

Job Description and Person Specification	
<b>Job Title</b>	Local Area Employment Service (LAES) Employment Guidance Officer
<b>Reporting to</b>	Local Area Employment Service Coordinator
<b>Salary</b>	<p>The salary for this role is based on the Mediator Scale, which ranges from €30,713 to €51,534 across 15 points.</p> <p>The starting salary will be determined based on the candidate's experience, with the expectation that the new hire will begin between Point 5 (€38,436) and Point 6 (€39,922) on the scale pro rata.</p>
<b>Status</b>	<p>Part-time (3 days per week)</p> <p>This is initially a part-time position, with the potential for the role to expand to full-time depending on business needs</p>
<b>Location</b>	The role requires flexibility to work across various Northside Partnership office locations as needed
<b>About Northside Partnership</b>	<p>The Northside Partnership is a Local Development Company working with individuals and communities in northeast Dublin to bring about positive changes in their own lives and the lives of their community.</p> <p>A registered Charity, we work to improve opportunities for people experiencing poverty and disadvantage and offer a range of programmes and services to support individuals, local organisations and communities across the Northside Partnership catchment area.</p> <p>Our key beneficiaries include long-term unemployed people, early school leavers, those living with addiction issues, disadvantaged families, lone parents and people living with disabilities.</p> <p>Operating from four locations we provide a range of services including the Local Employment Service, Tús Community Work Placement Programme, Micro Enterprise Support, Career Guidance, family support and governance and capacity building support to local community groups.</p> <p>Our work is funded by the Irish Government, charitable organisations and private sources.</p>
<b>What is the purpose of the job?</b>	<p>The LAES is a newly contracted service by the Department of Social Protection (DSP) that primarily supports long-term unemployed individuals who are furthest from the labour market, focusing on helping them progress toward sustainable employment. The LAES offers a range of core services available to all clients, along with targeted services provided based on individual needs.</p> <p>The service is designed to assist long-term unemployed individuals who face significant barriers to labour market participation and require intensive employment support. This includes those receiving social</p>

	<p>welfare payments, as well as others who, although not long-term unemployed, are deemed by the Department to need intensive employment support services.</p> <p>The LAES Employment Guidance service provides comprehensive career guidance. An Employment Guidance Officer will work individually with each client, managing a caseload to offer personalised support by developing a personal progression plan.</p> <p>The client's personalised plan will consider their potential training needs and outline a clear path to employment. This may involve identifying gaps and barriers, helping the client overcome these challenges and move forward in their progression.</p> <p>The LAES Employment Guidance Officer will work across locations within our Northside Partnership catchment area (Dublin North East).</p>
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Main Duties of the Role	
<b>General</b>	<p>Under the operational guidelines of the Department of Social Protection (DSP), the role involves providing comprehensive support to activation clients, including those receiving Job Seekers Allowance and other social welfare payments, or no payments.</p> <p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Manage a caseload of clients referred by DSP, including those receiving Job Seekers Allowance, other welfare payments, or none</li> <li>• Develop and implement individualized Personal Progression Plans (PPPs) and provide employment guidance through one-on-one sessions</li> <li>• Facilitate clients' access to relevant training and educational opportunities to support their progression into suitable employment</li> <li>• Encourage client engagement and help them overcome challenges to their progress</li> <li>• Collaborate as an integral member of the LAES team and the broader Northside Partnership organization, delivering a holistic approach to client support</li> <li>• Refer clients to targeted support services based on their needs and capabilities, including those that address barriers to employment</li> <li>• Work with the NSP LAES Employer Engagement Officer to provide job-seeking skills, such as CV preparation and job search techniques</li> <li>• Assist clients in registering on employment platforms like JobsIreland.ie and uploading CVs</li> <li>• Maintain effective communication with both internal and external stakeholders</li> <li>• Match clients to suitable job vacancies</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep detailed records of client engagement and interactions on DSP's caseload management system and the company CRM.</li> <li>• Ensure compliance with data protection regulations</li> <li>• Work towards achieving specific Key Performance Indicators (KPIs) as set by DSP</li> <li>• Provide ongoing support to clients during their first 17 weeks of employment to help them sustain long-term employment</li> <li>• Participate in promotional events designed for job seekers and employers</li> </ul>
<b>Client Focus</b>	<ul style="list-style-type: none"> <li>• Work with long-term unemployed job-seeking clients referred by DSP</li> <li>• Create a tailored Personal Progression Plan for each client with regular in-depth reviews to track progress and make necessary adjustments</li> <li>• Network with relevant specialised targeted services and agencies to support clients in reaching their goals</li> <li>• Assist clients in creating CVs, cover letters and completing job application forms</li> <li>• Regularly review clients' progress over the 52-week period, adjusting approaches as necessary to meet client needs</li> <li>• Refer clients to third-party agencies as required</li> </ul>
<b>Labour Market</b>	<ul style="list-style-type: none"> <li>• Develop and maintain contacts with local employers and social enterprises</li> <li>• Identify opportunities in the labour market to match clients with suitable employment vacancies</li> <li>• Stay up to date with developments in the labour market, including new programs and employment incentives</li> </ul>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Manage and operate the caseload management systems</li> <li>• Participate and contribute to LAES team meetings</li> <li>• Maintain a focus on employment, education, and training opportunities (Boundary Management)</li> <li>• Ensure client files are managed in accordance with GDPR guidelines</li> </ul>
<b>Administration / Systems</b>	<ul style="list-style-type: none"> <li>• Process appointment letters and maintain records and correspondence</li> <li>• Update and maintain the computerized database</li> <li>• Perform any additional duties related to the position as required</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• To carry out any additional duties pertaining to this position which may be required from time to time</li> </ul>

### Person Specification

Candidates are encouraged to apply for this role with the requirement that they can demonstrate both the relevance of their skills and experience. The person appointed will likely demonstrate a genuine commitment to Northside Partnership's ethos and vision. Northside Partnership is committed to implementing **an Advantaged Thinking** approach which focuses on identifying, developing and investing in skills, capabilities and assets of the people we work with and our staff. The successful candidate will ideally have the skills and attributes as detailed below.

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>A Level 7 National Framework Qualification in a relevant area (e.g., Adult Guidance, Community Studies, Addiction Studies, Career Guidance, etc.)</li> </ul>
<b>Essential requirements</b>	<ul style="list-style-type: none"> <li>Relevant work experience in a similar role or field</li> <li>A strong understanding of the role and operations of the Northside Partnership Local Area Employment Service (LAES)</li> <li>Solid knowledge of statutory, voluntary, and community organizations that offer opportunities to unemployed individuals, including familiarity with local education and training programs</li> <li>Awareness of labour market dynamics, including employer incentives and the challenges of integrating long-term unemployed individuals into the workforce</li> <li>In-depth knowledge of the Irish Social Welfare system</li> <li>Understanding of the barriers faced by long-term unemployed individuals in re-entering or starting work</li> <li>Previous experience working with individuals from similar target groups</li> <li>Proficient in Microsoft Office and case management databases</li> <li>Ability to work independently with minimal supervision</li> </ul>
<b>Desirable requirements</b>	<ul style="list-style-type: none"> <li>Experience in case management</li> <li>Experience working in a client-facing, confidential service</li> <li>Knowledge of labour activation programs and employment incentive supports</li> </ul>
<b>Terms and Conditions of Employment</b>	
<b>Location</b>	The role requires flexibility to work across various Northside Partnership office locations as needed
<b>Salary</b>	<p>The salary for this role is based on the Mediator Scale, which ranges from €30,713 to €51,534 across 15 points.</p> <p>The starting salary will be determined based on the candidate's experience, with the expectation that the new hire will begin between Point 5 (€38,436) and Point 6 (€39,922) on the scale pro rata.</p>
<b>Contract Hours</b>	<p>Part-time (3 days per week)</p> <p>This is initially a part-time position, with the potential for the role to expand to full-time depending on business needs</p>
<b>Annual Leave</b>	22 working days (pro rata) exclusive of public holidays with one additional day awarded after each year of service up to 25 days and 30 Days having completed 10 years of service
<b>Travel &amp; Subsistence</b>	Travel and subsistence will be paid at public sector rates
<b>Probation</b>	A probationary period of six months will apply
<b>Pension</b>	Northside Partnership operates a defined contribution group pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period



Northside  
Partnership



Rialtas na hÉireann  
Government of Ireland



Contribúitíne ag an  
Aontas Eorpach  
Co-funded by the  
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An Roinn Forbartha  
Tuaithe agus Pobail  
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Community Development



Intreg

Partner



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