



Monaghan Integrated Development

Job Description /Specification

Job Title:	Local Area Employment Service Clerical Support Worker
Location:	The position may involve travel between each main office in Monaghan & Cavan and to provide support in outreach locations.
Reporting to:	Local Area Employment Service Team Leader
Job Function:	To support all clerical elements of Monaghan Cavan Local Area Employment Service.
Salary Scale:	€30,141
Duration:	6 Months initially

The core role is to provide clerical employment support and general front office support to the delivery of the Local Area Employment Service covering lot 4 Monaghan Cavan. The objective is to ensure clients are engaged, tracked and receive set appointments with LAES Caseworkers and the service. You will act as a front office person welcoming clients, visitors and employers and ensure facilities and supports are available and prepared for them.

THE ROLE OF A LAES CLERICAL SUPPORT WORKER

The role of the Clerical Support Worker within the Local Area Employment Service includes:

- Provide telephone reception duties and pass on message with LAES service and wider organisation remit.
- Ensuring every LAES client/jobseeker receives an appointment every 20 days as per 'Service Guarantee'
- Filter referrals to appropriate LAES Caseworker, LAES main office locations and outreach locations in lot 4.
- Generate and post appointment letters or group engagement sessions
- Schedule LAES Caseworker daily appointment and reschedule if necessary
- Track jobseekers in-depth interview stages as per 'Service Guarantee'
- Communicate and update LAES Caseworkers
- Provide clerical support to the LAES Team
- Ensure offices are equipped with jobseekers' resources such as available weekly jobs, training courses, social welfare information, community information relevant to employment service and the general work of Monaghan Integrated Development and Cavan County Local Development Company.
- Ensure offices are welcoming to clients, visitors and employers and rooms/facilities are prepared and ready.
- Collect, gather and report on service/office activity and outcomes.
- Ensure office have appropriate office supplies and follow the purchasing guidelines.
- Work as part of MID Health and Safety Committee to ensure effective health and safety supports and procedures are in place within main office locations.
- Report any issues of service failure to the LAES Team Leader
- Provide Clerical support and feedback to LAES Team Leader
- You will be required to use the DSP activation system ACM.



A LAES Clerical Support Worker must aim to:

- Effectively manage front office activities and reception.
- Organise, book and communicate with LAES Caseworkers/Team Leader on daily appointments
- Filter and transfer clients to the appropriate LAES Caseworks/location
- Ensure a warm welcoming environment for clients, visitors and employers.
- Collect statistical information on service activity and report to Team Leader
- Ensure health and safety procedures are followed
- Management ACM system in relation to scheduling of appointment, tracking engagement and in-depth interview periods for clients.
- Keep to data protection guidelines.

RELATIONSHIP WITH LAES TEAM AND PUBLIC

LAES Clerical Support Worker will endeavour to provide clerical and front office support to the LAES service:

- Welcome and treat jobseekers 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, even at front office/reception.
- Make sure offices are updated with weekly job notice board, training courses and resources.
- Ensure that all clients, visitors, employers are welcomed and referred to the right person within the LAES service.
- Ensure timely scheduling of appointment to ensure our 'Service Guarantee'
- Communicate daily with all members of the LAES team.
- Ensure Office supplies are available and follow purchasing procedures.
- Work to ensure quality standards are developed for the service.
- Active member of health and safety committee and implement procedures in offices
- Promote the LEAS Service.

PROFESSIONALISM

A LAES Clerical Support Worker must:

- Work to maintain a warm and welcoming service.
- Ensure you achieve the set 'Service Guarantee' clerical aspect of the service.
- Offices are equipped with information and resources relevant to LAES.
- Ensure confidentiality of the service.

Person Specification

LAES Clerical Support Workers *The person appointed will have:*

A good standard of education, relevant qualification and /or experience working in a clerical employment sector role. Have general knowledge of employment services and working at front office level. 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