

Galway City Partnership: Employment Guidance Officer **(<https://www.activelink.ie/node/115843>)**



Employment Guidance Officer

Overview

Galway City Partnership is a local and community development company that has worked since 1996 to tackle disadvantage and social exclusion, in the city through, community education and employment supports.

The Local Area Employment Service (LAES) is a contracted service funded by the Department of Social Protection that primarily supports long term unemployed individuals who are the furthest from the labour market focusing on helping them progress towards a suitable employment. The LAES offers a range of core services available to all clients along with targeted services provided based on individual needs.

Role

The Employment Guidance Officer (EGO) role will be to support long-term unemployed clients of the Local Area Employment Service (LAES) through the provision of career path planning and employment guidance to support them to find suitable employment opportunities. The EGO will work with clients to understand any barriers they are facing to gaining employment and identify any potential solutions including the provision of training opportunities, CV development, or other tailored solutions as deemed appropriate.

The EGO will report to the Head of Employment Supports and/or the LAES Team Leader.

Key Responsibilities

- To manage the client caseload of referrals from DSP effectively, ensuring that client appointments are managed in line with DSP expectations and KPI's, including all client communication and maintenance of client files and reports.
- To facilitate and enable all clients within the defined target groups to access employment, training and education opportunities which will support the progression of the client into appropriate employment and economic independence.
- To work on a one-to-one basis with clients, ensuring that you are providing an individualized and positive service that is respectful and supportive of clients and their needs.
- To make a positive contribution to the services of the LAES, working in a friendly, welcoming and person-centered environment
- To proactively engage with clients online to provide virtual guidance and support as required.
- To ensure that the highest standards of integrity and confidentiality are maintained in the EGO-client relationship
- To work with clients to build realistic expectations on their potential pathways to employment, dealing sensitively with unrealistic or impractical assumptions on what can be achieved.
- To work with difficult-to-place job seekers that may have many challenges when entering the labour market, helping them to find solutions to their individual barriers and supporting them to take the necessary steps.
- To refer clients to appropriate support services as required, understanding the best 'fit' for their individual needs.
- To maintain caseload records and to build a case study portfolio and general statistical information.
- Where and when appropriate, to provide group training to clients in your area of expertise.
- To assist clients to create their CV and prepare for job interviews.
- Meet targets and milestones, as defined in our Key Performance Indicators, and support our clients in the development of their Personal Progression Plans.
- Understand the recruitment needs of local employers and identify relevant opportunities at the level appropriate to

individual clients' aspirations, experience and educational background

- The EGO is responsible on a day-to-day basis to their supervisor and will carry out such tasks and duties as may be assigned to enhance the overall service provided by the LAES.

Understand and support the ethos and aims of Galway City Partnership with regards to supporting the long-term unemployed, their communities and tackling social exclusion.

Person Specification

Qualifications, skills and competencies:

- Enthusiasm and drive to work with and support the long-term unemployed. The willingness and ability to engage with clients, demonstrating empathy and an ability to connect with clients in a friendly and welcoming manner.
- Ability to work on your own initiative when required and working in cooperation with your peers in the EGO team and providing support when needed.
- Understanding and appreciation of the needs and social exclusion issues of the various target groups of Galway City Partnership and the Local Area Employment Service.
- Understand the various supports, payments and programmes available from the DSP and other state and community agencies that are available to the long-term unemployed.
- Ability to connect with clients and build their trust so you can effectively support them.
- Previous personal experience of unemployment, or of the social exclusion challenges that our clients face, would be of benefit.
- I.T., organisational and administrative skills are essential to manage a challenging caseload of clients, including timely client appointment management, file maintenance and working to a set of KPI's, as mandated by our service contract.
- Relevant work and/or volunteer experience that demonstrates a vocational focus on supporting individuals and the development of inclusive communities.
- Ability to work in a challenging role, maintaining a balance between providing a person-centred service to clients and maintaining a professional manner.
- Communication and negotiation skills to provide guidance to clients and an aptitude for, or experience in, inter-agency work and collaboration. .
- Ability to adapt quickly and efficiently to a changing work environment
- Relevant work/life experience and/or a suitable qualification relevant to the work of an Employment Guidance Officer i.e. Adult Guidance, Community / Social Studies, Addiction Studies, Recruitment, Human Resources, Customer Service etc., and have a willingness to pursue further study. Recent graduates are welcome to apply.

Terms & Conditions of Employment

Full time position 35 hours per week Monday to Friday.

Fixed term contract of 1 year with potential to extend, subject to funding, an probationary period will apply.

The position will be based in The Plaza Offices, Headford Rd. Galway or other various locations as deemed necessary by the needs of the business.

Travel and subsistence will be paid at public sector rates.

There are two vacancies available for this position.

How to Apply

Selection will involve shortlisting of applicants for interview based on the criteria for this position as outlined in this job description and person specification. A panel may be formed from which similar vacancies may be filed.

Please submit your Curriculum Vitae and Cover Letter by email torecruitment@gcp.ie (<mailto:recruitment@gcp.ie>) by 5pm on the 10th of June 2025.

Galway City Partnership is an equal opportunities employer.

Oifigeach Treorach Fostaíochta

Forbhreathnú

Is comhlacht forbartha áitiúil agus pobail é Comhpháirtíocht Chathair na Gaillimhe a d'oibrigh ó 1996 i leith chun dul i ngleic le míbhuntáiste agus eisiámh sóisialta sa chathair trí oideachas pobail agus tacaíochtaí fostaíochta.

Is seirbhís chonartha í an tSeirbhís Fostaíochta Ceantair Áitiúil (LAES) atá maoinithe ag an Roinn Coimirce Sóisialaí a thacaíonn go príomha le daoine atá dífhostaithe go fadtéarmach agus is faide ón margadh saothair ag díriú ar chabhrú leo dul chun cinn i dtreo fostaíochta oiriúnacha. Cuireann an LAES raon seirbhísí lárnacha ar fáil do gach cliant chomh maith le seirbhísí spriocdhírthe a chuirtear ar fáil bunaithe ar riachtanais aonair.

Ról

Is é ról an Oifigigh Treorach Fostaíochta (EGO) tacú le cliant atá dífhostaithe go fadtéarmach de chuid na Seirbhíse Fostaíochta Ceantair Áitiúil (LAES) trí phleanáil gairme agus treoir fostaíochta a sholáthar chun tacú leo deiseanna fostaíochta oiriúnacha a aimsiú. Oibreoidh an EGO le cliant chun tuiscint a fháil ar aon bhacainní atá rompu chun fostaíocht a fháil agus aon réitigh fhéideartha a aithint, lena n-áirítear deiseanna oiliúna, forbairt CV, nó réitigh saincheaptha eile a sholáthar de réir mar a mheastar a bheith cuí.

Tuairisceoidh an EGO don Cheann Tacaíochtaí Fostaíochta agus/nó do Cheannaire Foirne LAES.

Príomhfhreagrachtaí

- Chun cás-ualach cliant atreoruithe ó DSP a bhainistiú go héifeachtach, ag cinntiú go ndéantar coinní cliant a bhainistiú ar aon dul le hionchais DSP agus KPlanna, lena n-áirítear gach cumarsáid cliant agus cothabháil comhaid agus tuarascálacha cliant.
- Chun gach cliant laistigh de na spriocghrúpaí sainithe a éascú agus a chumasú rochtain a fháil ar dheiseanna fostaíochta, oiliúna agus oideachais a thacóidh le dul chun cinn an chliant i bhfostaíocht chuí agus neamhspleáchas eacnamaíoch.
- Oibriú ar bhonn duine le duine le cliant, ag cinntiú go bhfuil seirbhís indibhidiúil agus dhearfach á sholáthar agat atá measúil agus tacúil do chliant agus dá gcuid riachtanas.
- Cur go dearfach le seirbhísí an LAES, ag obair i dtimpeallacht chairdiúil, fháilteach agus atá dírithe ar an duine.
- Dul i ngleic go réamhghníomhach le cliant ar líne chun treoir agus tacaíocht fhíorúil a sholáthar de réir mar is gá.
- A chinntiú go gcoinnítear na caighdeáin is airde ionracais agus rúndachta sa chaidreamh idir an EGO agus an cliant
- Oibriú le cliant chun ionchais réalaithe a thógáil ar a mbealaí féideartha chun fostaíochta, ag déileáil go hógair le toimhdí neamhréalaithe nó neamhphraiticiúla maidir leis an méid is féidir a bhaint amach.
- Oibriú le cuardaitheoirí poist atá deacair a chur ar fáil agus a bhféadfadh go leor dúshlán a bheith acu agus iad ag dul isteach sa mhargadh saothair, ag cabhrú leo teacht ar réitigh ar a gcuid bacainní aonair agus ag tacú leo na céimeanna riachtanacha a ghlacadh.
- Cliant a atreorú chuig seirbhísí tacaíochta cuí de réir mar is gá, tuiscint a fháil ar an 'oiriúnach' is fearr dá riachtanais aonair.
- Taifid chásualach a choinneáil agus punann cás-staidéir agus faisnéis staitistiúil ghinearálta a thógáil.
- Nuair is cuí, oiliúint ghrúpa a sholáthar do chliant i do réimse saineolais.
- Chun cabhrú le cliant a CV a chruthú agus ullmhú d'agallaimh poist.
- Spriocanna agus garspriocanna a bhaint amach, mar a shainmhínítear inár bPríomhtháscairí Feidhmíochta, agus tacú lenár gcliaint i bhforbairt a bPleananna Dul Chun Cinn Pearsanta.
- Tuiscint a fháil ar riachtanais earcaíochta fostóirí áitiúla agus deiseanna ábhartha a aithint ag an leibhéal a oireann do mhianta, taithí agus cúlra oideachais na gcliant aonair
- Tá an EGO freagrach ar bhonn laethúil dá maoirseoir agus déanfaidh sé cibé tascanna agus dualgais a shannfar chun feabhas a chur ar an tseirbhís fhoirmiúil a sholáthraíonn an LAES.

Éiteas agus aidhmeanna Chomhpháirtíocht Chathair na Gaillimhe a thuiscint agus tacú leo maidir le tacú le daoine atá dífhostaithe go fadtéarmach, a bpobail agus dul i ngleic le heisiúnas sóisialta.

Sonraíocht an Duine

Cáilíochtaí, scileanna agus inniúlachtaí:

- Díograis agus díograis chun oibriú le daoine dífhostaithe fadtéarmacha agus tacú leo. An toilteanas agus an cumas dul i ngleic le cliant, ag léiriú ionbhá agus cumas ceangal a dhéanamh le cliant ar bhealach cairdiúil agus fáilteach.
- Cumas oibriú ar do thionscnamh féin nuair is gá agus oibriú i gcomhar le do chomhghleacaithe san fhoireann EGO agus tacaíocht a sholáthar nuair is gá.

- Tuiscint agus léirithiú ar riachtanais agus ar shaincheistanna eisiaimh shóisialta na spriocghrúpaí éagsúla de Chomhpháirtíocht Chathair na Gaillimhe agus na Seirbhíse Fostaíochta Ceantair Áitiúil.
- Tuiscint a fháil ar na tacaíochtaí, na híocaíochtaí agus na cláir éagsúla atá ar fáil ón DSP agus ó ghníomhaireachtaí stáit agus pobail eile atá ar fáil do dhaoine dífhostaithe fadtéarmacha.
- Cumas ceangal a dhéanamh le cliant agus a muintín a thógáil ionas gur féidir leat tacú leo go héifeachtach.
- Bheadh taithí phearsanta roimhe seo ar dhífhostaíocht, nó ar na dúshlán eisiaimh shóisialta atá os comhair ár gcliant, chun tairbhe.
- Tá scileanna TF, eagrúcháin agus riaracháin riachtanach chun ualach cásanna dúshlánach cliant a bhainistiú, lena n-áirítear bainistiú tráthúil ceapacháin cliant, cothabháil comhad agus oibriú ar shraith KPIanna, mar a shainordaítear lenár gconradh seirbhíse.
- Taithí oibre agus/nó deonach ábhartha a léiríonn fócas gairme ar thacaíocht a thabhairt do dhaoine aonair agus ar fhorbairt pobail chuimsitheacha.
- Cumas oibriú i ról dúshlánach, cothromaíocht a choinneáil idir seirbhís atá dírithe ar an duine a sholáthar do chliant agus modh gairmiúil a choinneáil.
- Scileanna cumarsáide agus idirbheartaíochta chun treoir a sholáthar do chliant agus cumas nó taithí ar obair agus comhoibriú idirghníomhaireachta. .
- Cumas dul in oiriúint go tapa agus go héifeachtúil do thimpeallacht oibre atá ag athrú
- Taithí oibre/saoil ábhartha agus/nó cáilíocht oiriúnach a bhaineann le hobair Oifigigh Treorach Fostaíochta i.e. Treoir d'Aosaigh, Staidéar Pobail/Sóisialta, Staidéar Andúile, Earcaíocht, Acmhainní Daonna, Seirbhís do Chustaiméirí srl., agus toilteanas dul i mbun tuilleadh staidéir a dhéanamh. Tá fáilte roimh chéimithe le déanaí iarratas a dhéanamh.

Téarmaí agus Coinníollacha Fostaíochta

Post lánaimseartha 35 uair sa tseachtain Luan go hAoine.

Beidh feidhm ag conradh ar théarma seasta 1 bliana a d'fhéadfadh tréimhse phromhaidh a shíneadh, faoi réir maoinithe.

Beidh an post lonnaithe in Oifigí an Plaza, i mBóthar Áth Cinn, Gaillimh nó in áiteanna éagsúla eile de réir mar a mheastar gur gá de bharr riachtanais an ghnó.

Íocfar taisteal agus cothú ag rátaí na hearnála poiblí.

Tá dhá fholúntas ar fáil don phost seo.

Conas iarratas a dhéanamh

Is éard a bheidh i gceist leis an roghnú ná gearrliostú na n-iarratasóirí le haghaidh agallaimh bunaithe ar na critéir don phost seo mar atá leagtha amach sa tuairisc poist seo agus sonraíocht an duine. Féadfar painéal a chur le chéile ónár féidir folúntais den chineál céanna a chomhdú.

Seol do Curriculum Vitae agus do Litir Chumhdaigh trí ríomhphost chuig recruitment@gcp.ie (<mailto:recruitment@gcp.ie>) faoi 5pm ar an 10 Meitheamh 2025.

Is fostóir comhdheiseanna í Comhpháirtíocht Chathair na Gaillimhe.



Region

Galway / Gaillimh

Date Entered/Updated

26th May, 2025

Expiry Date

10th Jun, 2025

Source URL: <https://www.activelink.ie/vacancies/community/115843-galway-city-partnership-employment-guidance-officer>