

CASE-WORKER FOR THE WATERFORD AND SOUTH TIPPERARY LOCAL AREA EMPLOYMENT SERVICE (WSTLAES) Full-time Position – 35 hrs / week

The WSTLAES is responsible for the provision of employment assistance and advice services to jobseekers in the Waterford and South Tipperary area, to help them to enter or return to employment. The jobseekers in the service are primarily those who are long term unemployed and farthest from the labour market.

Purpose of the Job

The Caseworker will work as a member of the WSTLAES Team to provide services to the long-term unemployed.

The Caseworker will be required to provide one-to-one support and guidance to the long-term unemployed and those furthest from the labour market to help them in their progression from unemployment to employment.

Location

The caseworker will be based in Waterford City. They may, however, be expected to travel to various locations throughout the service catchment area (County Waterford & South Tipperary) to meet service demand. It is intended to form a panel of successful candidates as a result of the interviews.

Principal Duties

- Provide a practical but empathetic approach to engaging all referred clients.
- Ensure the effective completion of referral appointments made by Department of Social Protection (DSP) through the WSTLAES Manager.
- Engage with referred clients using a three-tier approach encompassing: Initial assessment, Assessment of readiness to work and change. Interview and engagement.
- Identify client goals, aspirations, and barriers to employment, providing good customer service, including meeting and professionally greeting clients.
- Explain WSTLAES service offering, ensuring the client understands their rights and responsibilities (including the complaints and feedback process) whilst registering the client under contractual obligations and eligibility criteria.
- Ensure all initial assessments focus on getting to know the participant, their motivation and exploring their aspirations and needs.
- Identify, clarify, and manage the client's expectations of the process, including data protection, confidentiality, and ground rules of the LAES intervention and the relationships required to achieve buy-in.

- Manage a caseload efficiently and effectively in line with company and funders procedures and guidelines and against defined KPIs.
- Maintain a Personal Progression Plan (PPP) and curriculum vitae preparation for clients.
- Prepare a PPP with each client and identify the individual supports required.
- Work with the Employer Liaison Manager to identify employment opportunities and notify clients of these potential employment opportunities.
- Maintain a database of clients and groups in the catchment area using the DSP's IT database.
- Responsibility for arranging and managing client appointments.
- Assist clients with job preparation, including curriculum vitae preparation, job seeking and interview skills.
- Liaise with employers to provide a job-matching service.
- Assess and ensure clients are signposted both internally and externally, with the specific objective of ensuring labour market engagement.
- As necessary, liaise directly with the respective ETBs, Solas, Turas Nua, Seetec, DSP, and other public and private training providers and agencies.
- Complete Coretime daily so that the WSTLAES Manager has an accurate KPI dashboard.
- Present oral and written reports to the WSTLAES Manager and others as required.
- Ensure the delivery of a service adhering in line with the Q Mark.
- Provide delivery flexibility, as necessary, in line with the SLA requirements.
- Demonstrate a willingness to take on additional duties as and when required.
- Have detailed knowledge of employment, enterprise, and career guidance tools.
- Have a clear understanding of the role of the Local Area Employment Service.
- Have a realistic picture of labour-market employment and skills requirements.
- Possess a well-grounded understanding of basic labour-market counselling and guidance concepts.
- Have a clear understanding of the effects of unemployment on the individual's self-image, behaviour patterns and general well-being, particularly the effect on long-term unemployed people.
- Possess an understanding of the barriers facing unemployed people in accessing progression options.

Experience and Qualifications

- Three years' experience of working in employment, enterprise and career guidance counselling, vocational guidance or social work environment.
- Experience working to address the common barriers to employment.
- Job coaching experience.
- Good IT skills, with experience of content management systems being an advantage.

- A formal qualification or study experience in guidance or counselling or another relevant field (qualified to L7 or be willing to work towards L7 accreditation) or relevant work experience skills/abilities
- Demonstrate developed, effective, and efficient liaison skills across multiple stakeholders.
- Capacity to be a strong influencer and motivator and inspire trust with all involved.
- Experience in managing caseloads, delivering to KPIs and reporting on same, using advanced MS Office and IT skills.
- Demonstrate the capacity to be positive, empathetic, flexible, motivated, and a self-starter who can communicate effectively and have sound financial, listening and administration skills.
- Demonstrate a practical approach to working with WSTLAES clients.
- Experience in forming good working relationships with individuals, colleagues, combined with excellent communication and listening skills.
- Confidential by nature, with excellent verbal and written abilities.

Terms and Conditions:

- It will be subject to a probation period of 6 months, which may be extended.
- Working week. The normal working week is 35 hours
- Salary depending on experience with increments scheme.
- Caseworks will be appointed, and their work base will be Waterford City.
- They may, however, be expected to travel to various locations throughout Waterford or South Tipperary to carry out their duties. It is intended to form a panel of successful candidates as a result of the interviews.
- Car Ownership - Successful candidate is expected to have their own car and have a full driver's license.
- Garda Vetting may apply to the post.

To apply for the above position, please forward a copy of current Curriculum Vitae and letter of application no later than 5.00 p.m. 30/06/2026 - to:

Catherine O'Neill: Email: coneill@buion.ie

Please use 'Caseworker Vacancy' in the subject line.

OIBRE CÁISÉIN DO SHEIRBHÍS FOSTAÍOCHTA CEANTAR ÁITIÚIL PHORT LÁIRGE AGUS THIOBRAID ÁRAINN THEAS (WSTLAES)

Post Lánaimseartha – 35 uair / seachtain

Tá WSTLAES freagrach as seirbhísí cúnamh fostaíochta agus comhairle a sholáthar do dhaoine atá ag lorg oibre i gceantar Phort Láirge agus Thiobraid Árann Theas, chun cabhrú leo dul isteach nó filleadh ar an bhfostaíocht. Is iad na daoine atá ag lorg oibre sa tseirbhís go príomha iad siúd atá dífhostaithe fadtéarmach agus is faide ón margadh saothair.

Cuspóir an Phoist

Oibreoidh an tOibre Cáiséin mar bhall d'Fhoireann WSTLAES chun seirbhísí a sholáthar do dhaoine atá dífhostaithe fadtéarmach.

Beidh ar an Oibre Cáiséin tacaíocht agus treoir aon-le-duine a sholáthar do dhaoine atá dífhostaithe fadtéarmach agus iad siúd is faide ón margadh saothair chun cabhrú leo dul ó dhífhostaíocht go fostaíocht.

Suíomh

Beidh an t-oibre cáiséin lonnaithe i gCathair Phort Láirge. D'fhéadfaí a bheith ag súil leis/uirthi, áfach, taisteal go láithreacha éagsúla ar fud limistéar an tseirbhís (Contae Phort Láirge & Tiobraid Árann Theas) chun freastal ar éileamh na seirbhíse. Tá sé beartaithe painéal d'iarrthóirí rathúla a chruthú mar thoradh ar na hagallaimh.

Príomhdhualgais

- Cur chuige praiticiúil ach ionbhách a sholáthar chun gach cliant a thagann trí thagairt a mhealladh.
- A chinntiú go gcríochnaítear go héifeachtach na ceapacháin tagartha a dhéanann an Roinn Coimisce Sóisialaí (DSP) trí Bhainisteoir WSTLAES.
- Dul i dteagmháil le cliant tagartha trí chur chuige trí chéim: Measúnú tosaigh, Measúnú ar ullmhacht oibre agus athraithe. Agallamh agus rannpháirtíocht.
- Spriocanna, mianta agus constaicí fostaíochta an chliant a aithint, ag soláthar seirbhís mhaith do chustaiméirí, lena n-áirítear cliant a chur fáilte rompu go gairmiúil.
- Tairiscint seirbhíse WSTLAES a mhíniú, ag cinntiú go dtuigeann an cliant a gcearta agus a bhfreagrachtaí (lena n-áirítear an próiseas gearáin agus aiseolais) agus an cliant á chlárú faoi oibleagáidí conartha agus critéir incháilitheachta.
- A chinntiú go ndíríonn gach measúnú tosaigh ar aithne a chur ar an rannpháirtí, a spreagadh agus a mianta agus a riachtanais a iniúchadh.
- Ionchais an chliant ón bpróiseas a aithint, a shoiléiriú agus a bhainistiú, lena n-áirítear cosaint sonraí, rúndacht, agus rialacha bunúsacha na hidirghabhála LAES agus na caidrimh atá riachtanach chun ceannach isteach a bhaint amach.

- Cás-stoc a bhainistiú go héifeachtúil agus go héifeachtach de réir nósanna imeachta agus treoirlínte na cuideachta agus na maoinitheoirí agus i gcoinne KPlanna sainithe.
- Plean Dul Chun Cinn Pearsanta (PPP) agus ullmhúchán curriculum vitae a choinneáil do chliant.
- PPP a ullmhú le gach cliant agus na tacaíochtaí aonair atá ag teastáil a aithint.
- Oibriú leis an mBainisteoir Teagmhála Fostóirí chun deiseanna fostaíochta a aithint agus cliant a chur ar an eolas faoi na deiseanna fostaíochta seo.
- Bunachar sonraí de chliant agus grúpaí sa limistéar seirbhíse a choinneáil ag baint úsáide as bunachar sonraí TF an DSP.
- Freagracht as ceapacháin chliant a shocrú agus a bhainistiú.
- Cabhrú le cliant le hullmhúchán poist, lena n-áirítear ullmhú curriculum vitae, scileanna cuardaigh poist agus scileanna agallaimh.
- Dul i dteagmháil le fostóirí chun seirbhís meaitseála poist a sholáthar.
- Cliant a mheasúnú agus a chinntiú go ndírítear iad go himmheánach agus go seachtrach, leis an aidhm shonrach dul i ngleic leis an margadh saothair.
- De réir mar is gá, dul i dteagmháil go díreach leis na Boird Oideachais agus Oiliúna (ETBanna), Solas, Turas Nua, Seetec, DSP, agus soláthraithe oiliúna poiblí agus príobháideacha eile agus gníomhaireachtaí.
- Coretime a chomhlánú go laethúil ionas go mbeidh painéal KPI cruinn ag Bainisteoir WSTLAES.
- Tuarascálacha ó bhéal agus i scríbhinn a chur i láthair do Bhainisteoir WSTLAES agus daoine eile de réir mar is gá.
- Seirbhís a sholáthar a chloíonn leis an Q Mark.
- Solúbthacht seachadta a sholáthar, de réir mar is gá, de réir riachtanais an SLA.
- Toilteanas a léiriú chun dualgais bhreise a ghlacadh de réir mar is gá.
- Eolas mionsonraithe a bheith agat ar uirlisí fostaíochta, fiontair agus treorach gairme.
- Tuiscint shoiléir a bheith agat ar ról na Seirbhíse Fostaíochta Ceantair Áitiúil.
- Pictiúr réalaíoch a bheith agat de riachtanais fostaíochta agus scileanna an mhargaidh saothair.
- Tuiscint mhaith a bheith agat ar choincheapa bunúsacha comhairleoireachta agus treorach sa mhargadh saothair.
- Tuiscint shoiléir a bheith agat ar éifeachtaí na dífhostaíochta ar fhéiniomhá an duine, patrúin iompair agus folláine ghinearálta, go háirithe an éifeacht ar dhaoine atá dífhostaithe fadtéarmach.
- Tuiscint a bheith agat ar na constaicí atá roimh dhaoine dífhostaithe agus iad ag iarraidh roghanna dul chun cinn a rochtain.

Taithí agus Cáilíochtaí

- Trí bliana de thaithí ag obair i gcomhairleoireacht fostaíochta, fiontair agus treorach gairme, treoír ghairmiúil nó timpeallacht oibre sóisialta.
- Taithí ag obair chun na constaicí coitianta roimh fhostaíocht a réiteach.
- Taithí ar oiliúint poist.
- Scileanna maithe TF, agus taithí ar chórais bainistíochta inneachair ina bhuntáiste.
- Cáilíocht fhoirmiúil nó taithí staidéir i dtreoír nó comhairleoireacht nó réimse ábhartha eile (cáilithe go Leibhéal 7 nó toilteanach oibriú i dtreo creidiúnaithe L7) nó scileanna/ábaltachtaí taithí oibre ábhartha.
- Scileanna teagmhála éifeachtacha forbartha a léiriú trasna ilpháirtithe leasmhara.
- Cumas a bheith i do thionchar láidir agus spreagadóir agus muinín a spreagadh le gach duine atá i gceist.
- Taithí ar bhainistiú cás-stoc, seachadadh ar KPlanna agus tuairisciú orthu, ag baint úsáide as scileanna chun cinn MS Office agus TF.
- Cumas a léiriú a bheith dearfach, ionbhách, solúbtha, spreagtha, agus féin-tionscnóir ar féidir leis/léi cumarsáid éifeachtach a dhéanamh agus scileanna airgeadais, éisteachta agus riaracháin fóna a bheith aige/aici.
- Cur chuige praiticiúil a léiriú maidir le hobair le cliaint WSTLAES.
- Taithí ar chaidrimh mhaithe oibre a chruthú le daoine aonair, comhghleacaithe, in éineacht le scileanna cumarsáide agus éisteachta den scoth.
- Rúnda ó nádúr, le cumais bhéil agus scríofa den scoth.

Téarmaí agus Coinníollacha

- Beidh sé faoi réir tréimhse promhaidh 6 mhí, ar féidir í a leathnú.
- Seachtain oibre. Is é an gnáthsheachtain oibre ná 35 uair.
- Tuaráocht ag brath ar thaithí le scéim incrimintí.
- Ceapfar oibrithe cáisín, agus beidh a mbonn oibre i gCathair Phort Láirge.
- D'fhéadfaí a bheith ag súil leo, áfach, taisteal go láithreacha éagsúla ar fud Phort Láirge nó Thiobraid Árann Theas chun a gcuid dualgas a chomhlíonadh. Tá sé beartaithe painéal d'iarrthóirí rathúla a chruthú mar thoradh ar na hagallaimh.
- Úinéireacht Gluaisteáin – Táthar ag súil go mbeidh a ngluaisteán féin ag an iarrthóir rathúil agus go mbeidh ceadúnas tiomána iomlán aige/aici.
- D'fhéadfadh grinnfhiosrú Gardaí a bheith i bhfeidhm don phost.

Chun iarratas a dhéanamh ar an bpost thuas, seol cóip de do Curriculum Vitae reatha agus litir iarratais tráth nach déanaí ná **5.00 p.m. 30/06/2026 chuig:**

Catherine O'Neill: Ríomhphost: coneill@buion.ie

Úsáid 'Caseworker Vacancy' sa líne ábhair.