

## DLDC - Job Description

### LOCAL AREA EMPLOYMENT SERVICES (LAES) CASE OFFICER

<b>Job Title:</b>	<b>Case Officer, Local Area Employment Service (LAES)</b>
<b>Reporting To:</b>	LAES Team Manager
<b>Employer:</b>	Donegal Local Development CLG (DLDC)
<b>Main Purpose of Role:</b>	<p>DLDC is a community-led local development company covering all of County Donegal except the Inishowen area. We work to improve opportunities for people and communities in Donegal to bring about positive changes in their own lives and in their community.</p> <p>We now have an opportunity for a case officer to join the Local Area Employment Service (LAES) team on a fixed term basis. This programme is funded by the Department of Social Protection which focuses primarily on long term unemployed clients farthest from the labour market with barriers to labour market participation. Its goal is to provide personalised support, helping each client return to employment through one-on-one career guidance, access to relevant information and training, education opportunities, and job placements that align with their individual needs.</p> <p>The Case Officer will be required to work as a member of the LAES Team within DLDC to provide services to the long-term unemployed, under-employed and employers in the DLDC catchment area.</p>
<b>Salary:</b>	Project Officer salary scale - €36,000
<b>Conditions of Work:</b>	<ul style="list-style-type: none"> <li>The position is based in Letterkenny.</li> <li>This is a fixed term full time position up to 31 December 2026.</li> <li>A probationary period of at least six months will apply.</li> <li>Performance in role will be discussed throughout the period of cover.</li> <li>The post is subject to funding and client intake as set out by the Department of Social Protection.</li> <li>Benefits include: <ul style="list-style-type: none"> <li>Eligibility for a 6% employer-contributed pension scheme</li> <li>25 days annual leave &amp; other leave options</li> <li>Flexible and hybrid working options</li> <li>Travel and subsistence allowance</li> <li>Learning and development opportunities</li> <li>Employee Assistance Programme.</li> </ul> </li> </ul>

#### Main Duties

- To provide a participative and diagnostic approach to engaging clients.
- To plan for appointments with clients to ensure effective use of time, building a relationship with the client.
- To engage with your case load of clients to understand their needs using a multi-approach, e.g. Initial Assessment, Assessment of Readiness to Work & Change, Interview and Engagement.
- You will identify client goals, aspirations, and barriers to employment, providing a good customer service including meeting and greeting clients in a professional way.
- To explain our service offering, ensuring the client understands their rights and responsibilities (e.g., complaints & feedback process), whilst registering the client in accordance with contractual obligations and eligibility criteria.
- To ensure all initial assessments focus on getting to know the participant, their motivation and to explore their

aspirations and needs.

7. Identifies, clarifies, and manages the client's expectations of the process including data protection, confidentiality, and ground rules of the programme and the relationship to achieve buy-in to the programme.
8. To manage your caseload effectively in line with good governance and established company and funders procedures, including guidelines and against defined KPIs (objectives).
9. To prepare a Personal Progression Plan for each client and identify the supports required for each client.
10. Identify employment opportunities and make clients aware of these potential employment opportunities
11. To assist the clients with CV preparation and job seeking/interview skills & liaise with employers and provide a job matching service.
12. To assess and ensure clients are signposted internally/externally, with the specific objective of ensuring labour market engagement.
13. To maintain a database of clients/groups in the catchment area using the Department's IT database.
14. To liaise directly with other public and private training providers and agencies.
15. To provide oral and written reports to your line manager and others as required.
16. Ensure the delivery of a service adhering to all quality assurance standards and training provision.
17. To demonstrate a willingness to take on additional duties as and when required.

Core Competencies/Skills & Knowledge		ESSENTIAL/MINIMUM
1	Knowledge of Employment/Enterprise/Career Guidance	<ul style="list-style-type: none"> <li>Detailed knowledge of the area of employment, enterprise and/or career guidance.</li> <li>A clear understanding of the role of the Local Employment Service Network</li> <li>A realistic picture of labour market job skill requirements</li> <li>A well-grounded understanding of basic counselling and guidance concepts in the labour market sense</li> <li>A clear understanding of the effects of unemployment on people's self-image, behaviour patterns and general well-being and in particular the effect on people who are long-term unemployed</li> <li>An understanding of the barriers facing unemployed people in accessing progression options</li> </ul>
2	Liaison Skills	You will be required to demonstrate developed, effective and efficient liaison skills across multiple stakeholders. You will be a strong influencer, motivator and inspire trust with all involved.
3	Caseload Management Skills	You will have experience in managing caseloads delivering to Key Performance Indicators (KPIs) and reporting on same, using advanced MS Office/IT skills and/or bespoke system.
4	Interpersonal Skills	You will be required to be a positive, empathetic, flexible, motivated, self-starter who can communicate effectively and have good financial, listening and administration skills. You will be creative in his or her approaches to working with clients
5	Communication	You will have experience of forming good working relationships with individuals, colleagues, combined with excellent communication and listening skills. You will be confidential by nature with excellent verbal and written abilities.
7	'Other'	<p>You should be informed in relation to the Government objectives as defined in the Roadmap for Social Inclusion 2020 – 2025, Future Jobs Ireland, Enterprise 2025, The National Traveller and Roma Inclusion Strategy, The Migration Integration Strategy. This list is not exhaustive.</p> <p>You must hold a clean, current driving license with access to own</p>

	transport as travel will be involved in the role.
<b>Core Competencies</b>	
<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>• 3 years' experience of working in the area of employment, enterprise and/or career guidance.</li> <li>• Prior experience in supporting individuals with learning &amp; development plans.</li> <li>• Counselling / Vocational Guidance/Social Work experience</li> <li>• Experience Working with barriers to employment.</li> <li>• Job Coach experience.</li> </ul>
<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of general education</li> <li>• Good Computer Skills [experience of a CMS system an advantage]</li> <li>• A formal qualification in the area of guidance or counselling or other relevant area [Qualified to L7 and/or be willing to work towards L7 accreditation]</li> </ul>

### Application Process

To apply for the position, **please submit by email a Letter of Application together with a current Curriculum Vitae, clearly outlining how you meet the criteria, to HR Department at: vacancies@dldc.org.**

- The closing date for receipt of applications is **Friday 8<sup>th</sup> August 2025** and no applications will be accepted post deadline
- Interviews are likely to take place on the week of **18<sup>th</sup> August 2025**.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which suitable positions will be filled.

*DLDC is an equal opportunities employer and welcomes applications from all suitably qualified applicants. We have measures in place to ensure that no job applicant receives less favourable treatment on the grounds of race, gender, civil status, family status, age, disability, religion, sexual orientation or membership of the Traveller Community. Canvassing will disqualify. Please advise of any required accommodations or adjustments.*