

Caseworker Position – Waterford and South Tipperary Local Area Employment Service (WSTLAES)**Full-time, 37.5 hours per week (6-month contract)**

The WSTLAES is responsible for the provision of employment assistance and advice services to jobseekers in the Waterford and South Tipperary area, to help them to enter or return to employment. The jobseekers in the service are primarily those who are long term unemployed and farthest from the labour market.

Purpose of the Job

Each Caseworker will work as a member of the WSTLAES Team to provide services to the long-term unemployed in County Waterford.

Each Caseworker will be required to provide one-to-one support and guidance to the long-term unemployed and those furthest from the labour market to help them in their progression from unemployment to employment.

Employer

Waterford Leader Partnership CLG



Comhpháirtíocht Leader Waterford Leader
Phort Láirge Partnership

Location

Initial work base: Waterford City with regular travel to our Carrick on Suir office.

- Travel throughout Waterford County may be required.

- A panel of candidates will be formed for future appointments across Waterford Leader Partnership CLG offices.

Principal Duties

- Provide a practical but empathetic approach to engaging all referred clients.
- Ensure the effective completion of referral appointments made by Department of Social Protection (DSP) through the WSTLAES Manager.
- Engage with referred clients using a three-tier approach encompassing: Initial assessment, Assessment of readiness to work and change. Interview and engagement.
- Identify client goals, aspirations, and barriers to employment, providing good customer service, including meeting and professionally greeting clients.

- Explain WSTLAES service offering, ensuring the client understands their rights and responsibilities (including the complaints and feedback process) whilst registering the client under contractual obligations and eligibility criteria.
- Ensure all initial assessments focus on getting to know the participant, their motivation and exploring their aspirations and needs.
- Identify, clarify, and manage the client's expectations of the process, including data protection, confidentiality, and ground rules of the LAES intervention and the relationships required to achieve buy-in.
- Manage a caseload efficiently and effectively in line with company and funders procedures and guidelines and against defined KPIs.
- Maintain a Personal Progression Plan (PPP) and curriculum vitae preparation for clients.
- Prepare a PPP with each client and identify the individual supports required.
- Work with the Employer Liaison Manager to identify employment opportunities and notify clients of these potential employment opportunities.
- Maintain a database of clients and groups in the catchment area using the DSP's IT database.
- Responsibility for arranging and managing client appointments.
- Assist clients with job preparation, including curriculum vitae preparation, job seeking and interview skills.
- Liaise with employers to provide a job-matching service.
- Assess and ensure clients are signposted both internally and externally, with the specific objective of ensuring labour market engagement.
- As necessary, liaise directly with the respective ETBs, Solas, Turas Nua, Seetec, DSP, and other public and private training providers and agencies.
- Complete Coretime daily so that the WSTLAES Manager has an accurate KPI dashboard.
- Present oral and written reports to the WSTLAES Manager and others as required.
- Ensure the delivery of a service adhering in line with the Q Mark.
- Provide delivery flexibility, as necessary, in line with the SLA requirements.
- Demonstrate a willingness to take on additional duties as and when required.
- Have detailed knowledge of employment, enterprise, and career guidance tools.
- Have a clear understanding of the role of the Local Area Employment Service.
- Have a realistic picture of labour-market employment and skills requirements.
- Possess a well-grounded understanding of basic labour-market counselling and guidance concepts.
- Have a clear understanding of the effects of unemployment on the individual's self-image, behaviour patterns and general well-being, particularly the effect on long-term unemployed people.
- Possess an understanding of the barriers facing unemployed people in accessing progression options.

Experience and Qualifications

- Three years' experience of working in employment, enterprise and career guidance counselling, vocational guidance or social work environment.

- Experience working to address the common barriers to employment.
- Job coaching experience.
- A good standard of general education.
- Good IT skills, with experience of content management systems being an advantage.
- A formal qualification or study experience in guidance or counselling or another relevant field (qualified to L7 or be willing to work towards L7 accreditation) or relevant work experience skills/abilities
- Demonstrate developed, effective, and efficient liaison skills across multiple stakeholders.
- Capacity to be a strong influencer and motivator and inspire trust with all involved.
- Experience in managing caseloads, delivering to KPIs and reporting on same, using advanced MS Office and IT skills.
- Demonstrate the capacity to be positive, empathetic, flexible, motivated, and a self-starter who can communicate effectively and have sound financial, listening and administration skills.
- Demonstrate a practical approach to working with WSTLAES clients.
- Experience in forming good working relationships with individuals, colleagues, combined with excellent communication and listening skills.
- Confidential by nature, with excellent verbal and written abilities.

Terms and Conditions:

- The initial duration of the contract is for a 6-month period. An extension may be considered subject to available workload.
- It will be subject to a 3-month probation period, which may be extended.
- Working week: The normal working week is 37.5 hours with half-hour lunch break (unpaid).
- Starting salary: €33,147.
- Work base: Waterford City with regular travel to our Carrick on Suir office.
- Caseworker may be expected to travel to other WLP offices to carry out duties.
- It is intended to form a panel of successful candidates following the interviews.
- Car Ownership: The successful candidate is expected to have use of an insured vehicle and have a full driver's license.
- Garda Vetting may apply to the post.

Application Process

To apply, submit your CV and cover letter by ****5:00 p.m. on Tuesday, the 28th January 2025****, to: **Email: info@wlp.ie or**

Post:

**Waterford LEADER Partnership CLG
John Barry House
Lismore Business Park
Lismore
Co Waterford
P51XVP6**

Interviews: Scheduled for Friday, the 31st of January 2025.

Important Notes

- **Applications submitted after the deadline will not be considered.**
- **Canvassing will result in disqualification.**