note that eligibility to compete for posts is open to citizens of the European Economic Area (EEA), or to non-EEA nationals who fulfil the relevant criteria. In order to work in Ireland, all non-EEA nationals require a valid employment permit unless exempt under permission from the Minister for Justice and Equality. The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Swiss citizens under EU agreements may also apply.

Quality Service

We aim to provide an excellent quality service to all our candidates. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it. Feedback will be provided on written request.

Data Protection Act 2018

When your application is received, we create a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature and as part of the recruitment process, certain information you provide will be forwarded to the employing organisation. Such information held by Sigmar Recruitment and the employing organisation is subject to the rights and obligations set out in the Data Protection Act 2018. For more information on how we retain and use your personal data, please review our Privacy Statement, which includes instructions on their right to withdraw consent at any point: <https://www.sigmarrecruitment.com/privacy-statement>.

To make a subject access request under the Data Protection Act 2018, please submit your request in writing to: Data Protection Officer – Sigmar Recruitment, 13 Hume St., Dublin 2 or email privacy@sigmar.ie. Ensure that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record. Certain items of information, not specific to any individual, are extracted from records for general statistical purposes.

Appendix 1

Panel Member Competency Framework: Decision-Making Representatives

The purpose of this competency framework is to ensure consistency and to guide the Decision-Making Representative Panel in their role. It is expected that all successful candidates appointed to the Decision-Making Representative Panel will demonstrate the following:

Integrity	<ul style="list-style-type: none"> ● Adopt a rights-based, inclusive approach at all times underpinned by the guiding principles of the Act. ● Act sincere and respectful when carrying out role requirements.
Expert Knowledge	<ul style="list-style-type: none"> ● Ability to interpret and apply the legislation correctly. ● Maintain up to date knowledge of the Assisted Decision-Making (Capacity) Act 2015 including: <ul style="list-style-type: none"> — Grounds for complaint and the committing of offences — Guiding principles — Codes of practice — Relevant case law.
Effective Person-Centred Communication Skills	<ul style="list-style-type: none"> ● Excellent written and oral communication skills. ● Interpret and present information in an easy-to-understand way. ● Ability to communicate clearly using accessible language. ● Good active listening skills. ● Confident speaker – comfortable giving oral evidence if necessary.
Case Management Skills	<ul style="list-style-type: none"> ● Possess good organising, planning and administration skills. ● Strong analytical skills. ● Skilled in information gathering, conducting interviews and evidence-based report writing. ● Coordinate required meetings, court dates effectively. ● Excellent time keeping. ● Follow all procedures specified by the DSS. ● Open to personal development and willing to accept feedback. ● Adhere to required deadlines and respond to DSS requests in a timely manner.
ICT Skills	<ul style="list-style-type: none"> ● Proficient using information and communications technology (ICT). ● Submit case papers and reports electronically using the DSS Case Management System.
Interpersonal Skills	<ul style="list-style-type: none"> ● Must act in a polite, professional, empathetic and respectful manner at all times. ● Maintain professional composure in challenging circumstances. ● Possess strong resilience and assertiveness skills. ● Develop good working relationships with relevant person and key stakeholders. ● Open to learning and continuous professional development.
Resource Management	<ul style="list-style-type: none"> ● Ability to utilise all available resources. ● Strive to ensure value in the expenditure of resources

Appendix 2

Decision-Making Representative Schedule of Fees

Fee Type	Per Hour €	Daily Rate €
<p>Fee applicable to DMR for routine tasks as per DMRO:</p> <ul style="list-style-type: none"> Property and affairs decision (& welfare) – up to a max of €3,000 in year 1. Property and affairs decision (& welfare) – up to a max of €2,500 in year 2 and subsequent years. Welfare only decisions – up to a max of €2,000 in year 1. Welfare only decisions – Up to a max of €1,500 in year 2 and subsequent years. 	100	600
<p>Travel Costs (mileage only)</p> <p>Necessarily incurred mileage, as applicable, will be paid as per the prevailing civil service rate.</p> <p><i>* Reimbursement of mileage costs only (payment of subsistence is not applicable).</i></p>	As per Civil Service Rates	
<ul style="list-style-type: none"> Fees for more complex cases above the max fee threshold are to be assessed and approved in advance by the DSS. Fees for specialist advice: Remuneration may be payable for specialist services or advice provided in line with the court order. The cost of these services falls outside of the decision-making representatives routine task and may be charged accordingly. Tasks where the panel member's professional hourly fee rate applies are to be assessed and approved in advance by the DSS. 		



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