



**Bray & North Wicklow
Area Partnership**

Bray & North Wicklow Area Partnership
Local Area Employment Service (LAES)
Caseworker

Post: Caseworker

Location: Co Wicklow - Bray & North Wicklow Area Partnership wishes to create a panel of suitably qualified people to fill current and future LAES Caseworker vacancies. The Caseworkers will work across offices in Wicklow, Arklow and Bray and may also be required to provide cover in the Athy, Kildare, Leixlip, Naas and Newbridge LAES offices and any other offices which may be developed over the lifetime of the LAES.

Salary: Salary Scale €39,550 - €61,678 14 Point Scale.

Contract Duration: 1 year fixed-term contact with possibility of extension dependant on performance and availability of funding

The Local Area Employment Service (LAES) is funded by the Department of Social Protection focussed on long-term unemployed clients and others distanced from the labour market and experiencing barriers to labour market participation especially progression into employment.

Main duties and person specification

Preparing Clients for Employment through Delivery of Core and Targeted Services:

- Provide clients with individualised career path planning and employment guidance, through a model of one-to-one engagement. This may be a combination of in-person and virtual engagement
- Work with clients to develop, agree and review a Personal Progression Plan (PPP)
- Motivate clients to engage and address challenges to their progression
- Deliver/facilitate group workshops as required
- Link clients to targeted services based on clients' needs and abilities including services which may assist to reduce or eliminate barriers to employment
- Build clients job seeking skills including CV preparation and interview skills
- Support the jobseeker to avail of appropriate and suitable education, training, and employment opportunities
- Assist clients with registering and uploading CVs on various employment / recruitment websites particularly jobsireland.ie
- Liaise with relevant stakeholders both external and internal
- Match clients with employment vacancies
- Maintain detailed record of client interventions on the Department of Social Protection caseload management system, company CRM and any other record system developed
- Ensure data is recorded accurately and appropriately on BOMi or any other system in use
- Abide by all Data Protection regulations
- Achieve a specific set of key performance indicators on a weekly and monthly basis
- Provide advice, guidance and support to clients during their initial 17 weeks of employment to ensure they sustain employment in the long term once job placed
- Refer clients to personal development, money management or other services as appropriate
- Participate in promotional events aimed at jobseekers not on the Live Register

Employer Engagement:

- Promote the service among employers and employer groups
- Identify potential employment opportunities.
- Highlight incentives for employing staff moving from the live register to employment
- Meet with employers on request by clients
- Participate in promotional event/jobs fairs as required

General:

- Keep up to date with national employment focused policies/strategies e.g. Pathways to Work
- Be familiar with the case management / operating guidelines of the LAES as set out by DSP
- Assist with the evaluation of the service and in any research being undertaken including regular client and employer surveys
- Provide oral and/or written reports as required
- Undertake any training required by the employer
- Participate in performance reviews
- Abide by all policies and procedures including all Health & Safety requirements
- Actively contribute to the company Quality Management System internal and external audits
- To work within the company ethos
- Undertake any other tasks that may be assigned from time to time

Person Specification

Knowledge

A Caseworker should have:

- A clear understanding of the role and work of the Local Area Employment Service
- A good knowledge of all statutory, voluntary and community organisations which provide opportunities for unemployed people including knowledge of local education / training programmes
- A realistic picture of labour market job skill requirements including an understanding of the issues surrounding the integration of long-term unemployed people into the labour market
- Knowledge of incentives available targeted at individuals and their families such as Working Family Payment
- An understanding of the Irish Social Welfare System
- A well-grounded understanding of basic counselling and guidance concepts in the labour market sense
- A clear understanding of the effects of unemployment on people's self image, behaviour patterns and general well-being and in particular the effect on people who are long-term unemployed
- An understanding of the barriers facing unemployed people in accessing progression options e.g. literacy, problematic drug misuse
- An understanding of national policies related to employment

Personal Description

A Caseworker should:

- Display a positive attitude to client abilities and employment potential
- Be able to respond in a positive manner to negative and personal criticism
- Be creative in their approaches to working with clients
- Have a well-developed sense of empathy enabling them to work in a positive and professional manner with a diverse range of individuals
- The ability to work under pressure, plan and prioritise workload
- Display a professional attitude to inter-agency and intra-agency working including signposting and referral of clients
- Have the ability to work as part of a team and be an effective contributor to team development
- Have the ability to adapt to change in policies and working arrangements
- Have the personal capacity to manage own well-being in what can be a stressful field of work
- Exercise a high level of personal integrity in their work with clients, employer contacts and other service agencies

Education and Work Experience

Work Experience

Ideally a person selected for the role of Caseworker should have a minimum of 3 years' experience in two or more of the following:

- Experience of working with unemployed adults in a vocational training, educational, job placement or community setting
- Counselling / Vocational Guidance experience
- Work experience in management / supervision of a Labour Market Scheme
- Work experience in the voluntary, trade union or community sector in a management or leadership role
- Work experience in human resource management
- Experience of work placement in a statutory agency or community-based organisation
- Experience of social work

Education and Training

- A Level 7 programme qualification in a relevant National Framework of Qualifications area or be committed to completing a relevant Level 7 programme
- Evidence of relevant personal, supervisory or leadership development in career to date

- Excellent computer skills are essential. Knowledge and experience of client management systems would be an advantage.
- Report writing and presentation skills are essential

Key contractual information points

Tenure	1 year fixed-term contact with possibility of extension dependant on performance and availability of funding
Working Week	The standard working week is: Monday to Friday 9am to 5pm This is a full-time contract of 35 working hours Agreed attendance at meetings and events outside working hours may form a part of this post and will be compensated for in accordance with the company policy on Time-in-Lieu.
Salary	€39550 - €61678 (14-point scale)
Pension	Defined Contribution Pension Scheme is available after 6 months service
Annual Leave	Annual Leave for this position is 24 days per annum
Probation	A probation period of 6 months will apply
Garda Vetting	This position does require Garda Vetting
Other	Car Owner with full driving licence Candidates will be placed on a panel for future positions (defined time period) Canvassing will disqualify.