

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:	<p>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.</p> <p>The Employment Supports Officer will be responsible for meeting with clients 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.</p> <p>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.</p>
Salary:	Project Officer entry salary – information available on request
Conditions of Work:	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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.

- To Identify employment opportunities for the unemployed in the region and make clients aware of the potential employment opportunity
- 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, enterprise, or career guidance	The officer will have proven experience in employment, enterprise, or career guidance, including one-on-one 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

		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
<ul style="list-style-type: none"> Familiarity with using CRM (Customer Relationship Management) software. Excellent knowledge of Goal 2 Employment Supports - SICAP 		
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.