**Title of Job**: Guidance Caseworker

**Hours of Work:** 35 hours per week

**Salary:** The salary for this position is on a 10 point scale. The successful candidate will start at the first point on the scale or commensurate with experience

**Summary:** To provide clients who are furthest from the labour market with a confidential, individualised career path planning, guidance counselling service, on a case-load basis. To manage and operate the case system as required. To work as an integrated member of the Blanchardstown Finglas LAES team in either Finglas, Blanchardstown or a combination of both.

**Responsible to:** LAES Services Manager

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| **Main Duties:** | |
| * Manage a caseload of clients who are long-term unemployed and identified as a target group of the Employment Service. * Deliver an intensive programme of support to clients with a review meeting every 20 working days. * Facilitate each unemployed person on the caseload, to develop an individualised personal progression plan (PPP) with the ultimate aim of the client achieving sustainable employment. * Carry out regular review of the PPP with the client and at set intervals. * Ensure the highest standards of integrity and confidentiality are maintained in the Guidance Caseworker-client relationship including compliance with data protection legislation. * Ensure client expectations are grounded in reality and to confront unrealistic expectations. * Maintain caseload records and to build general statistical information on the relevant IT systems. * Manage and maintain a data base of job ready clients for forwarding to job vacancies. * Assist clients to prepare CVs and for job interviews and align past experiences to job requirements. * Engage with local training providers to source suitable training for clients if it cannot be delivered in house. * Work with client to assist progression through positive motivation and personal demeanour. * Have a working knowledge of opportunities available to unemployed people in training and education and to develop training education and development goals and actions. * Network with local employers and get to know their recruitment needs. * Keep up to date on Employer Support Schemes. * Report on a regular and ongoing basis to the LAES Services Manager. * Actively participate with the Empower and/or DNP Teams and commit to a model of full integration of services. * Facilitate an end of programme review meeting with each client during which the client will be provided with a final revised version of their PPP. * Deliver on defined KPIs (objectives) as set by the LEAS Service Manager. * Meet with Service Manager to attend regular performance review meetings. * The role may involve working in any of the LAES offices based in Blanchardstown or Finglas. | |
| **General:** | |
| To undertake any other duties as may be required from time to time by the LAES Manager in pursuance of the specific aims and objectives of the organisations.  To seek to ensure that all services are provided in an effective and appropriate manner, which takes account of the needs of the target groups identified.  Attend relevant training as required. | |
| **Person Specification:** | |
| The successful candidate should possess strong sensitivity and empathy towards unemployed people. They should be person centred and have strong listening skills as well as an ability to develop a professional and objective relationship with clients. They should have the ability to manage a caseload and be able to meet targets. | |
| **Experience of:** | * Working on a one-to-one basis with unemployed people in a trustful, emphatic courteous and respectful manner, while recognising the differing needs and circumstances of each client. * Advocating on behalf of the unemployed with organisations relevant to the individual client’s progression. * Working in a developmental capacity with unemployed job seekers. |
| **Personal Skills in:** | * The ideal candidate should have excellent interpersonal communication and organisational skills. * Experience of advocating on behalf of unemployed people with employers. * They should have a clear understanding of the role, ethos and principles of the Employment Services Programme. * They will require a well-grounded understanding and empathy of the needs of the long term unemployed as well as an awareness of current labour market trends and activities. * They must exercise a high level of personal integrity in their work with unemployed clients, and any other services and/or agencies. |
| **Essential:** | * Level 7 qualification in Adult Guidance, or its equivalent. * Experience in working on 1-2-1 capacity with long term unemployed. * Experience of working with unemployed clients in identifying and developing strategies to help them deal with barriers to employment. |
| **Desirable:** | * Experience of working with an active caseload and servicing that caseload through a relevant case management system. |