



Monaghan Integrated Development

Job Description/Specification

Job Title:	Local Area Employment Service Caseworker
Location:	County Monaghan & Cavan, the position will involve travel to outreach contact points in both Counties.
Reporting to:	Local Area Employment Service Team Leader
Job Function:	Delivery of Career Guidance employment assistance and advice service to both job seekers and employers in County Monaghan and Cavan.
Salary Scale:	Salary will reflect qualifications and experience
Duration:	Duration of LAES contract.

CAREER GUIDANCE

Career Guidance is essentially a way of working with a job-seeking client to address that client's occupational needs. It is generally a one-to-one, confidential process of exploring options and planning a career path for the client. The ultimate aim is to liaise on behalf of the client and empower him/her to gain employment. However, the process is very much dependent on the client's level, confidence and motivation at the commencement. You will be responding to the client's abilities and aspirations, tuning into their level, motivating them and guiding them, with a firm focus on the range of realistic outcomes for that client.

THE ROLE OF A LAES CASEWORKER

The role of the caseworker within the Local Area Employment Service includes:

- Providing clients with an individual career path planning, guidance and employment and advice service.
- Communication and delivering the LAES Service Statement & Service Guarantee to clients and employers.
- Managing and operating the caseload management system within annually agreed targets.
- In addition, to above caseload, manage and provide personal progression plans for all clients' and provide individual guidance or group sessions.
- Proactively assisting with job search and referring clients to employers.
- Provide aftercare support to clients placed in jobs.
- Referring clients to counselling, training, education course and other relevant services as appropriate.
- Liaise with employers on behalf of the jobseekers
- Working as an integrated member of the LAES team supporting the overall goals of the service.
- Manage administration functions related to the role such as appointment letters, drafting of CV's and employment application forms on behalf of clients.
- To produce oral and written reports on service activity.

A LAES Caseworker must aim to:

- Achieve the best possible employment outcome for each client.
- Organise and monitor activities in response to assessed needs of the client, so that each client becomes 'job-ready' as effectively as possible, and are subsequently placed in employment.
- Provide after-placement support to clients in progression or placed in jobs.
- Effectively maintain the client services system and data protection guidelines.

RELATIONSHIP WITH CLIENTS

LAES Caseworker will endeavour to draw up an agreed way of working together with each client on the understanding that they will:

- Treat clients with trust, courtesy, respect and empathy in a non-judgmental manner, recognising the differing needs and circumstances of each client.
- Ensure that each client's privacy and right to confidentiality are respected and protected at all times.
- Make clients aware of information about him/her that will be passed to employer, training, educational authorities and Social Welfare.
- Ensure that all clients are informed of their rights and entitlements, as well as the implications and obligations of the services available to them.
- Ensure that all information provided to the client is accurate, up to date, easy to understand and in a language that the client is familiar with.
- Inform clients of their role and responsibilities, and clarify clients' expectations.
- Ensure that clients are given appropriate time and attention.
- Ensure that, if difficulties arise in communicating with a client (use of language, own beliefs and attitudes, etc.), advice is sought from an appropriate service.

PROFESSIONALISM

A LAES Caseworker must:

- Work to maintain clients focus on employment, education and training opportunities.
- Network with relevant agencies and professional services that can assist the Caseworker in working with clients, or to which a client can be referred for counselling in areas that are outside the remit of LAES.
- Be aware of all relevant legislation as it affects their target group.
- Keep up to date with developments in the labour market, including new programmes, employment incentives, etc.
- Declare any conflict of interest, which might influence relationships between them and the client.
- Refuse any gifts or offers of gifts from clients for services rendered.
- Use only proven profiling tests that they are trained to administer and interpret.
- Review each client's progress regularly, and where appropriate agree fresh approaches to addressing their needs and ensuring proactive engagement with the labour market
- Ensure confidentiality of the service.

Person Specification

LAES Caseworker *The person appointed will have:*

It is desirable to hold a Level 7 qualification or willing to work toward a relevant qualification and /or experience working with long term unemployed adults. A high level of awareness, understanding / experience of the issues that concern unemployed people and the Local Area Employment Service. Good knowledge of statutory, community and other organisations that provide opportunities for unemployed individuals.

Excellent knowledge of the local labour market. Excellent inter-personal communication skills and ability to develop professional relationships. Good computer/ICT skills & good record keeping skills. Own their own car and have a clean driving licence

SHORTLISTING:

Shortlisting will take place on the basis of the information provided in your CV and interviews will be competency based.

COMPETENCIES

The person appointed to this post:

- Will consistently strive to perform at a high level and deliver a quality service
- Be thorough and conscientious
- Be enthusiastic and resilient, persevering in the face of challenges and setbacks
- Be personally honest and trustworthy
- At all times, act with integrity
- Be required to show evidence of the following **5 competencies** in their application form.

CAREER GUIDANCE:

- Can provide career and occupational guidance
- Can develop Personal Development & Employment Plans
- Motivates and builds confidence in others to achieve career and developmental goals
- Ability to network with agencies that will support career development
- Displays knowledge of the local labour market
- Ability to prepare jobseekers for the open labour market

INFORMATION MANAGEMENT AND DECISION MAKING:

- Approaches and delivers all work in a thorough and organised manner
- Follows procedures and protocols, understanding their value and the rationale behind them
- Keeps high quality records that are easy for others to understand
- Draws appropriate conclusions from information
- Suggests new ways of doing things better and more efficiently
- Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.

DELIVERY OF RESULTS

- Takes responsibility for work and sees it through to the appropriate next level
- Completes work in a timely manner
- Adapts quickly to new ways of doing things
- Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
- Identifies and appreciates the urgency and importance of different tasks
- Demonstrates initiative and flexibility in ensuring work is delivered
- Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

INTERPERSONAL & COMMUNICATION SKILLS:

- Actively listens to others and tries to understand their perspectives/ requirements/ needs
- Understands the steps or processes that service users/groups must go through and can clearly explain these
- Is respectful, courteous and professional, remaining composed, even in challenging circumstances
- Can be firm when necessary and communicate with confidence and authority
- Communicates clearly and fluently when speaking and in writing
- Is proficient in MS Office, high level of computer and social media literacy

TEAM WORK:

- Shows respect for colleagues and co-workers
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
- Offers own ideas and perspectives
- Understands own role in the team, making every effort to play his/her part