

Job Description

Post Title: Employment Guidance Officer

Reporting To: LES Co-ordinator

Responsibilities:

- 1) To provide employment guidance, individual career path planning, job placement and support services to LES clients on a caseload basis.
- 2) To network effectively with potential clients, local and state agencies, community services and employers to secure the best possible outcome for clients.
- 3) To ensure the highest standards of integrity and confidentiality are maintained in the client/Guidance Officer relationship.
- 4) To contribute to the development of the Local Employment Service team and towards the achievement of the overall objectives of Wexford Local Development.
- 5) To effectively manage one's own time and resources to ensure that individual work plans are completed efficiently and effectively to achieve the desired outcomes. To meet annually agreed targets and deadlines and company commitments and adhere to company policies and procedures.

Main Duties:

- To provide clients with one-to-one employment guidance and an individual career path planning service.
- To manage and operate the caseload management system within annually agreed targets.
- To facilitate each client to develop an individual career path plan with the ultimate aim of securing employment.
- To assist clients with CV preparation, job applications and interview preparation.
- To identify the training and development needs of clients.
- To facilitate Group Engagement Sessions as directed by the Department of Employment Affairs and Social Protection in agreement with WLD.
- To actively engage with other WLD programmes and refer clients to appropriate WLD labour market training, employment/self-employment supports and/or other State provided training and education courses.
- To provide information and guidance to clients in relation to the labour market situation and welfare to work issues.

- To empower and motivate clients that require intensive support as they progress towards employment.
- To adhere to DEASP Mediator Funding guidelines in responding to a client's individual progression needs.
- To refer clients to other agencies where that agency offers a service that is more appropriate to the client's needs.
- To maintain contact with local employers to identify employment and work experience opportunities.
- To effectively manage a caseload of clients through the Department's Activation Caseload Management system on BOMi (ACM). This system must be operated in accordance with the ACM Training Manual and LES Operational Guidelines.
- To prepare regular activity and progression reports and annual case studies as requested by the LES Co-ordinator and the Evaluation and Monitoring Co-ordinator.
- To participate in regular performance appraisal meetings with your line manager with a view to maximising individual productivity and overall company outputs.
- To participate in training events, on the job training and keep yourself up to date with knowledge, policy changes and information relevant to WLD and required for your specific role.
- To assist in the development of programme and company policy, particularly in relation to employment programmes and services.
- To represent the company on other relevant boards, committees and working groups as directed by the LES Co-ordinator.
- To be aware of, adhere to and implement WLD's Health & Safety Management System.
- To assist in the promotion of the work of the company by providing content for annual reports, company website, press releases, advertisements, etc. and to actively promote WLD and the LES within the wider community to raise awareness to potential service users.
- Undertake other duties and responsibilities as may be assigned in agreement with the LES Co-ordinator where such requests are reasonable.

Key Competencies required for position – LES Employment Guidance Officer:

- Communication and Interpersonal Skills – particularly the ability to listen
- Management of Work – ability to adhere to agreed actions, respond positively to instructions and procedures, maintain high standards and deliver results on time.
- Knowledge and understanding of role and unemployment issues
- Teamwork – a well developed team ethos
- Networking and Initiative – developed networking skills and the ability to respond professionally to situations as they arise.