

**SICAP Client Support Officer- Travellers- Countywide Remit**

**Reporting to:** Education and Client Support Team Co-ordinator

**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 several 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 work as part of a broader programme team working collaboratively with communities and individuals across county Wexford. The focus of the role will be to work support individual members of the Traveller community. The type of supports will include but will not be limited to; providing soft skills and wellness supports to build confidence and self-efficacy; education and training supports for integration into employment opportunities and supports to access lifelong learning opportunities.

- **Outreach, building and establishing relationships, and collaborative networking** to identify and engage with Travellers in order to build trust and relationships will be a key element of the role
- **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 national policy and research in relation to Travellers and awareness around Traveller culture.
- **Development of strong working relationships with other services working directly with Travellers** in order to provide holistic supports which can help them to overcome barriers and achieve their goals.
- **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.



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- **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 Travellers 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 the particular range of challenges that the Travelling community experience by building and drawing on a knowledge base of relevant approaches, methodologies and supports and services.
- ✓ **Resilient** – an understanding of the importance of time and the development of trust in order to engage and retain member of the Travelling community to access opportunities 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 min 2 years' experience of working with the Travelling Community or marginalised individuals on a one-to-one basis.
- ✓ On or before 31 January 2024 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 as they relate to the Travellers.
- ✓ Experience of working using community development approaches
- ✓ Proven knowledge of the barriers that prevent full inclusion in society for some individuals.
- ✓ Full clean driving licence and access to transport as travel and outreach will be an essential part of the role.
- ✓ Proven experience of working collaboratively as part of a team, as well as the ability to be self-organised & to work to deadlines.

The position is being offered on a **full-time basis 35 hours per week**. The starting salary for this position will be within the range of **€37,425 to €39,225** subject to experience. If you are interested in applying for this position, please e-mail your CV and letter of application marked **Client Support Officer** to [hr@wld.ie](mailto:hr@wld.ie).

Closing date for receipt of applications is **5 p.m. on Monday 22<sup>nd</sup> April 202**



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