

TÚS Scheme Supervisor (Fixed Term Panel)

LAES Case Officer (Part Time, Fixed Term)

Donegal Local Development CLG (DLDC) is a community-led local development company covering all of County Donegal except the Inishowen area. We work to improve the opportunities for people and communities in Donegal to bring about positive changes in their own lives and in their community.

We now have a requirement to fill two roles:

- **TÚS Scheme Supervisor:** Full-time, fixed-term position for up to two years, located in Letterkenny.
- **Local Area Employment Service (LAES) Case Officer:** Part-time, fixed-term position for six months, based in Stranorlar.

The Tús Supervisor will oversee approximately 25 participants in the Tús scheme, who will be placed with community and voluntary sector organisations. This role involves managing their work activities and supporting participants in using these placements as a pathway back into the workforce.

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. The 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.

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, and please indicate which position you would like to apply for to** HR Department at: vacancies@dldc.org.

The closing date for receipt of applications is **Monday 25th November 2024** and no applications will be accepted post deadline. The Job Description is available from vacancies@dldc.org and on the DLDC website www.dldc.org. Interviews are likely to be held on week of 2nd December 2024.

We reserve the right to enhance the shortlisting criteria.

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.



Rialtas na hÉireann
Government of Ireland



Cómhaoinithe ag an
Aontas Eorpach

Co-funded by the
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**An Roinn Forbartha
Tuaithe agus Pobail**
Department of Rural and
Community Development



**Comhairle Contae
Dhún na nGall**
Donegal County Council



“The Social Inclusion and Community Activation Programme (SICAP) is co-funded by the Government of Ireland, through the Department of Rural and Community Development, and the European Union”.



An Roinn Coimirce Sóisialaí
Department of Social Protection



Seirbhísí Fostailochta agus Tacalochta
Employment and Support Services

DLDC - Job Description

Tús Scheme Supervisor

Job Title:	Tús Scheme Supervisor
Reporting To:	Schemes Team Manager
Employer:	Donegal Local Development CLG (DLDC)
Main Purpose of Role:	<p>The Tús scheme is a community work placement initiative aimed at providing short-term employment opportunities for unemployed individuals, benefiting both participants and community and voluntary organisations across urban and rural areas. It is administered by Donegal Local Development Company (DLDC) on behalf of the Department of Social Protection (DSP), which oversees the scheme on a national level.</p> <p>We are now recruiting for a panel of Tús Scheme Supervisors, to fulfil current and future needs. The ideal candidate will be an empathetic, proactive, organised individual with a commitment to supporting both community organisations and programme participants. This role involves managing approximately 25 Tús scheme participants who will be placed with community and voluntary sector groups. The Supervisor will oversee participants as they carry out various work activities designed to benefit local communities.</p> <p>The Tús Scheme Supervisor will play a vital role in helping participants use these placements as a stepping stone toward re-entering the workforce. By guiding participants, the supervisor will enable them to gain valuable workplace experience, learn new skills, and boost their employability. This position is ideal for someone passionate about community development and supporting others in their journey toward employment.</p>
SALARY:	€32,574.41, Schemes Supervisor Scale
Conditions of Work:	<ul style="list-style-type: none"> • There is potential to fill a position on a fixed-term basis for up to two years, depending on funding from the Department of Social Protection and the number of participants. • The Schemes Supervisor will be required to work 5 days per week. • The main office base will be Letterkenny. • A probationary period of at least six months will apply. • Performance in role will be discussed throughout the period of cover and reviewed as part of quarterly one to ones. • Benefits include: <ul style="list-style-type: none"> ○ Flexible and hybrid working options ○ Travel and subsistence allowance ○ Learning and development opportunities ○ Employee Assistance Programme
Main Duties	
You will be required to...	
1	<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Identification of work placements in community organisations and settings. • Manage caseload and work towards achieving agreed key programme objectives. • Supervision of participants who are placed in various community setting across the catchment area, including monitoring time and attendance, carrying out site visits and staff

	<p>appraisals.</p> <ul style="list-style-type: none"> • Supervision of and compliance with health and safety standards, including conducting regular checks of community and voluntary work placement sites to ensure PPE, JSP are in place, and general safety compliance. • Setting, managing and monitoring work schedules and attaining targets. • Present and deliver task-specific training, including health and safety, manual handling, induction, etc to individual and small groups. • Managing outputs of the participants to match the expectations of the placement providers. • To communicate effectively with all scheme participants, and sponsor group staff and work effectively to solve any challenges that arise. • Develop and maintain good working relationships with community & voluntary sponsor groups. • To proactively promote the work and achievements of the programme. • Participate in training and development programmes. 	
2	<p>Files and Administration</p> <ul style="list-style-type: none"> • Establish and maintain a transparent filing system for all files and records in both written and computerised formats. This includes managing SharePoint documentation on tablet and mobile devices, and uploading documentation for inspection. • Set up files and maintain compliance with administration procedures which are in keeping with guidance from DSP, and DLDC managements including SharePoint, file management and administration. • Deal efficiently with enquiries from the public, the Board of Directors, staff, community & voluntary groups, the public and relevant others on matters of administration. 	
3	<p>Miscellaneous</p> <ul style="list-style-type: none"> • Prepare reports to funders, the Board of Directors and other relevant groups as required from time to time. • Carry out any other function relevant to the position as indicated from time to time. • Be willing to work evenings and/or weekends as required. • Have access to car, and full clean driving licence in order to fulfil the duties of the role. 	
Core Competencies		Essential
1	Experience within the Community	The Schemes Supervisor will identify work placements in community organisations and align projects with local community needs. At least 2 years of community development work experience and demonstrate knowledge and ability to work with communities. Can demonstrated knowledge of how to turn project concepts into delivered outcomes.
2.	Interpersonal & Liaison Skills	The Schemes Supervisor will be adept at communicating with a diverse range of stakeholders, fostering trust and rapport with participants, community groups, DLDC staff, and the public. Skilled in building and sustaining positive working relationships with participants and community/voluntary sponsor groups, as well as delivering task-specific training sessions for participants in areas like health and safety, first aid, and manual handling.
3.	Project Management Skills	The Schemes Supervisor will have the ability to manage multiple scheme participants and work placements, setting and monitoring work schedules, and achieving programme objectives. Monitor participant attendance, supervising their activities, ensuring compliance with health and safety standards, and managing the quality of their work outputs.

		They will also have to work within set budgets.
4.	Motivation	The Schemes Supervisor will be required to be a flexible, motivated self-starter who can communicate effectively. They will work well as part of a team and also on their own initiative.
5.	Communication Skills	The Supervisor will be highly empathetic, with ability to support participants. Must have good communication skills and ability to develop and maintain good working relationships with participants and voluntary/community sponsor groups.
6.	IT Skills	Must have strong computer literacy skills with working knowledge of MS office and other applications. The role will involve managing client administration on line, using various devices – desktop, tablet, mobile devices, to support a paperless system, etc. Prior experience of SharePoint would be an advantage.
7.	'Other'	A good standard of education. A clean, current driving license with access to own mode of transport is required in order to fulfil the duties of the role.
Core Competencies		Desirable
<ul style="list-style-type: none"> • Previous experience with SharePoint. • Fluent in Ukrainian or another language that would help support new arrivals is an advantage. • Relevant 3rd level recognised relevant qualification. • Experience of group facilitation & training. • External experience on community based committees/boards et al. 		
DLDC reserves the right to enhance criteria, dependent on the responses received to the advertisement. A panel may be formed from this recruitment process.		

Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Canvassing will disqualify.

Application Process

- To apply for the position, **please submit by email a cover Letter of Application together with current Curriculum Vitae**, clearly outlining how you meet the criteria, to: HR Department by Email to: vacancies@dldc.org
- The closing date for receipt of applications is **Monday 25th November 2024**.
- Interviews are likely to take place on the week of **2nd December 2024**.

We reserve the right to enhance the shortlisting criteria. A panel may be formed from which similar vacancies may be filled.

DLDC - Job Description

LOCAL AREA EMPLOYMENT SERVICES (LAES) CASE OFFICER PART TIME

(Fixed term 6 months)

Job Title:	Case Officer, Local Area Employment Service (LAES) – reposted
Reporting To:	LAES Manager
Employer:	Donegal Local Development CLG (DLDC)
Main Purpose of Role:	<p>The Local Area Employment Service (LAES) is a programme 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>We have a requirement to fill a part time role on a fixed term 6-month basis in Stranorlar.</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>
Salary:	Project Officer level remuneration
Conditions of Work:	<ul style="list-style-type: none"> • The full-time post will be 3 days per week (21 hours). • A probationary period of at least six months will apply. • Performance in role will be discussed throughout the period of cover. • The post is subject to funding and client intake as set out by the Department of Social Protection. • Benefits include Employee Assistance Programme, travel & subsistence allowance, flexibility, and access to learning opportunities.

Main Duties

1. To provide a participative and diagnostic approach to engaging clients.
2. To plan for appointments with clients to ensure effective use of time, building a relationship with the client.
3. 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.
4. You will identify client goals, aspirations, and barriers to employment, providing a good customer service including meeting and greeting clients in a professional way.
5. 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.
6. 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	<p>Knowledge of Employment/Enterprise/Career Guidance</p> <ul style="list-style-type: none"> Detailed knowledge of the area of employment, enterprise and/or career guidance. A clear understanding of the role of the Local Employment Service Network A realistic picture of labour market job skill requirements A well-grounded understanding of basic counselling and guidance concepts in the labour market sense 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 An understanding of the barriers facing unemployed people in accessing progression options
2	<p>Liaison Skills</p> <p>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.</p>
3	<p>Caseload Management Skills</p> <p>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.</p>
4	<p>Interpersonal Skills</p> <p>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</p>
5	<p>Communication</p> <p>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.</p>
7	<p>'Other'</p> <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 transport as travel will be involved in the role.</p>
Core Competencies	
Minimum Experience	
<ul style="list-style-type: none"> 3 years' experience of working in the area of employment, enterprise and/or career guidance. Prior experience in supporting individuals with learning & development plans. Counselling / Vocational Guidance/Social Work experience Experience Working with barriers to employment. Job Coach experience. 	

Minimum Qualifications	<ul style="list-style-type: none">• A good standard of general education• Good Computer Skills [experience of a CMS system an advantage]• 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]
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Application Process

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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.