



Employment Support Officer/LAES Case Officer

Introduction: In line with our commitments to people, place and progress, to growing as a responsive organisation and to our duty of care to clients, staff and volunteers, Inishowen Development Partnership (IDP) is recruiting for a new position within this growing and diverse team.

Main purpose of job: The role of the Employment Support/Case Officer is a fast-paced role within IDP, focusing on maximizing appropriate opportunities for those seeking employment. As an agile, dynamic, and progressive organisation, IDP is adapting their team to ensure we underpin our people-centered approach. We are looking for a dedicated and experienced Employment Support Officer, to assist clients in finding suitable job openings while providing a highly professional service to jobseekers and employers in Inishowen.

Although based in Buncrana IDP, the role includes an outreach service covering the wider Inishowen area. Reporting to the Joint CEO, this role will work with our Employment and Enterprise Support Team, ensuring that emerging needs are identified and planned for and client needs are responded to in a timely and effective way.

Duties: The Employment Support /Case Officer's responsibilities will include scheduling of appointments in a timebound programme, developing personal action plans including goal setting and assessing barriers, identifying opportunities, helping clients to prepare for job interviews, recommending effective job search techniques, and working with clients to enhance their job skills. You should also be able to develop relationships with Employers and to be able to develop support mechanisms for employment.

To be successful as an Employment Support/Case Officer, you should be knowledgeable of different career paths and committed to helping clients achieve their employment-related objectives. Ultimately, you should be able to build rapport with clients and demonstrate excellent organisational, analytical, and problem-solving skills.

- To develop and plan individual career path progression routes for jobseekers, using effective coaching strategies to achieve best outcomes, adopting a person-centered approach.
- Identifying clients' strengths and advising them on how to use those strengths to secure employment, matching them to suitable employment or labour market opportunities.
- Play an advocacy role with respect to working with job vacancies, labour market programmes, training, education, and enterprise opportunities on behalf of clients and providing information on suitable career paths based on clients' skills, qualifications, interests, and experience.
- Enable clients to develop employability skills, including CV preparation, interview skills application forms and letters of application.

- Actively research the local and national labour market opportunities, collating online job listings and monitoring/updating social media accounts with relevant training and job vacancies
- To develop and maintain networks with employers in relation to their recruitment needs and assisting to promote, identify and process applications to the employer in a timely manner.
- To provide an aftercare and follow up service to both clients and employers.
- Updating and maintaining accurate records and reports for Management, Board and Funding Bodies.
- Make internal referrals to relevant SICAP supports and other IDP programmes and to wider external programme supports and providers including all DSP Employment Support Programmes and ETB Services
- Individually and as part of the wider IDP staff team, build well-grounded networks into local agencies.
- To work with employers in relation to their recruitment needs, identifying suitable candidates and processing applications to employers.
- To effectively support the management of a Department of Social Protection (DSP) client caseload system and maintain IDP's and other Customer Relationship Management (CRM) systems, as directed.
- Maintain caseload records and build a case-study portfolio and general statistical information.
- Undertake other administrative duties and responsibilities as may be assigned in agreement with the CEO and/or Board of Management.

Person Specifications: This role will require a wide range of abilities and skills including: -

- Commitment to and understanding of working within a community organisation in an inclusive manner.
- High motivation, positive disposition, and flexible attitude in response to organisational change and development
- Methodical and diligent with outstanding planning abilities
- An ability to think strategically about the information that will help stakeholders make informed decisions and to communicate the value of this information effectively.
- A positive motivational mindset and an inclination for problem-solving.
- Ability to write comprehensive documents with a sharp attention to accuracy and detail.
- A team player.
- Strong verbal and written communication skills.

Experience and knowledge of: -

- HR and Recruitment Practices
- Database and spreadsheets
- Report writing and excellent writing skills
- Reporting procedures and record keeping

| | Essential | Desirable |
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| Knowledge and Skills | | |
| QQI Level 8 in relevant third level qualification - Social Sciences, Psychology, Adult Guidance, Business Administration, Human Resources, Community Development, or a related field plus 3yrs similar experience | ✓ | |
| A formal qualification in guidance or counselling or other relevant area (qualified to Level 7 and/or willing to work towards Level 7 accreditation) | | ✓ |
| Knowledge and experience of the sector, ideally 3+ years including sound knowledge of different jobs and career paths | ✓ | |
| Knowledge of labour market trends and opportunities, education and training pathways to employment and an understanding of the factors impacting on unemployed individuals seeking work | | ✓ |
| Knowledge of socio-economic and demographic trends in the Inishowen & Donegal area | ✓ | |
| Empathetic to the needs of those most distanced from the labour market - The ability to work sensitively and in an empowering way, maintaining confidentiality, dignity and respect | ✓ | |
| Flexible, creative with the ability to adapt to a changing and challenging environment | ✓ | |
| Excellent organisational skills, including the capacity to manage complex tasks, work independently and work to deadlines | ✓ | |
| Strong IT skills- proficiency in all Microsoft Office applications and ability to present data in a range of formats and to various audience. | ✓ | |
| Digital/Social Media experience | | ✓ |
| Experience in implementation of CRM and/or Database Management | ✓ | |

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| Experience | | |
| At least 3years experience, including CV preparation, coaching skills, career guidance or employment supports | ✓ | |
| Experience in working with clients in a one to one setting | ✓ | |
| Experience of facilitating training sessions with diverse groups | ✓ | |
| Experience of writing documents, in an accessible format, to publication standard | | ✓ |
| Competencies | | |
| <u>Adaptable and Responsive</u> - pays attention to detail and searches for solutions | ✓ | |
| Demonstrate good IT skills and Public Relations experience | ✓ | |
| <u>Collaborative</u> | | |
| Develops positive relationships with others internally and externally to achieve goals | ✓ | |
| Shares information effectively and frequently | ✓ | |
| <u>Leadership</u> | | |
| Provides feedback and encouragement to others and supports problem solving | ✓ | |
| Implements suggestions for improvement and takes accountability for own performance | ✓ | |
| <u>Communication</u> | | |
| Excellent verbal and written communication skills | ✓ | |
| <u>Planning and Innovation</u> | | |
| Identifies clients and stakeholder needs and develop ideas on how to meet them | ✓ | |
| Develop funding proposals to source additional programmes suitable for clients | ✓ | |
| A full current clean driving license and access to a car is essential | ✓ | |
| Evening and/or weekend work may be required | ✓ | |

How to Apply: Please complete the **official application form** and send, accompanied by an up to date **CV** and a **cover letter** outlining why you would like to join our team to enquiries@inishowen.ie stating clearly that it relates to the 'IDP Employment Support/ Case Officer' role.

Closing date for applications: **Monday June 26th at 4:00pm.**

Salary scale for this position is Pt 4 €35,977 pro rata. Shortlisting will apply and a panel may be formed.

The Local Area Employment Service (LAES) is funded by the Department of Social Protection and is focused primarily on those long term unemployed and furthest from the labour market with barriers to labour participation. This service forms part of the additional Public Employment Service capacity required to deliver on Pathways to Work 2021-25 strategy.

Inishowen Development Partnership is an equal opportunities employer and welcomes applications from all sections of society. The appointment is subject to normal recruitment procedures including Garda/Police Vetting.



Rialtas na hÉireann
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Cómhainníte ag an
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