

JOB DESCRIPTION

JOB TITLE: Caseworker
DEPARTMENT: Intreo Partner National Employment Services (IPNES)
REPORTING TO: Delivery Manager

ABOUT TURAS NUA

IPNES supports people who are over 12 months unemployed or employed part-time on low earnings, by providing intensive, targeted and personalised employment support services. The IPNES contract is delivered by Turas Nua, the Irish employability services provider. Turas Nua is wholly owned by FRS Network, an Irish cooperative social enterprise, which has been delivering services to Irish communities since 1980.

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PURPOSE OF ROLE

As a caseworker, you will work with clients referred by the Department of Social Protection to IPNES. You will manage a caseload of clients, coordinating our internal support specialists and external organisations to provide a personalised, planned support service to each client, to help them gain sustainable employment. You will also provide each client with one-to-one advice and support to guide their progress towards employment.

PERSON PROFILE

- A dynamic and adaptable person who can work in a fast-paced, client-focused and results driven environment. You will possess strong case management capabilities including, decision-making skills, relationship skills and problem-solving skills.
- Able to build rapport and trust with clients and motivate them to own their journey and achieve change.
- Highly self-motivated and able to work in an office and remotely as part of a team.
- Able to provide individual support to each client based on their particular needs. This requires a high level of understanding, patience and empathy, active listening skills and the ability to navigate more difficult conversations/interactions with professionalism and sensitivity.
- Able to deliver a high-quality service which creates positive outcomes for the individuals and the communities with which we work.

KEY RESPONSIBILITIES:

- Develop and manage a robust case management plan for each client, working towards sustainable, full-time employment.
- use our industry-leading assessment technology to identify the client's goals, ambitions, and barriers to employment. Use the output from the assessment to inform a structured personal progression plan, agreed with the client.
- Recognise hidden motivations and conflict when assessing clients' job-readiness, in order to address these with appropriate support and interventions.
- Provide coaching and mentoring to clients, including providing intensive job search support when the client is job ready.
- Identify, structure, and recommend training solutions in consultation with in-house tutors, to meet the specific learning and training needs of clients.
- Fast-track job-ready clients for immediate job interviews brokered by our Employer Services consultants.

- Maintain strong knowledge of the local labour market.
- Organise a daily schedule that includes face-to-face meetings, phone calls, online meetings, and email correspondence with clients and other service providers.
- Work closely with local and national specialist services (e.g., training, literacy, housing, health) to assist the client in their journey towards employment.
- Present and facilitate workshops and group-learning presentations to clients weekly.
- Achieve daily and monthly contractual key performance indicator (KPI) targets, managing a caseload of clients; for example, time-bound contacts, assessments, and support activities.
- Provide guidance and support for more job-ready clients during their initial weeks of employment, helping them to successfully transition to sustainable employment.
- Ensure that client interactions are recorded accurately on the CRM system.
- Ensure data protection regulations are fully adhered to.

ESSENTIAL REQUIREMENTS

- Leaving Certificate or equivalent.
- Minimum of three years' experience of working in a customer focused, target driven environment.
- Strong IT skills/experience in the use of Microsoft office and CRM systems. Must be comfortable with all aspects of remote working technology.
- Excellent administrative skills – fast & accurate data entry skills.
- The ability to build rapport and work effectively with a diverse range of individuals both in person and over the phone.
- Experience in delivering presentations in a group setting or public speaking.
- Strong prioritisation and time management skills.
- Fluent written and spoken English.



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DESIRABLE REQUIREMENTS

- Third level qualification in a related field.
- Good knowledge of the local labour market.
- Fluent in a second language.