Job Description – Employment Case Officer

BACKGROUND

The Local Area Employment Service (LAES) was established in August 2022 taking over from the older Local Employment Service (LES). Kerry Local Area Employment Service is committed to providing intensive and tailored Employment assistance and advice supports to our clients, employers, stakeholders and members of the public at all times. We act with the highest standards of quality, integrity and respect, and seek to continuously improve our service to maximise progression for service users.

JOB TITLE

Employment Case Officer

REPORTING TO

South Kerry Local Area Employment Service Team Leader

PURPOSE

The Case Officer will be required to work as a member of the KLAES Team to provide services to the long-term unemployed, under-employed and employers in South Kerry.

TERMS & CONDITIONS

The Case Officer will be employed by South Kerry Development Partnership CLG on a fixed-term contract, on either a full-time or part-time basis. The contract period will run for one year with the possibility of extension subject to funding.

LOCATION

South Kerry Development Partnership Office, in either Kenmare or Killarney or at any other South Kerry Development Partnership Office as required.

FUNCTION

To provide one-to-one support, guidance and employment focused interventions to individuals who are long-term unemployed and those most distant from the Labour Market, supporting their progression towards sustainable employment, education, training or self-employment opportunities. The Case Officer will work to achieve programme targets, including progressing a minimum of 20% of total caseload into full-time employment.

MAIN DUTIES

- ❑ To provide all KLAES clients with a confidential, individual, quality employment guidance service on a caseload basis for the duration of 52 weeks or until such time the client exits the service
- ❑ To operate the National Caseload Management System along with any in-house database that may be required
- ❑ To identify client employment goals, employment aspirations and barriers to employment
- ❑ To schedule all client appointments as per the operational guidelines
- ❑ To prepare an individualised Personal Progression Plan for each client within 20 working days of the first one-to-one meeting and identify supports required for each client
- ❑ To identify employment opportunities and make clients aware of these potential employment opportunities
- ❑ To assist the clients with CV preparation and job seeking/interview skills
- ❑ To liaise with employers and accurately match clients with incoming vacancies
- ❑ To provide clients with "In-Employment" support as required for at least 17 weeks post exiting the service
- ❑ To provide assistance and/or cover to the LAES team as and when requested by the Team Leader
- ❑ To provide oral and written reports to the Team Leader as required
- ❑ Ensure effective delivery of the KLAES adhering to all quality assurance standards and training provision
- ❑ To demonstrate a willingness to take on additional duties as and when required
- ❑ To be willing to travel to another office location should the need arise

CORE COMPETENCIES/SKILLS & KNOWLEDGE

1. **Knowledge of Employment/Enterprise/Career Guidance**
    - Knowledge of unemployment supports and employer supports and incentives
    - A realistic picture of the local labour market and job skill requirements
    - A well-grounded understanding of basic adult guidance concepts in the labour market sense
    - A clear understanding of the effects of unemployment and in particular the effects on people who are long-term unemployed
    - An understanding of the barriers facing unemployed people in accessing progression options

2. **Liaison/Networking Skills**
    - Demonstrate developed interpersonal, liaison and networking skills, with the ability to build and maintain effective relationships across a wide range of stakeholders. Act as a strong influencer and motivator, inspiring confidence, trust and engagement among clients, employers, colleagues and partner organisations.

3. **ICT Skills**
    - Experience in the operation of a caseload system, delivering to Key Performance Indicators (KPIs), reporting on same and possessing a strong working knowledge of advanced MS Office including MS Word, Excel and PowerPoint.

4. **Interpersonal Skills**
    - Positive, empathetic, flexible, motivated self-starter who can communicate effectively and have good listening and administration skills

5. **Communication**
    - Experience of forming good working relationships with individuals and colleagues, combined with excellent communication skills, confidential by nature with excellent verbal and written abilities

6. **Other**
    - Must hold a clean current driving license and have access to a vehicle

EDUCATION/EXPERIENCE

Experience working in the area of unemployment, employment, enterprise and/or career guidance. Experience of working with barriers to employment is advantageous.

SALARY

The salary scale for the post is €16,180 to €23,859 (being pro-rata for a 19-hour working week) or €32,360 to €47,717 for a fulltime contract. Entry point will be dependent on experience and qualifications.

PENSION

Following completion of 6 months of satisfactory service, the Employment Case Officer will be eligible for inclusion in the SKDP voluntary staff pension scheme. For members of the scheme, SKDP will make employers pension contributions of 10% of the gross salary of the participating staff member. The Employment Case Officer will be required to make a minimum 5% contribution.

SELECTION

i. Selection shall be by means of competition-based interview
ii. A panel will be formed on the basis of such interview
iii. Candidates may be short-listed on the basis of relevant qualifications and experience as set out in their application. The candidates' short-listed will be invited to attend for interview. South Kerry Development Partnership CLG will not be responsible for any expenses incurred by candidates' in attending for interview
iv. The Board of South Kerry Development Partnership CLG shall require the person to whom appointment is offered to take up such appointment within a period of not more than one month
v. Appointment to the role is subject to the candidate's eligibility to work in Ireland
vi. Garda vetting may be required

South Kerry Development Partnership CLG is an equal opportunities employer which welcomes applications from any individuals with the relevant skills and abilities to help make its diverse workforce more effective.

South Kerry Development Partnership CLG acknowledges the assistance of the Department of Social Protection in supporting this post