

) 😥

DLDC- Job Description

EMPLOYMENT SUPPORTS OFFICER

Job Title:	Employment Supports Officer		
Reporting To:	Employment Supports Team Leader		
Employer:	Donegal Local Development CLG (DLDC)		
Main Purpose of Role:	The Employment Supports Officer will play a key role within the Goal 2 Employment Supports team and will be required to implement the actions planned under Goal 2 of the Social Inclusion and Community Activation Programme. They will be required to work as a member of the Employment Supports team to provide services to the unemployed, under-employed and employers in the catchment area.		
	The Employment Supports Officer will be responsible for meeting with client individually on a one to one basis, fostering a supportive environment, and offering guidance and assistance to both unemployed and underemployed individuals to help them transition from unemployment to employment.		
	This position is subject to new arrivals funding and is specifically designed to support New Arrivals, IPA, and BOTP using a SICAP approach. The role will address all SICAP target groups, with a strong focus on New Arrivals, IPA, and BOTP. Its primary aim is to foster inclusion and integration while ensuring that supports and services align with SICAP objectives.		
Salary:	Project Officer entry salary – information available on request		
Conditions of Work:	 The Employment Support Officer will providing employment support services to individuals in the community, including those in accommodation settings. The main office base will be in Letterkenny. A probationary period of 6 months will apply and performance in role will be discussed throughout the period of cover and reviewed as part of quarterly one to ones. This a fixed term contract up to 31 December 2025 and is subject to New Arrivals funding. Benefits include: 		
	 Eligibility for a 6% employer-contributed pension scheme 25 days annual leave & other leave options Flexible and hybrid working options Travel and subsistence allowance Learning and development opportunities Employee Assistance Programme 		

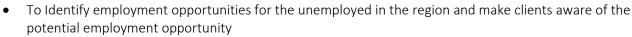
Main Duties

Function of the role:

• To provide one to one support and guidance to all SICAP target groups, with a particular emphasis on New Arrivals, IPA, and BOTP, who are unemployed to help them in their progression from unemployment to employment.

• To prepare an Action Plan for each client and identify the supports required for each client

• To update IRIS and other systems in relation to client progression.



Donegal Local Development CLG Forbairt Áitiúil Dhún na nGall

- To assist the clients with CV preparation
- To work with the Employer Engagement Officer to liaise directly with employers to provide a job matching service
- To deliver 'Job Ready Training' to the range of target groups within the programme.
- To maintain a database of clients/groups in DLDC's catchment area.
- To liaise directly with ETB, Solas, DSP and other public and private training providers and agencies.
- To proactively promote the SICAP strategy throughout the catchment area, through a variety of media including information sessions, local media, outreach, site visits etc.
- To manage caseload efficiently and effectively in line with good governance and established company and funders procedures and guidelines
- To provide oral and written reports to your line manager, and relevant Working Groups and the Board on progress and issues of relevance.
- Ensure the delivery of quality initiatives.
- To carry out administrative duties as required.
- To be willing to work evenings and/or weekends as required.
- To demonstrate a willingness to take on additional duties as and when required.

General duties

- Be responsible to Line Manager on all issues in relation to caseload delivery, including adherence to travel and subsistence.
- Liaise with the Finance and Administration Department in relation to any queries which arise with regards to payments or general file administration.
- Manage special projects as required.
- Represent the company in public specific issues.
- Carry out any other duties as requested by Management

Core Competencies/Skills & Knowledge		ESSENTIAL/MINIMUM
1	Experience in employment,	The officer will have proven experience in employment,
	enterprise, or career	enterprise, or career guidance, including one-on-one
	guidance	support for individuals facing barriers to employment and
		coaching them towards outcomes. They should possess a
		strong understanding of referral pathways and training
		opportunities. Additionally, they must demonstrate
		knowledge of community development principles and be
		committed to integrating equality, social inclusion, and anti-
		poverty principles into their work.
2.	Interpersonal & Liaison Skills	The Officer will have excellent interpersonal, communication
		& coaching skills. They will be required to liaise effectively
		and efficiently with clients, internal DLDC teams, as well as
		agencies, groups and training providers. The Officer will be
		required to act as a positive and contributing member of the
		wider staff team within DLDC.
3.	Project Management Skills	The Officer will be required to produce timely and relevant
		reports for the various Steering Committees, Board and
		other groups within the DLDC structure. They must
		demonstrate clearly experience of organising, managing and
		prioritising own workload. They will have excellent time

Donegal Local Development CLG Forbairt Áitiúil Dhún na nGall

		management and organisation skills. Strong administration		
		together with a good working knowledge of the standard		
		suite of business- related software and IT packages is		
		required.		
4.	Motivational Skills	The Officer will be required to be a flexible, motivated self-		
		starter who can communicate effectively. The officer will		
		work well as part of a team and also on their own initiative.		
		They will have good report writing and presentation skills.		
5.	Communication Skills	The Officer will have experience of forming good working		
		relationships with organisations and communities, combined		
		with excellent communication and listening skills. They will		
		have strong one to one coaching, and be confidential by		
		nature. Excellent verbal and written abilities in English are		
		required.		
6.	Problem Solving Skills	The Officer will have the ability to analyse complex		
		situations, identify underlying issues, and develop effective		
		solutions to overcome challenges or achieve goals.		
7.	Qualification/Experience	A recognized and relevant Third Level qualification and / OR		
		a minimum of 3 years' relevant experience in employment,		
		enterprise, or career guidance, including one-on-one		
		support for individuals facing barriers to employment and		
		coaching them towards outcomes.		
8.	'Other'	A clean, current driving license with access to own mode of		
		transport is required to service clients.		
Core Competencies		Desirable		
 Familiarity with using CRM (Customer Relationship Management) software. 				
 Excellent knowledge of Goal 2 Employment Supports - SICAP 				
	DIDC reserve the right to enhance criteria, depending on the response to the advertisement			

DLDC reserve the right to enhance criteria, depending on the response to the advertisement.

Application Process

To apply for the position, **please submit** by email a Letter of Application together with a current Curriculum Vitae and clearly outline how you meet the criteria to: HR Department at: vacancies@dldc.org

- The closing date for receipt of applications is Friday 25th April 2025
- Interviews are likely to take place on the week of 5th May 2025.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which similar vacancies may be filled. Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Please contact HR if you require any access to accommodations.