Intreo Partner

LÁMHLEABHAR DO RANNPHÁIRTITHE

PARTICIPANT HANDBOOK

FÁILTE CHUIG DO SHEIRBHÍSÍ
FOSTAÍOCHTA CEANTAR ÁITIÚIL
WELCOME TO YOUR LOCAL AREA EMPLOYMENT SERVICES

WAP Waterford Area Partnership CLG

Comhpháirtíocht Leader Phort Láirge Waterford Leader Partnership

South Tipperary Development CLG

Intreo Partner

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TOSAÍONN DO THURAS SEIRBHÍSE FOSTAÍOCHTA CEANTAR ÁITIÚIL ANSEO!

Is seirbhís tacaíochta fostaíochta í do Sheirbhís Fostaíochta Ceantar Áitiúil (LAES) a chuirtear ar fáil ag Seirbhís Fostaíochta Ceantar Áitiúil Phort Láirge & Thiobraid Árann atá conraithe ag an An Roinn Coimirce Sóisialaí . Soláthraíonn WST LAES na Seirbhísí Fostaíochta Ceantar Áitiúil (LAES) i bPort Láirge & Tiobraid Árann Theas.

Cuireann LAES deiseanna, scileanna, oiliúint agus tacaíocht ar fáil do lucht cuardaigh fostaíochta atá riachtanach chun neamhspleáchas airgeadais a bhunú, cibé acu trí phost lánaimseartha a fháil nó gnó a bhunú.

YOUR LOCAL AREA EMPLOYMENT SERVICE JOURNEY STARTS HERE!

Your Local Area Employment Service (LAES) is an employment support service provided by Waterford & South Tipperary Local Area Employment Service contracted by the Department of Social Protection. WST LAES delivers the Local Area Employment Services (LAES) in Waterford & South Tipperary.

LAES provides job seekers with the opportunities, skills, training and support required to establish financial independence, whether that be gaining full-time employment or establishing a business.

FÁILTE GO SEIRBHÍS LAES!

Mar chuardaitheoir poist a fhaigheann íocaíocht cuardaitheora poist ó Intreo, Iarradh ort an tseirbhís seo a úsáid chun tacaíocht a fháil i dtreo post a fháil nó do ghnó féin a bhunú.

COMHLÍON AN GEALLADH ATÁ FÚT!

Tugann ár seirbhís fostaíochta an deis duit an gealladh atá fút a chomhlíonadh, is cuma cad iad na spriocanna gairme atá agat. Is féidir linn comhairle agus tacaíocht a thabhairt duit chun tús a chur leis an aistear i dtreo do spriocanna a bhaint amach.

WELCOME TO THE LAES SERVICE!

As a jobseeker, receiving a jobseeker's payment from Intreo, you have been referred to this service to access support to find employment or establish your own business.

REACH YOUR FULL POTENTIAL!

Whatever your career goals, our employment service provides you with the opportunity to realise your full potential. We can provide advice and support you need to begin the journey towards achieving your goals.

TACÚ LEAT CHUN POST OIRIÚNACH INBHUANAITHE LÁNAIMSEARTHA A FHÁIL TRÍ:

- Oibriú leat ar bhonn aonair go ceann 12 mhí.
- Plean dhul chun cinn pearsanta a aontú leat (sraith tascanna agus gníomhaíochtaí a aontóidh tú a dhéanamh mar chabhair chun fostaíocht lánaimseartha a fháil).
- Deiseanna oiliúna agus athoiliúna a aithint a chuirfidh le do chumas fostaíocht a fháil; agus
- Tú a chur i dteagmháil le fostóirí a bhfuil folúntais agus poist acu atá 'oiriúnach' do do scileanna.

SUPPORTING YOU TO FIND A SUITABLE, SUSTAINABLE FULL-TIME JOB THROUGH:

- Working with you on an individual basis over a period of 12 months.
- Agreeing a personal progression plan (PPP) with you (a set of agreed tasks and actions to help you get full time employment).
- Identifying training and upskilling opportunities that will enhance your chances of finding employment; and
- Putting you in touch with employers who have vacancies and positions that are the right 'fit' to your skill set.

SEIRBHÍSÍ FOSTAÍOCHTA LÁN-INROCHTANA AGUS OIFIG FOR-ROCHTANA SAN ÁIREAMH

- De ghnáth beidh an t-ionad is gaire duit laistigh d'aistear 60 nóiméad sa charr nó ar iompar poiblí.
- Táimid ar oscailt ó 9 go 5 gach lá (Luan go hAoine).
- IIn ár n-ionaid, beidh rochtain agat ar áiseanna TF le haghaidh cuardach poist tríd do chúramóir tiomnaithe. Táimid tiomanta do thacaíocht chuimsitheach a sholáthar chun éifeachtúlacht do chuardaigh poist a fheabhsú

FULLY ACCESSIBLE EMPLOYMENT SERVICES INCLUDING OUTREACH OFFICE

- Your nearest centre will be a normal journey time of no more than 60 minutes driving or by public transport.
- Our opening hours are 9am–5pm (Monday to Friday).
- In our centers, you will have access to IT facilities for job searching through your dedicated caseworker. We are committed to providing comprehensive support to enhance your job search effectiveness

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"TACAÍOCHT THIOMNACH Ó DO CHÚRAMÓIR AONAIR"

“DEDICATED SUPPORT FROM YOUR INDIVIDUAL CASE WORKER”

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TACAÍOCHT PHEARSANTA Ó DO SHAINOIFIGEACH CÁIS AONAIR

Ó thús deireadh an chláir, gheobhaidh tú tacaíocht láidir ó do shainoifigeach cáis.

SEO NA BUNTÁISTÍ A THABHARFAIDH SÉ SIN DUIT:

- Ainm, ríomhphost agus uimhir theileafóin an tsainoifigigh cháis a thugtar duit.
- Cruinniú pearsanta, duine le duine, le do chásoibrí laistigh de 15 lá ón uair a chuirtear d'ainm ar aghaidh.
- Beidh tú páirteach i gcomhairliúchán cuimsitheach le do chúramóir. Cabhróidh do fhreagraí mionsonraithe linn tuiscint níos doimhne a fháil ar do riachtanais uathúla, rud a ligeann dúinn tacaíocht níos pearsantaithe agus éifeachtaí a thairiscint.
- Plean Dul Chun Cinn Pearsanta (PPP) a chruthú le do chásoibrí, a dhéanfaidh measúnú ar do scileanna, taithí, riachtanais agus spriocanna oibre. Beidh do PPP bunaithe ar do riachtanais aonair tacaíochta agus ar do spriocanna fostaíochta, chomh maith leis na torthaí ó do cheistneoir féinmheasúnaithe treoraithe, lena n-áireofar sceideal spriocanna atá dírithe ar phoist.
- Beidh cruinniú foirmiúil athbhreithnithe agat le do chásoibrí (gach 13 seachtain). Cuirfidh athbhreithnithe ar ár gcumas oibriú leat chun an PPP a thabhairt suas chun dáta de réir mar a athraíonn do riachtanais tacaíochta agus do chúinsí.

Táimid anseo chun gach tacaíocht is gá a thabhairt duit le linn an chláir agus iarrfar ort teacht chuig ionad uair sa mhí chun labhairt chuig d'Oifigeach Cásanna.

DEDICATED SUPPORT FROM YOUR INDIVIDUAL EXPERT CASE Worker

Throughout the programme, you will receive dedicated support from your individual Case Worker.

YOU WILL BENEFIT FROM:

- Contact name, email and telephone number of your assigned case worker.
- A one-to-one, face-to-face meeting with your caseworker within 15 working days of your referral.
- You will engage in a comprehensive consultation with your caseworker. Your detailed responses will help us gain a deeper understanding of your unique needs, allowing us to offer more personalized and effective support.
- Creating a Personal Progression Plan (PPP) with your caseworker, who will assess your skills, experience, needs and work goals. Your PPP will be based on your unique support needs and employment goals, as well as the outcomes from your guided self-assessment questionnaire, which will include a schedule of job-focused targets.
- Formal reviews meetings with your caseworkers (every 13 weeks). Reviews will enable us to work with you to update the PPP as your support needs and circumstances change.

We are here to support you as much as you need throughout the programme and will invite you to attend once a month to speak to your Case Worker.

03 PRÍOMHSHEIRBHÍSÍ CORE SERVICES

PRÍOMHSHEIRBHÍSÍ

Tabharfaidh do chúramóir tacaíocht duit trí shraith tionscnamh, ag tairiscint treorach agus cúnamh agus tú ag seoladh tríd an margadh fostaíochta áitiúil chun róil a aithint a oireann do do scileanna agus do spéiseanna.

Clúdóidh an tseirbhís:

- Tacaíocht agus oiliúint chun ardáin éagsúla cuardaigh poist a úsáid go héifeachtach.
- Cóitseáil do phoist, seirbhísí bróiceara poist, agus meaitseáil poist.
- Tacaíocht duine le duine.
- Tacaíochtaí scríbhneoireachta CV agus ullmhúchán agallaimh.
- Tacaíocht rialta ó do chásoibrí tar éis duit post a fháil go ceann 17 seachtaine.

CORE SERVICES

Your caseworker will support you through a series of initiatives, offering guidance and assistance as you navigate the local job market to identify roles that align with your skills and interests.

This service will include:

- Support and training to use various job search platforms effectively.
- Job coaching, job brokering services, and job matching.
- One-to-one support .
- CV writing supports and interview preparation.
- Regular support from your caseworker once you enter employment for a period of 17 weeks.

SPRIOCSHEIRBHÍSÍ

Cuirfimid tacaíocht níos saindeartha agus níos spriocdhírithe ar fáil chun cabhrú leat aon riachtanais bhreise agus bacainní fostaíochta a shárú.

Clúdóidh an tseirbhís:

- Cuirfimid tacaíocht níos oiriúnaithe duitse agus dírithe ortsa chun gur féidir leat aon riachtanais nó bacainní eile ar fhostaíocht a réiteach.
- Meantóireacht agus ceardlanna forbartha pearsanta.
- Tacaíochtaí sláinte & folláine.
- Rochtain ar sheirbhísí áitiúla ónár n-ionaid agus comhairle maidir le heagraíochtaí speisialtóra pobail (ar aon dul le do chuid riachtanas).
- Comharthaí i dtreo oiliúint sheachtrach agus cláir taithí oibre i do cheantar.

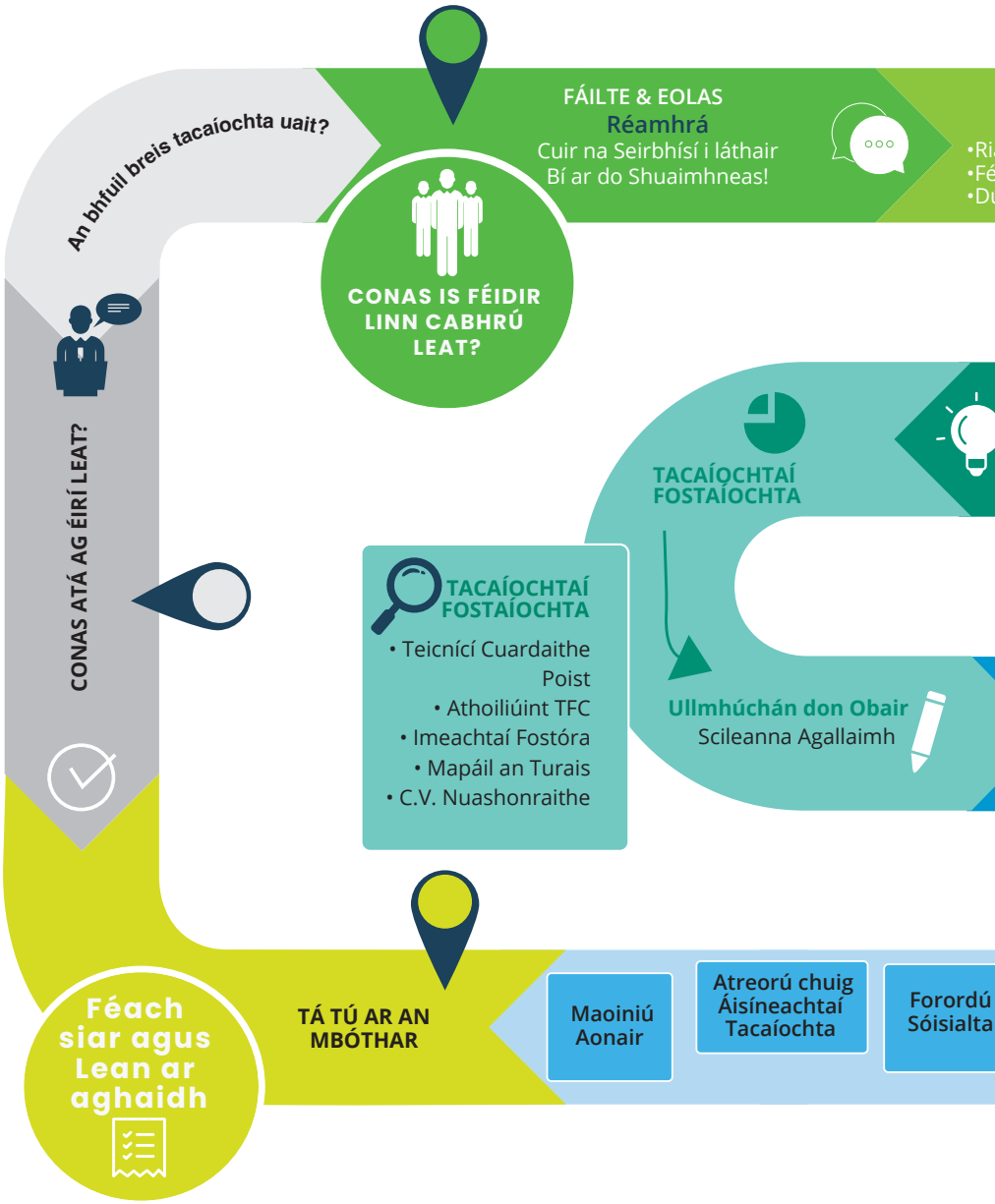
TARGETED SERVICES

We will provide more tailored and targeted support to help you overcome any additional needs and barriers to employment.

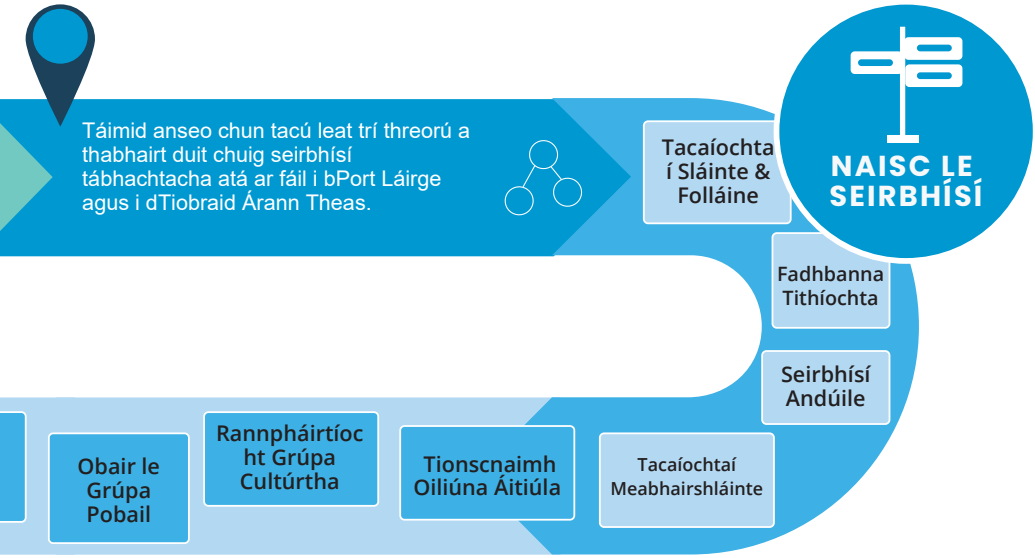
This service will include:

- Mentoring and personal development support.
- Health and wellbeing sign posting.
- Access to local services in our centres and signposting to specialist community organisations (in line with your needs).
- Signposting to external training and work experience programmes in your area.

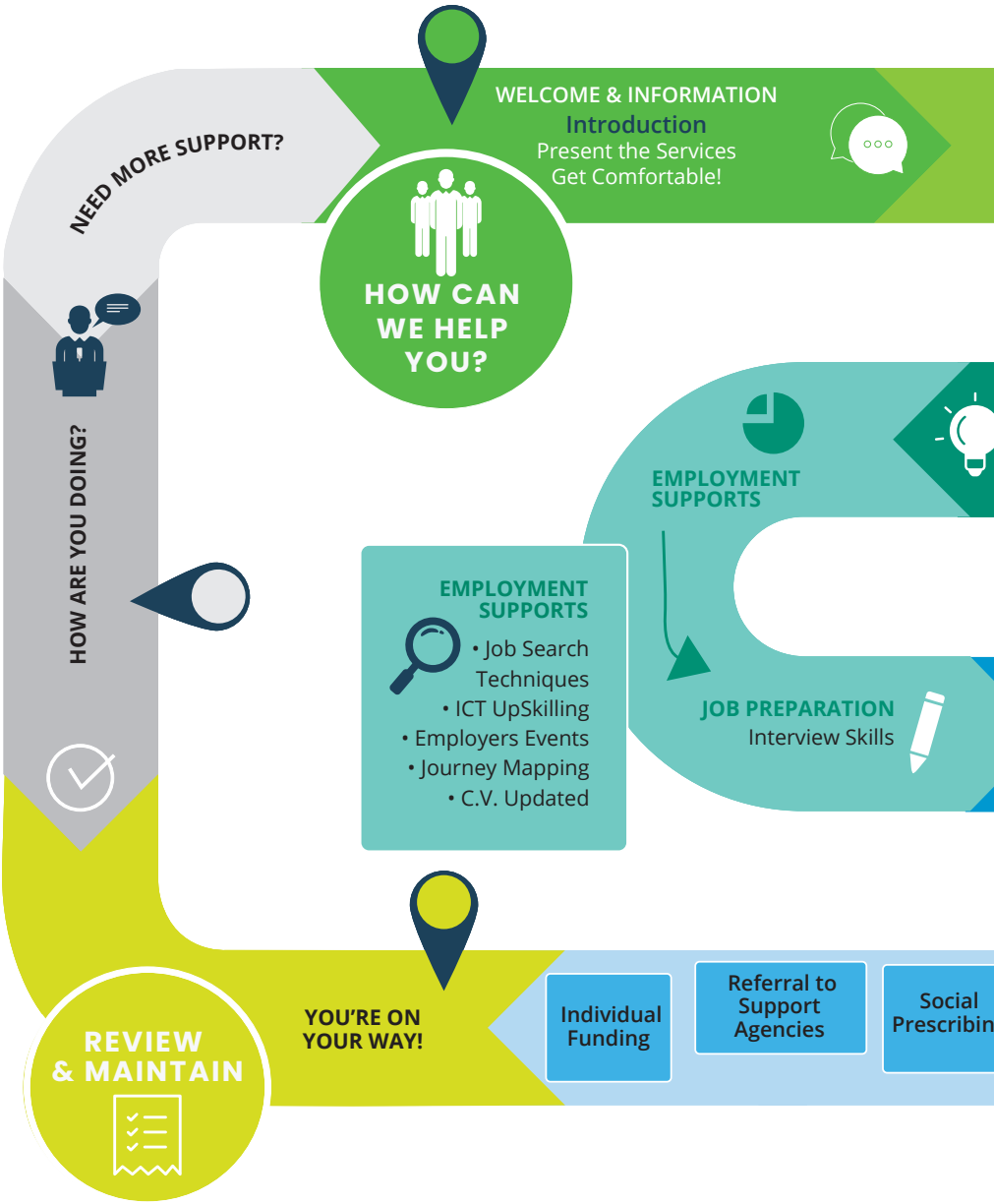
05 GEARRCHUNTAS AR AN AISTEAR
JOURNEY SNAPSHOT



CAD IAD NA TACAÍOCHTAÍ ATÁ UAIT?
INIS DOM FÚT FÉIN
Measúnú Pearsanta Tosaigh
achtanais ar Leith
einmheasúnú
úshláin
•Taithí Roimhe Seo
•Ábhair Spéise
•Scileanna
1 -1 CRUINNITHE TACAÍOCHTA
Is iad Cruinnithe Duine le Duine an tslí is fearr le tacaíocht a thabhairt agus dul chun cinn a thomhas
TACAÍOCHTAÍ ATHOILIÚNA
• T.F. Clár
• Féach ar do Theacht Isteach
• Forbairt Phearsanta Leanúnach
• Uaillmhianacha Láidre
• Oiliúint "Ticéid"


Táimid anseo chun tacú leat trí threorú a thabhairt duit chuig seirbhísí tábhachtacha atá ar fáil i bPort Láirge agus i dTiobraid Árann Theas.
NAISC LE SEIRBHÍSÍ
Tacaíochtaí Sláinte & Folláine
Fadhbanna Tithíochta
Seirbhísí Andúile
Tacaíochtaí Meabhairshláinte
Tionscnaimh Oiliúna Áitiúla
Rannpháirtíocht Grúpa Cultúrtha
Obair le Grúpa Pobail

05 GEARRCHUNTAS AR AN AISTEAR
JOURNEY SNAPSHOT



WHAT SUPPORTS DO YOU NEED?

TELL ME ABOUT YOURSELF

Initial Personal Assessment

- Specific needs
- Self Assessment
- Challenges
- Previous Experience
- Interest
- Skills

1 -1 SUPPORT MEETINGS

One to One Meetings helps us provide the best supports & monitor progress

UPSKILLING SUPPORTS

- I.T. Programme
- Review Your Revenue
- Personal Ongoing Development
- Driving Ambitions
- "Ticket" Training

LINKS TO SERVICES

We are here to support you by directing you to important services available in Waterford and South Tipperary

- Health & Wellbeing supports
- Housing Issues
- Addiction Services
- Mental Health Supports
- Local Training Initiatives
- Cultural Group Engagment
- Work with Community Group
- g

06 ATHBHREITHNIÚ REVIEW

DEIREADH LEIS AN GCLAR-ATHBHREITHNIÚ

Ag deireadh an chláir, gheobhaidh tú do PPP deiridh chun clár LAES a fhágáil. Sa PPP seo beidh naisc chuig tacaíocht eile, litir tharchuir, agus sonraí aon taithí oibre, fostaíocht nó oiliúna a rinne tú fad a bhí tú ar an gclár.

STAISEOLAS STRUCHTÚRTHA AGUS PRÓISEAS GEARÁNAITHE

Beidh deiseanna rialta agat chun aiseolas a thabhairt ar an tseirbhís a fhaigheann tú, i suirbhéanna tréimhsiúla ar líne agus trí chúrsaí a phlé leis an bhfoireann inár n-ionaid. Cuirfear torthaí agus gníomhartha a éiríonn as d'aiseolas in iúl duit.

Beidh ár bPróiseas Gearánaithe ar taispeáint san ionad agus ar an láithreán gréasáin agus beidh cóip de sa Phaca Fáilte. Nuair a fhaighimid gearán scríofa, admhóimid é laistigh de thrí lá oibre agus cuirfear an toradh in iúl (i scríbhinn) laistigh de 15 lá oibre.

END OF PROGRAMME REVIEW

At the end of the programme, you will receive your final PPP for exiting the LAES programme. This will include links to further support, a reference letter, and details of any work experience, employment or training you have completed during the programme.

STRUCTURED FEEDBACK AND COMPLAINTS PROCESS

You will have regular opportunities to provide feedback on the service you have received through periodic online surveys and discussions with staff in our centres. Outcomes and actions on any feedback will be communicated to you.

Our Complaints Procedure is displayed in our centre and on our website and is included in your Welcome Pack. When we receive a written complaint, we will acknowledge this within three working days and communicate outcomes (in writing) within 15 working days.

07 TEAGMHÁIL CONTACT

Intreo Partner

DÉAN TEAGMHÁIL LINN FAOIN tSEIRBHÍS SEO
CONTACT US ABOUT THIS SERVICE

+353-58-51500 wst.ie

Oifigí WST LAES

WST LAES Offices

Gheobhaidh gach duine ainm agus uimhir theile-afóin an oifigigh LAES a shanntar dóibh.

All individuals will have the contact name and telephone number of the LAES officer assigned.

An Roinn Coimirce Sóisialaí
Department of Social Protection

Client & Employer

TESTIMONIALS

Dave

"Dave highlighted the support he received from our dedicated team, mentioning the "open, honest, direct, and superbly helpful"

Lorna

"Thanks to Dungarvan LAES for producing a great CV for me as a result I can now apply for jobs with confidence. I am also finding the weekly LAES Jobs Pack of great benefit in helping me find suitable jobs to apply for "

UPMC Manager

I wanted to provide you with an update on the progress of a WST LAES candidate placed within UPMC. The candidate joined our team in the middle of 2022 as a subcontracted officer from S-security Ltd. Right from the start, it was evident that the candidate possessed tremendous potential and dedication. We look forward to seeing the candidate continue to thrive and contribute to UPMC's success

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