

DLDC - Job Description

**INDIVIDUAL SUPPORTS OFFICER**

<b>Job Title:</b>	<b>Individual Supports Officer</b>
<b>Funder:</b>	Social Inclusion & Community Activation (SICAP)
<b>Reporting To:</b>	Employment & Enterprise Team Manager
<b>Employer:</b>	Donegal Local Development CLG
<b>Main Purpose of Role:</b>	<p>The Individual Supports Officer will deliver actions under Goal 2 of the Social Inclusion and Community Activation Programme (SICAP), focusing on supporting individuals experiencing disadvantage to increase their personal development, access education, and gain employment.</p> <p>SICAP Goal 2 supports individuals facing barriers to social inclusion or the labour market, including the long-term unemployed, early school leavers, people experiencing social or economic disadvantage, those with disabilities or health issues, and marginalised or vulnerable groups, including migrants, ethnic minorities, the homeless.</p> <p>The Individual Supports Officer will work one-to-one with clients, creating a supportive and inclusive environment. They will promote social inclusion by connecting clients with services, resources, and community activities, and reaching out to those who may be socially isolated. They will provide tailored support, including personalised progression plans, training, and education programmes and employment supports, including CV preparation, interview practice, and action planning.</p> <p>This role involves meeting clients where ‘they are at’ and supporting them to achieve their goals. This is an excellent opportunity for someone with experience supporting individuals in the community, who is passionate about achieving positive outcomes and works in a way that reflects DLDC’s values of <i>respect, community, collaboration, inclusion, and integrity</i>.</p>
<b>Conditions of Work:</b>	<ul style="list-style-type: none"> <li>• The main office base will be in Donegal Town - providing supports and services to individuals in the catchment area.</li> <li>• A probationary period of 6 months will apply and performance and supports will be discussed and reviewed formally as part ongoing one - to-ones.</li> <li>• This is a fixed-term, full-time position (35 hours per week) subject to SICAP funding until 31/12/2028.</li> <li>• Benefits include: a 6% employer-contributed pension scheme; 25 days annual leave &amp; other leave options; flexible working arrangements are available; hybrid working arrangements may be requested upon completion of probation; travel and subsistence allowance; learning and development opportunities; Employee Assistance Programme.</li> </ul>
<b>Salary</b>	Project Officer entry salary €36,000
<b>Main Duties</b>	
<b>1</b>	<p><b>Programme Delivery:</b></p> <p><b>Client Support &amp; Guidance</b></p> <ul style="list-style-type: none"> <li>• Provide one-to-one support to clients, offering guidance, encouragement, and an inclusive environment.</li> </ul>

	<ul style="list-style-type: none"> <li>• Help clients develop personal progression plans, long-term goals, and practical action steps; helping them progress learning, education and into employment.</li> <li>• Deliver supports, training, and soft-skills/wellbeing programmes to SICAP target individuals to improve readiness for learning and employability.</li> <li>• Manage an assigned caseload in line with governance standards, policies, and funder requirements.</li> </ul> <p><b>Learning Supports</b></p> <ul style="list-style-type: none"> <li>• Create tailored progression plans with clients, including training and education pathways, to address educational disadvantage and promote lifelong learning.</li> <li>• Work closely with the Lifelong Learning team to design and deliver learning solutions for SICAP target groups.</li> <li>• Identify needs and develop new initiatives, including coaching, accredited training options, and securing relevant funding in the interest of client progression.</li> </ul> <p><b>Employment Supports</b></p> <ul style="list-style-type: none"> <li>• Assist job-ready clients with CV development, interview preparation, and employment action plans.</li> <li>• Promote inclusion and link clients to internal DLDC services and community supports in the interest of progression.</li> </ul> <p><b>Collaboration &amp; Stakeholder Engagement</b></p> <ul style="list-style-type: none"> <li>• Promote SICAP supports through information sessions, outreach, site visits, and local media.</li> <li>• Work collaboratively with the Employment &amp; Enterprise team and participate in relevant company Working Groups, including the SICAP Working Group.</li> <li>• Liaise with ETBs, SOLAS, DSP, and other education/training providers to support client progression.</li> </ul>
2	<p><b>Administration and Financial Management</b></p> <ul style="list-style-type: none"> <li>• Ensure set-up and maintain client and project files, ensuring all required documents and progression plans are kept up to date on IRIS and other systems, compliant for funders.</li> <li>• Manage all aspects of caseload, including compliance with travel and subsistence rules.</li> <li>• Keep accurate records on IRIS, the Distance Travelled Tool, CRM and any other reporting systems.</li> <li>• Prepare reports written or verbal for management, Working Groups and the Board as needed.</li> <li>• Work with Finance and Administration to resolve any payment or file-related queries.</li> </ul>
3	<p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>• Respond to tasks assigned by DLDC Management.</li> <li>• Manage special projects when required.</li> <li>• Represent the organisation at relevant events &amp; public matters.</li> <li>• Be flexible with working hours, including evenings/weekends when needed.</li> <li>• Take on additional duties as required to support organisational needs.</li> </ul>
<b>Core Competencies/Skills &amp; Knowledge</b>	
1	<p><b>Relevant Individual Supports Experience</b></p> <p>The Individual Supports Officer will have at least three years' experience supporting individuals in the community, particularly those who have faced disadvantage. They should understand</p>

		referral options, job opportunities, and education or training routes, and have experience supporting hard-to-reach adults in a one-to-one setting.
2.	<b>Interpersonal Skills</b>	The Officer will have excellent interpersonal skills, including the ability to understand clients' needs, and build trust and capacity. They will also liaise effectively with internal DLDC teams, as well as with external agencies, community groups, and training providers.
3.	<b>Project Management Skills</b>	They must demonstrate clearly 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. The officer will work well as part of a team and also on their own initiative.
5.	<b>Communication Skills</b>	The Officer will have experience building strong relationships with individuals, organisations, and communities. They will be active listeners, able to meet people where they are, with strong verbal and written communication skills. They will provide one-to-one coaching, work effectively with groups, and always act with confidentiality and discretion.
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 recognised third-level qualification and/or proven experience supporting individuals in the community to achieve positive outcomes. Experience delivering training or employment supports to adults is essential, along with a strong commitment to promoting equality, social inclusion, and anti-poverty principles in community development practice.
8.	<b>'Other'</b>	A clean, current driving licence with access to own mode of transport is essential in order to service clients. Permission to work in Ireland. Fluent in English language.
<b>Core Competencies</b>		<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Familiarity with using CRM (Customer Relationship Management) software.</li> <li>• 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>		
<b>DLDC reserve the right to enhance criteria, depending on the response to the advertisement. A panel may be formed from this recruitment process.</b>		

## APPLICATION

To apply for this position, please submit by email, a Letter of Application together with current Curriculum Vitae and clearly outline how you meet the criteria for the role, to: [vacancies@dldc.org](mailto:vacancies@dldc.org)

- Applications arrive no later than 5pm, Tuesday 21<sup>st</sup> April 2026.

- **Shortlisting will be based** on information provided **on application**; therefore, it is essential to outline how you meet the required criteria. No applications will be accepted post deadline.
- **Competency based selection interview & presentation** will take place on the week of **27<sup>th</sup> April 2026**

*We reserve the right to amend the shortlisting criteria. A panel may be formed from which similar vacancies could be filled. Please note that canvassing will disqualify applicants.*

*DLDC is an equal opportunities employer and is committed to ensuring that no applicant is treated less favourably on the grounds of race, gender, civil status, family status, age, disability, religion, sexual orientation, or membership of the Traveller Community. Please contact HR if you require accommodations during the recruitment process. Examples of accommodations we can provide include: Adjustments to interview/format (e.g., information on accessibility to the office, virtual interview); Extra time for assessment; Use of assistive technologies or materials in alternative formats; Flexible scheduling or breaks during interviews, etc.*