

DLDC - Job Description

**PROJECT OFFICER LIFELONG LEARNING**

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| <b>Job Title:</b>            | <b>Project Officer – Life Long Learning</b>  |
| <b>Reporting To:</b>         | Lifelong Learning Team Manager   |
| <b>Employer:</b>             | Donegal Local Development CLG  |
| <b>Main Purpose of Role:</b> | <p>DLDC is a community-led local development company covering all of County Donegal except the Inishowen area. We work with marginalised communities and service providers using a community development approach to improve people’s lives. We now have an opportunity to fill an existing role.</p> <p>The Project Officer will play a key role within the Goal 2 Life Long Learning team and will be required to implement the actions planned under Goal 2 of the Social Inclusion and Community Activation Programme (SICAP) as well as devising &amp; delivering training/education programmes.</p> <p>The Project Officer will be required to meet clients on a one-to-one basis and to create a supportive environment. They will support clients who have experienced educational disadvantage to engage with lifelong learning opportunities and progress using a community development approach.</p>  |
| <b>Conditions of Work:</b>   | <ul style="list-style-type: none"> <li>• The Project Officer will be required to work 35 hours a week</li> <li>• The main office base will be in Donegal Town, where they will provide coverage for the South and Central catchment area.</li> <li>• A probationary period of 6 months will apply and performance in role will be discussed throughout the period of cover and reviewed as part of quarterly one to ones.</li> <li>• A probationary period of 6 months will apply</li> <li>• The contract terms will run for the duration the SCIAP programme ending in 2028, and is subject to funding.</li> <li>• Benefits include: <ul style="list-style-type: none"> <li>○ Eligibility for a 6% employer-contributed pension scheme</li> <li>○ 25 days annual leave &amp; other leave options</li> <li>○ Flexible and hybrid working options</li> <li>○ Travel and subsistence allowance</li> <li>○ Learning and development opportunities</li> <li>○ Employee Assistance Programme</li> </ul> </li> </ul> |
| <b>Salary</b>                | Project Officer level salary   |
| <b>Main Duties</b>           |  |
| <b>1</b>                     | <p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Proactively identify and engage hard-to-reach SICAP clients, creatively connect with the community to raise awareness of our services, ensuring they reach those who need them most.</li> <li>• Utilize coaching and motivational interviewing to assist individuals in their personal development and guide them toward achieving successful outcomes.</li> <li>• Support clients with empathy, helping them discover their own motivation for positive change by actively listening, asking open questions, and guiding them in exploring their</li> </ul>   |

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|   | <p>goals and challenges.</p> <ul style="list-style-type: none"> <li>• Meet clients on a one-to-one basis to help them develop personal plans and long term goals, and help them determine the best course of action or series of actions in order to achieve these goals.</li> <li>• To manage caseload efficiently and effectively in line with good governance and established company and funders procedures and guidelines</li> <li>• Apply the All-Ireland Standards for Community Development approach in providing support to individuals, emphasizing equality, participation, social justice, sustainability, and collaborative approaches to empower individuals.</li> <li>• Collaborate with internal DLDC teams to deliver tailored client support, providing lifelong learning solutions that address the specific needs of SICAP target groups.</li> <li>• Identify, develop, and promote new projects and initiatives, with a focus on assessing the educational needs of the target group. This includes designing and delivering unaccredited training programs, providing one-on-one coaching, developing personal progression plans, sourcing relevant accredited courses, and securing funding pathways to support client development.</li> <li>• To deliver soft skills and wellbeing support training programmes and courses to the target group, enhancing their readiness for learning and preparedness for an employability journey.</li> <li>• To liaise directly with ETB, Solas, DSP and other public and private training providers and agencies.</li> <li>• To facilitate education and training providers to respond to the educational needs of unemployed and disadvantaged communities.</li> <li>• To continue to develop inter-agency and education/training provider links and network education provision in the area.</li> <li>• To proactively promote the SICAP strategy throughout the catchment area, through a variety of media including information sessions, local media, outreach, site visits etc.</li> <li>• To provide general guidance and information to target groups on the support and funding available under the SICAP and other programmes as appropriate.</li> <li>• To provide direct supports and training as relevant to the range of target groups within the programme.</li> <li>• To maintain a database of clients/groups in DLDC's catchment area.</li> <li>• To participate in company Working Groups including the SICAP Working Group and the Board as appropriate</li> <li>• Ensure the delivery of quality initiatives.</li> </ul> |
| 2 | <p>Reporting and Financial Management</p> <ul style="list-style-type: none"> <li>• Ensure files are set up for individual clients and projects; ensure all necessary documentation is on file for all actions; this include up to date personal progression plans and appropriate file maintenance on SharePoint and IRIS.</li> <li>• Maintain up to date record on our CRM Information reporting system.</li> <li>• Prepare written and verbal reports on Goal 2 on a monthly basis for Working Group and Board when required.</li> </ul>   |
| 3 | <p>General Duties</p> <ul style="list-style-type: none"> <li>• Be responsible for all issues in relation to caseload delivery, including adherence to travel and subsistence.</li> <li>• Liaise with the Finance and Administration Department in relation to any queries which arise with regards to payments or general file administration.</li> <li>• Effectively facilitate meetings both in person and virtually using platforms such as Zoom, and document meetings and outcomes appropriately.</li> <li>• Assist with the provision of an efficient and effective secretariat to the various Working</li> </ul>  |

|                                      | <p>Groups/Sub-panel and Board.</p> <ul style="list-style-type: none"> <li>• Respond to any matters as requested by the Learning &amp; Enterprise Manager, or Head of Operations.</li> <li>• Manage special projects as required.</li> <li>• Represent the company in public specific issues.</li> <li>• Carry out any other duties as requested by Management, and be willing to work evenings and/or weekends as required.</li> </ul> |   |
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| Core Competencies/Skills & Knowledge |  | ESSENTIAL/MINIMUM   |
| 1                                    | <b>Relevant Coaching &amp; Training Experience</b>   | The Officer will be required to demonstrate knowledge and experience of coaching individuals in a one-to-one setting towards training, education, employment or related personal development. They will have a proven track record in the delivery of training supports to adults, and have excellent knowledge of referral pathways & training opportunities. The officer must have experience of working in a supportive capacity on a one-to-one basis with young people and hard to reach adults. |
| 2.                                   | <b>Interpersonal &amp; Liaison Skills</b>  | The Officer will have excellent interpersonal, communication & coaching skills. They will be required to liaise effectively and efficiently with internal DLDC teams as well as agencies, groups and training providers. The Officer will be required to act as a positive and contributing member of the wider staff team within DLDC.   |
| 3.                                   | <b>Project Management Skills</b>   | The Officer will be required to produce timely and relevant reports for the various Steering Committees, Board and other groups within the DLDC structure. They must demonstrate experience of organising, managing and prioritising own workload. They will have excellent time management and organisation skills. Strong administration together with a good working knowledge of the standard suite of business- related software and IT packages is required.                                    |
| 4.                                   | <b>Motivational Skills</b>   | The Officer 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. Ability to motivate others, with strong one to one coaching, as well as group facilitation skills.   |
| 5.                                   | <b>Communication Skills</b>  | The Officer will have experience of forming good working relationships with organisations and communities, combined with excellent communication and listening skills. They will have excellent verbal and written abilities, with ability to communicate in effectively in English. They will have good report writing and presentation skills.  |
| 6.                                   | <b>Problem Solving Skills</b>  | The Officer will have the ability to analyse complex situations, identify underlying issues, and develop effective solutions to overcome challenges or achieve goals.   |
| 7.                                   | <b>Qualification/Experience</b>  | A recognized and relevant Third Level qualification and / OR a minimum of 3 years relevant coaching and training experience in a similar environment.<br>Candidates must have prior experience in delivering adult training supports along with a commitment to integrating   |

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|  |         | principles of equality, social inclusion, and anti-poverty measures into community development practice.        |
| 8.   | 'Other' | A clean, current driving license with access to own mode of transport is essential in order to service clients. |
| <b>Core Competencies</b>   |         | <b>Desirable</b>  |
| <ul style="list-style-type: none"> <li>• Ability to communicate fluently in Irish is an advantage.</li> <li>• Familiarity with using CRM (Customer Relationship Management) software.</li> <li>• Excellent knowledge of SICAP supports.</li> <li>• Experience of working in a supportive capacity on a one to one basis with young people and hard to reach adults.</li> </ul> |         |   |
| <p>DLDC reserve the right to enhance criteria, depending on the response to the advertisement.<br/>A panel may be formed from this recruitment process.</p>  |         |   |

### Application Process

- To apply for the position, **please submit by email a Letter of Application together with current Curriculum Vitae, clearly outlining how you meet the criteria** to: HR Department by Email to: [vacancies@dldc.org](mailto:vacancies@dldc.org)
- To be shortlisted you must **clearly demonstrate on application how you meet the criteria required for the role, including a provision for drivers licence and own transport.**
- The closing date for receipt of applications is **Friday 21<sup>st</sup> March 2025**
- Interviews are likely to take place on the week of **31<sup>st</sup> March 2025**.

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

*Donegal Local Development CLG is committed to a Policy of Equal Opportunity. Please contact HR if you require any access to accommodations. Canvassing will disqualify.*