



Comhpháirtíocht Leader Phort Láirge
Waterford Leader Partnership



Caseworker Position – Waterford LEADER Partnership Clg

Full-time, 37.5 hours per week
(permanent fixed term)

Waterford Leader Partnership CLG is recruiting a Caseworker for the Waterford and South Tipperary Local Area Employment Service (WSTLAES).

The service provides tailored employment assistance to individuals who are long-term unemployed or furthest from the labour market, supporting them to progress towards and secure meaningful employment.

Employer

Waterford LEADER Partnership CLG

Location

It is envisaged that the LAES Caseworker positions will be primarily based in Lismore with travel required to Carrick-on-Suir and/or other WST LAES locations as part of the role.

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.
- Prepare and maintain a Personal Progression Plan (PPP) for clients.
- Assist clients with job preparation, including curriculum vitae preparation, job seeking and interview skills.
- Work with the Employer Liaison Manager to identify employment opportunities and notify clients of these potential employment opportunities. Liaise with employers to match client to a job.
- Maintain a database of clients and groups in the catchment area using the DSP's IT database.
- Arrange and manage client appointments.
- 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 company time management system.
- 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.
- 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.
- Good IT skills, with experience of content management systems being an advantage.
- Experience in managing caseloads, delivering to KPIs and reporting on same.
- 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).
- Demonstrate developed, effective, and efficient liaison skills across multiple stakeholders.
- Capacity to motivate and inspire trust with all involved.
- 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 contract duration is aligned to that of the programme: End of August 2027.
- It will be subject to a 6-month probation period.
- Working week: The normal working week is 37.5 hours with half-hour lunch break (unpaid). Working hours is 9am to 5pm.
- Starting salary: €37,341 or depending on relevant experience.
- Work base: Lismore /Carrick on Suir office.
- Caseworker may be expected to travel to other WLP offices to carry out duties.
- Car Ownership: The successful candidate is expected to have use of an insured vehicle and have a full clean driver's license.
- Garda Vetting may apply to the post.
- It is intended to form a panel of successful candidates following the interviews.

Application Process

To apply, submit your CV and cover letter by 5:00 p.m. on Tuesday 2 June 2026, to:
Email: info@wlp.ie . Please include the Job Title in the subject line.

Interviews: Will be scheduled for Friday 5 June 2026 in Lismore, Co Waterford P51XVP

Important Notes

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