A logo with people in the shape of a heart

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**Kildare County Employment Centre**

**(LAES) Caseworker**

**Post: CASEWORKER**

**Location:** Temporary Part Time (21hrs to 28 hrs weekly) at the following locations -

Athy

Leixlip

Naas / Newbridge

**Salary:** Salary Scale €35,531 - €54,903 DOE

**Contract Duration**: 11 month 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**

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| --- | --- |
| **Tenure** | 11 month 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 Part-Time Contract of a minimum of 21 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** | €35,531 - €54,903 (Starting Point Depending on Experience up to a maximum of point 5) |
| **Pension** | Defined Contribution Pension Scheme is available after 6 months service |
|  |
| **Annual Leave** | Annual Leave for this position is 21 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. |