

Job Description

Post Title: Employment Guidance Officer

Reporting To: Local Area Employment Service Manager

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.

LAES 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

The key responsibilities of this role include;

1. To provide employment guidance, individual career path planning, job placement and in-employment support services to LAES clients on a caseload basis.
2. To network effectively with 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 Area 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 develop an individual *Personal Progression Plan* for each client with the ultimate aim of securing employment.
- To assist clients with CV preparation, job applications, cover letters, interview preparation, labour market and welfare information.
- To identify the training and development needs of clients and to support the client in addressing those needs.
- Development of an active network of relationships with WLD colleagues and local agencies to whom clients can be referred for further supports e.g. labour market training, employment/self-employment supports and/or other State provided training and education courses.

- To network effectively with employers to secure the best possible outcome for clients.
- To empower and motivate clients that require intensive support as they progress towards employment and to refer clients to other agencies where that agency offers a service that is more appropriate to the client's needs.
- To contribute to the continuous development of WLD's Employer Database and to liaise regularly with specific local employers to identify employment and work experience opportunities for clients. To match clients to local job opportunities.
- To provide in-employment support to all clients placed in employment.
- To maintain and operate the client caseload management system, as specified by the Department, within the guidelines and adhering to strict data protection procedures.
- In addition to above, to maintain and operate WLD's CRM system, Salesforce. All client interactions to be recorded, providing sufficient detail and clarity, to ensure clients can seamlessly avail of the support of multiple services within WLD.
- To maintain the highest standards of integrity and confidentiality in the client/guidance worker relationship.
- Prepare clear and concise activity and progression reports and case studies as requested by the LAES Manager. Ensuring that the learning from your work is captured and shared within the organisation, with the funders and in relevant policy arenas.
- Engage in regular formal and informal performance appraisal meetings with your line manager to support your optimal performance in your role and in the 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 LAES clients to address barriers and achieve their progression goals and progress into employment.
- 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 LAES Manager.
- To be aware of, adhere to and implement WLD's Health & Safety Management System.
- Undertake other duties and responsibilities including partaking in companywide initiatives and activities as may be assigned in agreement with the management team where such requests are reasonable.

Core Competencies and Skills:

- **Coaching, mentoring and one to one facilitation** – ability to use these approaches to work effectively with clients in the personal progression plan development process.
- **Knowledge** of employment, unemployment issues, adult Guidance and the local labour market

- **Communication Skills** - excellent active listening skills, strong verbal and written communication skills.
- **Excellent IT skills** - Ability to effectively use Microsoft office packages and to quickly become proficient in using new platforms such as CRM and ACM.
- **Interpersonal Skills** - strong people skills, demonstrating empathy, respect and an understanding of diversity.
- **Caseload Management Skills** - customer relationship management, accurate recording and delivering to Key Performance Indicators (KPIs).
- **Networking and collaboration** - ability to build strong relationships with clients, colleagues and partners. Developed networking skills and the ability to engage professionally with employers, employer groups, client support groups, Government Departments, agencies and other stakeholders.
- **Initiative** - ability to work on own initiative and to complete a broad range of tasks to a high standard.

Personal Qualities

- ✓ **An 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 with by building and drawing on a knowledge base of relevant supports and services.
- ✓ **Organised** – adept at planning and managing a busy workload of casework, networking with other service providers and internal collaboration to ensure that clients can access relevant opportunities in a timely fashion.
- ✓ **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 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.