

Job Description and Person Specification

| | |
|-------------|---|
| Job title: | Bridge to Work Officer (Part-time and Permanent) |
| Location: | Ruhama Head Office at 4 Castle Street, Dublin 2 |
| Reports to: | Head of Finance & Operations |
| Purpose: | <p>The Bridge to Work Programme (BTW) is an innovative programme where service users are supported to get meaningful employment.</p> <p>The BTW Officer will assist the BTW Lead to support service users to gain paid work placements, and employment and to support them to maintain employment and/or progress in their careers.</p> |
| Salary: | Competitive salary commensurate with experience |

The main duties and responsibilities for this role include but are not limited to:-

Service User Engagement and Support

- Assist the BTW Lead in the provision of recruitment, engagement, and support of service users through the BTW project model.
- Conduct assessments to evaluate service users' skills, qualifications, interests, and support needs.
- Assist the BTW Lead in the provision of 1-to-1 career mentoring to align career goals with individual aspirations and abilities.
- Support the drafting of CVs, preparing service users for job applications and interviews.
- Conduct regular check-ins with service users to monitor progress and address challenges.
- Assist the BTW Lead to facilitate training sessions, either via Zoom or in-person at the office.
- Research and recommend suitable employment related courses to enhance service users' skill sets and maintain an up-to-date resource list.

Employer Engagement and Placement Coordination

- Assist in the engagement with employers to develop pathways to employment for service users.
- Assist in the securing of meaningful work placements and ensure service users are supported throughout their roles.
- Attend relevant job fairs, Chamber of Commerce groups & other recruitment events as appropriate.
- Assist in the development of project proposals for prospective employers and maintain positive relationships.
- Liaise with employers to facilitate on-the-job training and provide support under the guidance of the BTW Lead.
- Maintain good relationships with the employers once placements have commenced.
- Maintain an updated employer database with detailed notes on engagement activities under the guidance of the BTW Lead.
- Research potential employers and job opportunities, preparing service users with job descriptions and guidance.

Programme Development and Administration

- Support the BTW Lead in the development of a comprehensive resource pack for service users, from entry to exit.
- Conduct the monitoring and evaluation of service users' workplace performance, ensuring progression with ongoing support.
- Maintain clear communication with service users, employers, and Ruhama's practice team.
- Process and expedite work permit applications as needed.
- Assist in the administration of the programme effectively, including data collection and management via Salesforce.
- Prepare referral reports with regular updates.

Collaboration and Reporting

- Participate in organisational meetings and regular supervision with the line manager.
- Collaborate with Ruhama's Education & Development Team to align group courses with programme goals.
- Track, evaluate, and document all activities to ensure transparency and accountability.

Other Responsibilities

- Ensure compliance with Ruhama's policies and procedures.
- Work as a team member to develop and fulfil the policies, aims and objectives of Ruhama.
- Perform any additional duties assigned by the line manager.

Person Specification

Qualifications:

- Level 7 (NFQ) qualification in a relevant field (e.g. Human Resources, Recruitment, Community Development).

Experience and Knowledge:

- Experience creating opportunities for paid work placements or employment with employers.
- A knowledge of the business and jobs market in Ireland.
- Knowledge of customer relations, sales or the recruitment environment.
- Knowledge and/or experience of working with a disadvantaged group, particularly those who have experienced trauma.

Skills & Abilities:

- An ability to work on own initiative and also as part of a team.
- Strong project management skills and experience.
- Excellent organisational and well-developed presentation skills.
- A demonstrated ability to follow up, reach targets, fulfil objectives and meet strict deadlines.
- A strong interest in the area of social corporate responsibility.
- Energy and influence: able to generate leads, secure job placements and build positive partnerships with key stakeholders.
- Ability to maintain confidentiality within the guidelines and policies of Ruhama.
- Experience in building relationships and networking.
- Excellent verbal, written and inter-personal skills.
- Excellent administration and writing skills, including good computer skills and a familiarity with spreadsheets and databases, gained in a similar environment over 3+ years.
- Willingness to undertake training and continuous professional development.

Please note that successful candidates will need to undergo Garda vetting.