

Role Specification

SICAP Client Support Officer- New Ross Area

Reporting to: Education, Training and Lifelong Learning Coordinator

Based at: WLD New Ross District office

Context of the Role

Wexford Local Development is a non-governmental organisation working to support the development of thriving, resilient communities where people feel connected, are valued and have equal opportunity to reach their full potential.

SICAP is one of a number of national programmes delivered at local level by WLD on behalf of the Government in order to create opportunities that promote equality and inclusion and improve quality of life for people and communities. This work is informed by our core values of respect, equality, leadership, inclusion and integrity.

Key Responsibilities and Duties

The role holder will be part of a broader programme team working collaboratively with communities and individuals across the New Ross Area, in particular those who have been marginalised or denied full inclusion in Irish society.

The key responsibilities of this role include

- **Outreach, promotional activity and collaborative networking** to identify and engage with potential beneficiaries of the programme
- **One to one engagement with individual clients, using coaching, mentoring and facilitation approaches** to help each person to assess their own strengths, identify a personal development, lifelong learning or employment goal and devise an action plan with measurable steps to work towards this goal and to address any other barriers which may prevent its achievement
- **Development and constant updating of a knowledge base of services** available locally and online in order to support clients to connect with supports which can help them to overcome barriers and achieve their goal
- **Collaboration with other members of the SICAP team**, in particular Training and Community Development staff **to create suitable opportunities in the areas of personal development, lifelong learning and labour market support** for clients of the programme
- **Development of an active network of relationships with WLD colleagues as well as local agencies**, in both the statutory and the community and

voluntary sectors, to whom clients can be referred for further supports and from whom potential clients can also be referred into SICAP.

- **Caseload management, including the recording of all interactions with clients on the WLD Salesforce CRM system**, providing sufficient detail and clarity to ensure that each client can enjoy the support of multiple services within WLD if required in as seamless a way as possible.
- **Formal reviews of personal action plans and mandated follow up checks** with each client, ensuring that this data is recorded both on the WLD CRM and the SICAP IRIS system to ensure ongoing compliance with funder requirements.
- **Engage in regular formal and informal performance appraisal meetings with your line manager to** support your optimal performance in your role and within your team and the wider organisation.
- **Engage in training programmes, events and information sessions** to refresh skills and keep informed of policy changes, new supports and new initiatives that would assist you to support WLD clients to address barriers and achieve their progression goals.
- **Prepare clear and concise activity and progress reports** and case studies, ensuring that the learning from your work is captured and shared within the organisation, with the funders of SICAP and in relevant policy arenas.
- Given the **emergent nature of Community Development work**, undertake other duties and responsibilities including involves partaking in companywide initiatives and activities as may be assigned in agreement with the management team where such requests are reasonable.

Core Competencies & Skills

- **Coaching, mentoring and one to one facilitation** – ability to use these approaches to work effectively with clients in the personal action planning process
- **Networking and collaboration** - ability to build strong relationships with clients, colleagues and partners
- **Excellent ICT skills** – ability to effectively use Microsoft Office packages as well as to quickly become proficient in using new platforms such as CRM.
- **Communication Skills**- Excellent verbal and written communication skills.
- **Strategic analysis** – ability to consider all aspects of a challenge and discern the best solution

Personal Qualities

The ideal candidate for this role will be

- ✓ **An active, curious and empathetic listener** – capable of building strong and positive relationships with clients, colleagues and partner organisations in the statutory and community and voluntary sectors to realise the full potential both of individuals and of the internal and external partnerships developed to support them.
- ✓ **Resourceful** – using initiative and sound judgement to respond sensitively and appropriately to a range of challenges that clients may present by building and drawing on a knowledge base of relevant supports and services.
- ✓ **Organised** – adept at planning and managing a busy workload of case work, networking with other service providers and internal collaboration within SICAP and Wexford Local Development to ensure that clients can access relevant opportunities in a timely fashion and that related KPI targets are achieved.
- ✓ **Passionate about social inclusion and equality** – committed to making a difference for individuals, communities and society
- ✓ **Tech savvy and attentive to detail** – comfortable using our caseload management system and other platforms to ensure that interactions with clients and initiatives developed through the programme are recorded accurately and adequately and clients experience the programme as smoothly and seamlessly as possible.
- ✓ **Collaborative**- Develops positive relationships internally and externally to achieve goals.
- ✓ **Team player**- A strong team player with a positive, enthusiastic, flexible and professional approach to work

Qualifications & Experience

- ✓ Demonstrate a proven interest in the work of WLD, together with 3 years' experience of working with marginalised individuals on a one to one basis.
- ✓ On or before 31 January 2022 have achieved at least Level 7 on the National Framework of Qualifications **or** equivalent relevant training **or** professional experience, in a discipline appropriate to the role.
- ✓ Proven knowledge of the policy context concerning social justice and equality issues.
- ✓ Proven knowledge of the barriers that prevent full inclusion in society for some individuals.
- ✓ Full clean driving licence and access to transport.
- ✓ Proven experience of working collaboratively as part of a team, as well as the ability to be self-organised & to work to deadlines