

## Job Description

<b>Job Title:</b>	Employment Support Officer
<b>Department/Team:</b>	Client Services
<b>Location:</b>	Nationwide
<b>Reports to:</b>	Project Manager
<b>Hours of Work:</b>	37.5 hours per week
<b>Contract Term:</b>	Fixed term, 10 - 12 months

### PURPOSE OF ROLE:

The Employment Support Officer will work as part of a team providing direct support to participants in an employment project plan which is currently being developed. The role will involve working with people who are blind and vision impaired, through a person-centred approach, to support progression to suitable employment or further training. In line with this, the role will provide independent living skills and mobility training to participants where required as part of their career progression.

	<b>Key Accountabilities</b>
1	Using best practices, provide initial and ongoing assessments for participants ensuring access to resources as required and creating individualised plans to achieve identified goals.
2	Provide or source training and support with issues that may impact employment readiness and performance of project participants.
3	Maintain positive business relationships with employers to ensure ongoing satisfaction.
4	Work with key internal and external stakeholders to identify existing and new employment opportunities.
5	Follow applicable legislation, policies and procedures, and best practices for the role, supporting employers' and candidates' awareness around best practices.
6	Providing training to participants to increase overall independence such as mobility and orientation and independent living skills. Work with volunteers and family members, where applicable, to provide support such as training in sighted guide.
7	Contributing to the planning, development, implementation and progress of the project.
8	Perform access audits of work sites as needed.
9	Participating in weekly interactive webinar sessions.

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10	Facilitate individualised and group training for participants and employers, manage progress and provide feedback/support.
11	Through a collaborative approach, work with all stakeholders including the Department of Social Protection, and various voluntary bodies working in the areas of employment and disability.

In addition to these key accountabilities, you may also have ownership for one or more key processes. If you are required to take ownership of a key process, this will be communicated to you via your manager and/or our performance management framework. You may be required to be on call outside of normal business hours.

All staff are expected to comply with Irish Guide Dogs for the Blind terms and conditions, rules, policies, procedures, codes of conduct, quality standards, authorisation processes, risk management policies, etc. and any relevant external regulations.

## VALUES AND BEHAVIOURS

IGDB places great emphasis on how people get the job done. For example, we need people who are passionate about enabling persons who are vision impaired and families of children with autism to lead better lives and become more mobile and independent. Staff are expected to achieve these standards in order to fully meet the expectations of their role.

We value an environment that fosters high quality service, innovation, trust and respect. We are all leaders and responsible for the delivery of positive outcomes and progress for our Clients, Volunteers and Staff equally. We act with unwavering integrity and always seek to do the right thing. The following values are the basis for who we are, what we do and how we do it.

Values and behaviours	Description
Respect	Treats Clients, Colleagues and Volunteers with equal respect. Is open-minded and tolerant of different views.
Teamwork	Supports a team environment which promotes wellbeing and maximises personal effectiveness. Communicates clearly and effectively with others. Strives to be supportive, consistent and professional with Clients, Colleagues and Volunteers.
Optimism	Is solution-focused and looks to bring a positive attitude to challenges. Celebrates wins and encourages others to do the same. Does not fear failure – believes we can all learn lessons for the next time together.
Conscientiousness	Takes pride in what is done and how it is done.

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	<p>Always presents a professional and capable manner in all tasks that are completed.</p> <p>Has a clarity of purpose. Sets a good example for others.</p> <p>Is accountable for what is done and takes ownership for achievement.</p>
Integrity	<p>Leads by example.</p> <p>Is fair and consistent when working with Clients, Colleagues and Volunteers. Takes ownership of achievements and responsibility for failure.</p>
Excellence	<p>Strives to continuously improve own performance.</p>

## PERSON SPECIFICATION

Factor	Essential	Desirable
Job specific skills	<p>Strong interpersonal skills and ability to work effectively independently, and within a team, to deliver agreed outputs.</p> <p>Strong time management skills, detail oriented.</p> <p>Excellent communication and facilitation skills.</p>	<p>Presentation and technical skills utilising platforms such as Zoom, WhatsApp.</p> <p>Understanding of the welfare and supports systems for employers and employees.</p>
Previous relevant experience	<p>Candidates must have 3 years prior experience of working with people who are blind and vision impaired.</p> <p>Understanding of current employment policy and developments at national level.</p>	<p>Experience with assistive technology and low vision equipment.</p> <p>Experience of CRM/reporting systems.</p>
Qualifications/ Training	<p>A recognised qualification appropriate to the field at BA level such as Social Studies, Community Work, Health or Social Care is required.</p> <p>A qualification in rehabilitative work for people who are blind and vision impaired to include orientation and mobility and independent living skills.</p>	<p>Certification in vision rehabilitation an advantage.</p>

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<p>Other requirements</p>	<p>Willingness to provide occasional residential training in our Cork based Training Centre.</p> <p>Willingness to work flexible hours to meet participants' needs.</p> <p>Clean drivers' licence or access to transport as you will be required to travel nationally to support participants and employers. Travel allowance is provided.</p>	<p>The ability to provide a creative and solution focused approach to problems.</p>
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Please send your cover letter and CV to [recruitment@guidedogs.ie](mailto:recruitment@guidedogs.ie)

Closing Date 3<sup>rd</sup> January 2021



“This project was approved by Government with support from the Dormant Accounts Fund”