LÁMHLEABHAR DO RANNPHÁIRTITHE

PARTICIPANT HANDBOOK

FÁILTE CHUIG DO SHEIRBHÍSÍ FOSTAÍOCHTA CEANTAR ÁITIÚIL

WELCOME TO YOUR LOCAL AREA EMPLOYMENT SERVICES

laes@sspship.ie

Intreo Partner

AN CLÁR
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ANSEO A THOSAÍONN D'AISTEAR CHUIG DO SHEIRBHÍS FOSTAÍOCHTA CEANTAR ÁITIÚIL!

Is seirbhís tacaíochta fostaíochta é do Sheirbhís Fostaíochta Ceantar Áitiúil (LAES) a sholáthraíonn Comhpháirtíocht Southside Partnership DLR (SSP) faoi chonradh leis an Roinn Coimirce Sóisialaí. Soláthraíonn SSP na Seirbhísí Fostaíochta Ceantar Áitiúil (LAES) I Dún Laoghaire Rathdown

Cuireann LAES na deiseanna, na scileanna, an oiliúint agus an tacaíocht ar fáil do chuardaitheoirí poist chun neamhspleáchas airgeadais a bhaint amach, cibé chun fostaíocht lánaimseartha a fháil nó gnó a bhunú.

YOUR LOCAL AREA EMPLOYMENT SERVICE JOURNEY STARTS HERE!

Your Local Area Employment Service (LAES) is an employment support service provided by Southside Partnership DLR (SSP) under contract to the Department of Social Protection. SSP delivers the Local Area Employment Services (LAES) in Dún Laoghaire Rathdown

LAES provides job seekers with the opportunities, skills, training and support required to establish financial independence, whether that be gaining full-time employment or establishing a business.

FÁILTE GO SEIRBHÍS LAES!

Mar chuardaitheoir poist a fhaigheann íocaíocht cuardaitheora poist ó Intreo, Iarradh ort an tseirbhís seo a úsáid chun tacaíocht a fháil i dtreo post a fháil nó do ghnó féin a bhunú.

COMHLÍON AN GEALLADH ATÁ FÚT!

Tugann ár seirbhís fostaíochta an deis duit an gealladh atá fút a chomhlíonadh, is cuma cad iad na spriocanna gairme atá agat. Is féidir linn comhairle agus tacaíocht a thabhairt duit chun tús a chur leis an aistear i dtreo do spriocanna a bhaint amach.

WELCOME TO THE LAES SERVICE!

As a jobseeker, receiving a jobseeker's payment from Intreo, you have been referred to this service to access support to find employment or establish your own business.

REACH YOUR FULL POTENTIAL!

Whatever your career goals, our employment service provides you with the opportunity to realise your full potential. We can provide advice and support you need to begin the journey towards achieving your goals.

TACÚ LEAT CHUN POST OIRIÚNACH INBHUANAITHE LÁNAIMSEARTHA A FHÁIL TRÍ:

- Oibriú leat ar bhonn aonair go ceann 12 mhí.
- Plean dhul chun cinn pearsanta a aontú leat (sraith tascanna agus gníomhaíochtaí a aontóidh tú a dhéanamh mar chabhair chun fostaíocht lánaimseartha a fháil).
- Deiseanna oiliúna agus athoiliúna a aithint a chuirfidh le do chumas fostaíocht a fháil; agus
- Tú a chur i dteagmháil le fostóirí a bhfuil folúntais agus poist acu atá ‘oiriúnach’ do do scileanna.

SUPPORTING YOU TO FIND A SUITABLE, SUSTAINABLE FULL-TIME JOB THROUGH:

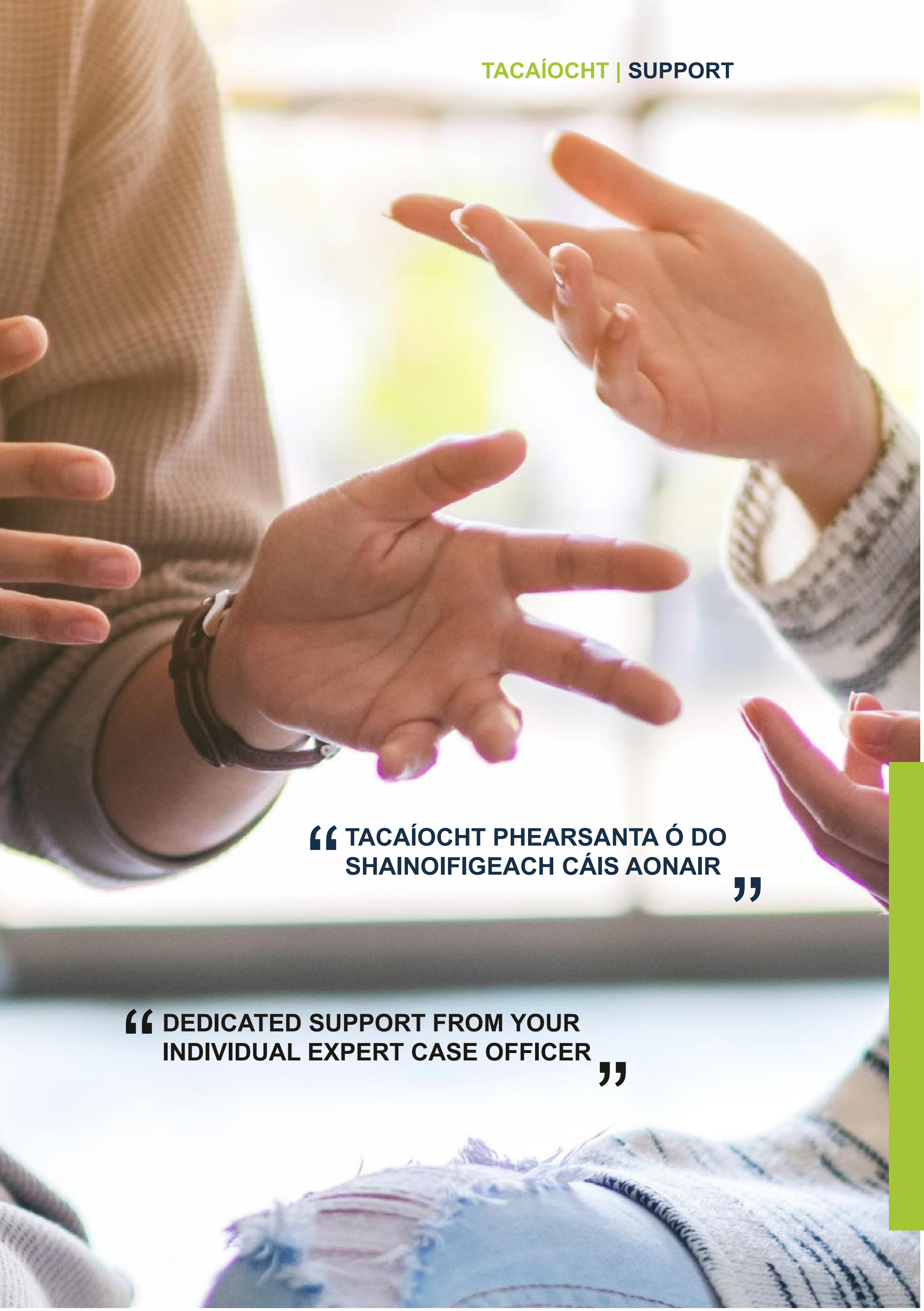
- Working with you on an individual basis over a period of 12 months.
- Agreeing a personal progression plan (PPP) with you (a set of agreed tasks and actions to help you get full time employment).
- Identifying training and upskilling opportunities that will enhance your chances of finding employment; and
- Putting you in touch with employers who have vacancies and positions that are the right ‘fit’ to your skill set.

SEIRBHÍSÍ FOSTAÍOCHTA LÁN-INROCHTANA AGUS OIFIG FOR-ROCHTANA SAN ÁIREAMH

- De ghnáth beidh an t-ionad is gaire duit laistigh d'aistear 60 nóiméad sa charr nó ar iompar poiblí.
- Táimid ar oscailt ó 9 go 5 gach lá (Luan go hAoine). Cuirimid tacaíocht sholúbtha ar fáil lasmuigh de na huaireanta sin.
- Inár n-ionaid, beidh rochtain agat ar áiseanna TF chun poist a chuardach. Cuirimid aon oiliúint is gá ort chun go mbeidh tú in ann na háiseanna sin a úsáid.

FULLY ACCESSIBLE EMPLOYMENT SERVICES INCLUDING OUTREACH OFFICE

- Your nearest centre will be a normal journey time of no more than 60 minutes driving or by public transport.
- Our opening hours are 9am–5pm (Monday to Friday). We also offer flexible support outside of these times.
- In our centres, you will have access to IT facilities for job searching. We will provide any necessary training to help you use these facilities effectively.



“TACAÍOCHT PHEARSANTA Ó DO SHAINOIFIGEACH CÁIS AONAIR”

“DEDICATED SUPPORT FROM YOUR INDIVIDUAL EXPERT CASE OFFICER”

TACAÍOCHT PHEARSANTA Ó DO SHAINOIFIGEACH CÁIS AONAIR

Ó thús deireadh an chláir, gheobhaidh tú tacaíocht láidir ó do shainoifigeach cáis.

SEO NA BUNTÁISTÍ A THABHARFAIDH SÉ SIN DUIT:

- Ainm, ríomhphost agus uimhir theileafóin an tsainoifigigh cháis a thugtar duit.
- Cruinniú pearsanta, duine le duine, le do chásoibrí laistigh de 15 lá ón uair a chuirtear d'ainm ar aghaidh.
- Measúnacht tosaigh, mar a líonfaidh tú isteach ceistneoir féinmheasúnaithe faoi threoir. Cabhróidh do fhreagraí linn aithne a chur ort agus tacú leat ar shlí níos éifeachtaí.
- Plean Dul Chun Cinn Pearsanta (PPP) a chruthú le do chásoibrí, a dhéanfaidh measúnú ar do scileanna, taithí, riachtanais agus spriocanna oibre. Beidh do PPP bunaithe ar do riachtanais aonair tacaíochta agus ar do spriocanna fostaíochta, chomh maith leis na torthaí ó do cheistneoir féinmheasúnaithe treoraithe, lena n-áireofar sceideal spriocanna atá dírithe ar phoist.
- Beidh cruinniú foirmiúil athbhreithnithe agat le do chásoibrí (gach 12 seachtain). Cuirfidh athbhreithnithe ar ár gcumas oibriú leat chun an PPP a thabhairt suas chun dáta de réir mar a athraíonn do riachtanais tacaíochta agus do chúinsí.

Táimid anseo chun gach tacaíocht is gá a thabhairt duit le linn an chláir agus iarrfar ort teacht chuig ionad uair sa mhí chun labhairt chuig d'Oifigeach Cásanna.

DEDICATED SUPPORT FROM YOUR INDIVIDUAL EXPERT CASE OFFICER

Throughout the programme, you will receive dedicated support from your individual expert Case Officer.

YOU WILL BENEFIT FROM:

- Contact name, email and telephone number of your assigned case officer.
- A one-to-one, face-to-face meeting with your caseworker within 15 working days of your referral.
- An initial assessment, where you will complete a guided self-assessment questionnaire. Your answers will help us get to know you and enable us to support you more effectively.
- Creating a Personal Progression Plan (PPP) with your caseworker, who will assess your skills, experience, needs and work goals. Your PPP will be based on your unique support needs and employment goals, as well as the outcomes from your guided self-assessment questionnaire, which will include a schedule of job-focused targets.
- Formal review meetings with your caseworkers (every 12 weeks). Reviews will enable us to work with you to update the PPP as your support needs and circumstances change.

We are here to support you as much as you need throughout the programme and will invite you to attend once a month to speak to your Case Officer.

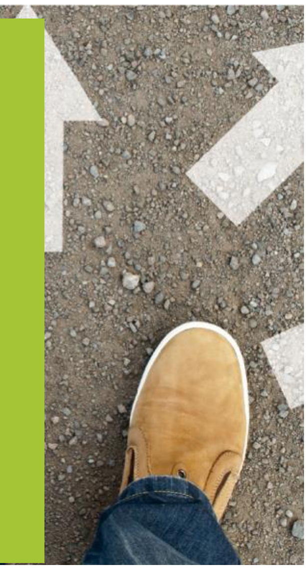
ullmhú d’agallamh.

03 PRÍOMHSHEIRBHÍSÍ
CORE SERVICES

PRÍOMHSHEIRBHÍSÍ

Oibreoidh do chásoibrí leat tríd ár bpríomhsheirbhísí chun gur féidir leat tuiscint a fháil ar cad iad na poist atá ar fáil i do cheantar agus cad iad na cinn is fearr a d’oirfeadh duitse. Clúdóidh an tseirbhís:

- Tacaíocht agus oiliúint chun ardáin éagsúla cuardaigh poist a úsáid go héifeachtach.
- Cóitseáil do phoist, seirbhísí bróiceara poist, agus meaitseáil poist.
- Tacaíocht duine le duine agus grúpsheisiúin chun do scileanna digiteacha a fheabhsú.
- Ceardlanna maidir le CVanna a scríobh agus
- Tacaíocht rialta ó do chásoibrí tar éis duit post a fháil go ceann 17 seachtaine.



CORE SERVICES

Your case officer will work with you through our core range to support you to understand the local job market and identify the most suitable roles.

- Support and training to use various job search platforms effectively.
- Job coaching, job brokering services, and job matching.
- One-to-one support and group sessions to develop your digital skills.
- CV writing workshops and interview preparation.
- Regular support from your caseworker once you enter employment for a period of 17 weeks.

This service will include:

SPRIOCSHEIRBHÍSÍ

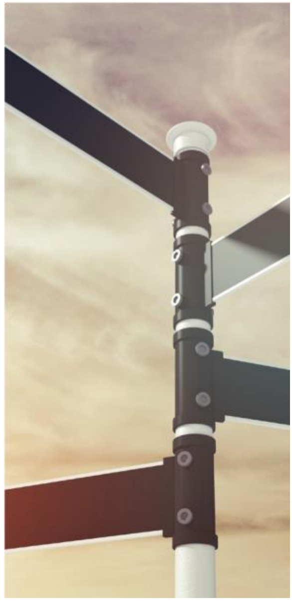
Cuirfimid tacaíocht níos saindeartha agus níos spriocdhírithe ar fáil chun cabhrú leat aon riachtanais bhreise agus bacainní fostaíochta a shárú. Clúdóidh an tseirbhís:

- Cuirfimid tacaíocht níos oiriúnaithe duitse agus dírithe ortsa chun gur féidir leat aon riachtanais nó bacainní eile ar fhostaíocht a réiteach.
- Meantóireacht agus ceardlanna forbartha pearsanta.
- Tacaíochtaí sláinte & folláine.
- Rochtain ar sheirbhísí áitiúla ónár n-ionaid agus comhairle maidir le heagraíochtaí speisialtóra pobail (ar aon dul le do chuid riachtanas).
- Comharthaí i dtreo oiliúint sheachtrach agus cláir taithí oibre i do cheantar.

TARGETED SERVICES

We will provide more tailored and targeted

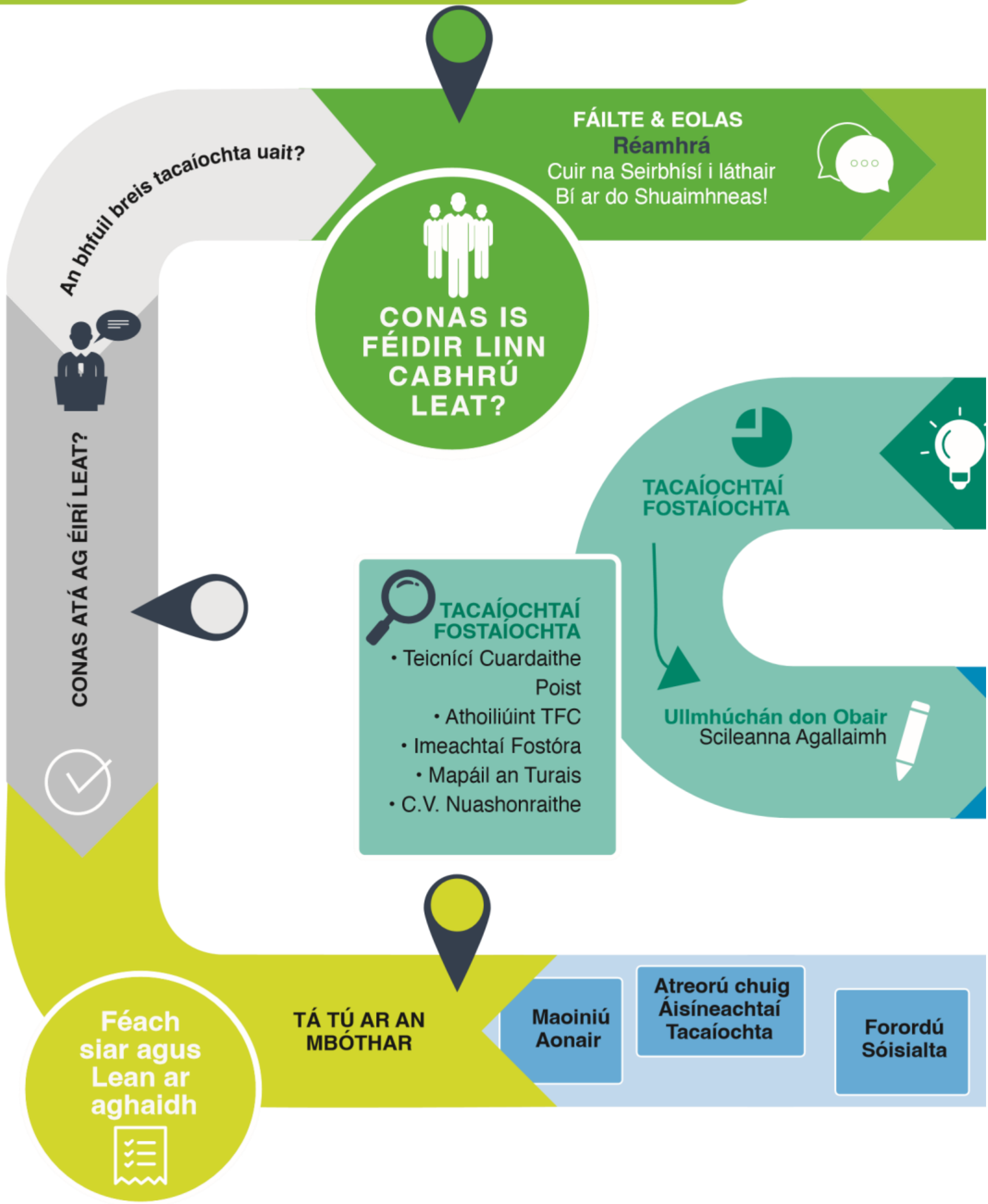
SPRIOCSHEIRBHÍSÍ TARGETED SERVICES 04



support to help you overcome any additional needs and barriers to employment. This service will include:

- Mentoring and personal development workshops.
- Health and wellbeing support.
- Access to local services in our centres and signposting to specialist community organisations (in line with your needs).
- Signposting to external training and work experience programmes in your area.

05 GEARRCHUNTAS AR AN AISTEAR



CAD IAD NA TACAÍOCHTAÍ ATÁ UAIT?

INIS DOM FÚT FÉIN

Measúnú Pearsanta Tosaigh

- Riachtanais ar Leith
- Féinmheasúnú
- Dúshláin
- Taithí Roimhe Seo
- Ábhair Spéise
- Scileanna

1 -1 CRUINNITHE TACAÍOCHTA

Is iad Cruinnithe Duine le Duine an tslí is fearr le tacaíocht a thabhairt agus dul chun cinn a thomhas

TACAÍOCHTAÍ ATHOILIÚNA

- T.F. Clár
- Féach ar do Theacht Isteach
- Forbairt Phearsanta Leanúnach
- Uaillmhianacha Láidre
- Oiliúint "Ticéid"

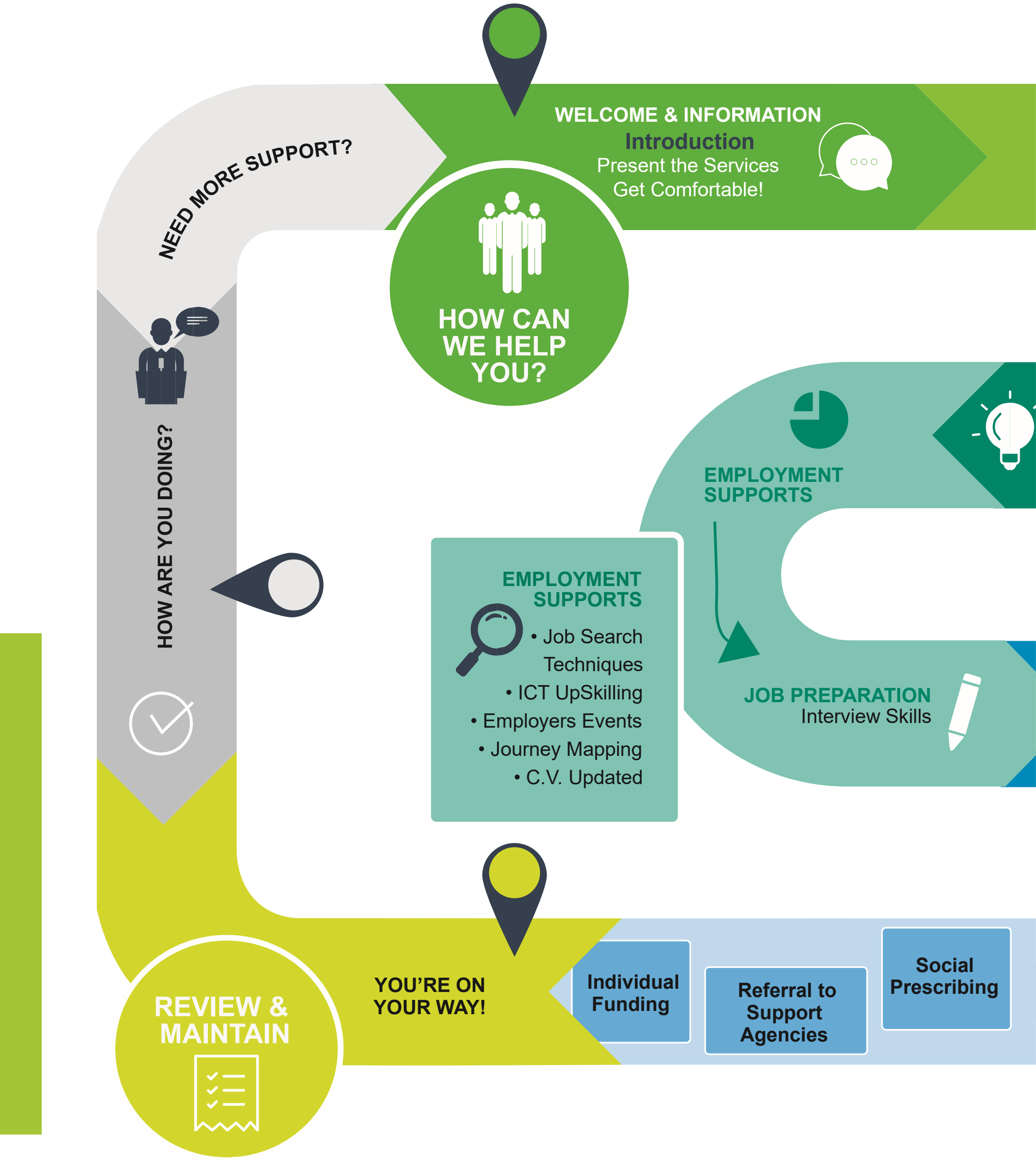
NAISC LE SEIRBHÍSÍ

SEIRBHÍSÍ POBAIL

Ba bhreá linn tacú leat trí tú a iompú i dtreo seirbhísí tábhachtacha atá ar fáil i gContaetha Chill Chainnigh agus Cheatharlach.

- Tacaíochtaí Sláinte & Folláine
- Fadhbanna Tithíochta
- Seirbhísí Andúile
- Tacaíochtaí Meabhairshláinte
- Tionscnaimh Oiliúna Áitiúla
- Rannpháirtíocht Grúpa Cultúrtha
- Obair le Grúpa Pobail

05 JOURNEY SNAPSHOT



WHAT SUPPORTS DO YOU NEED?

TELL ME ABOUT YOURSELF
Initial Personal Assessment

- Specific needs
- Self Assessment
- Challenges
- Previous Experience
- Interest
- Skills

1 -1 SUPPORT MEETINGS

One to One Meetings helps us provide the best supports & monitor progress

UPSKILLING SUPPORTS

- I.T. Programme
- Review Your Revenue
- Personal Ongoing Development
- Driving Ambitions
- "Ticket" Training

LINKS TO SERVICES

COMMUNITY SERVICES
We would be happy to support your journey by signposting you to valuable services offered in County Kilkenny and Carlow!

- Health & Wellbeing supports
- Housing Issues
- Addiction Services
- Mental Health Supports
- Local Training Initiatives
- Cultural Group Engagment
- Work with Community Group

ATHBHREITHNIÚ

06 REVIEW

DEIREADH LEIS AN GCLARATHBHREITHNIÚ

Ag deireadh an chláir, gheobhaidh tú do PPP deiridh chun clár LAES a fhágáil. Sa PPP seo beidh naisc chuig tacaíocht eile, litir tharchuir, agus sonraí aon taithí oibre, fostaíocht nó oiliúna a rinne tú fad a bhí tú ar an gclár.

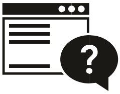
STAISEOLAS STRUCHTÚRTHA AGUS PRÓISEAS GEARÁNAITHE

Beidh deiseanna rialta agat chun aiseolas a thabhairt ar an tseirbhís a fhaigheann tú, i suirbhéanna tréimhsiúla ar líne agus trí chúrsaí a phlé leis an bhfoireann inár n-ionaid. Cuirfear torthaí agus gníomhartha a éiríonn as d’aiseolas in iúl duit.

Beidh ár bPróiseas Gearánaithe ar taispeáint san ionad agus ar an láithreán gréasáin agus beidh cóip de sa Phaca Fáilte. Nuair a fhaighimid gearán scríofa, admhóimid é laistigh de thrí lá oibre agus cuirfear an toradh in iúl (i scríbhinn) laistigh de 15 lá oibre.

END OF PROGRAMME REVIEW

At the end of the programme, you will receive your final PPP for exiting the LAES programme. This will include links to further support, a reference letter, and details of any work experience, employment or training you have completed during the programme.



STRUCTURED FEEDBACK AND COMPLAINTS PROCESS

You will have regular opportunities to provide feedback on the service you have received through periodic online surveys and discussions with staff in our centres. Outcomes and actions on any feedback will be communicated to you.

Our Complaints Procedure is displayed in our centre and on our website and is included in your Welcome Pack. When we receive a written complaint, we will acknowledge this within three working days and communicate outcomes (in writing) within 15 working days.

07 TEAGMHÁIL
CONTACT

DÉAN TEAGMHÁIL LINN FAOIN TSEIRBHÍS SEO
CONTACT US ABOUT THIS SERVICE

01 2841977

laes@sspship.ie

Oifigí LAES Dún Laoghaire Rathdown
LAES Dún Laoghaire Rathdown Office

106 George’s Street Lower, Dún Laoghaire
Co. Dublin, A96 CK70

Gheobhaidh gach duine ainm agus uimhir theile-afóin an oifigigh LAES a shanntar dóibh.

All individuals will have the contact name and telephone number of the LAES officer assigned.

LAES TEAM CONTACT

LAES Manager: Paul Ennis
Mobile: (087) 199 0817
Paul.Ennis@sspship.ie

Operations Support: Sarah Loughlin
012841977
Sarah.Loughlin@sspship.ie

Administrator: James Murphy
012841977
James.Murphy@sspship.ie

Employment Liaison Officer: Nicola Lapraku
(087) 1990985
Nicola.Lapraku@sspship.ie

Case Officer: Caroline Nevin
012841977
Caroline.Nevin@sspship.ie

Case Officer: Bernie Stapleton
012841977
Bernie.McGovern@sspship.ie

Case Officer: Anne Ryan
012841977
Anne.Ryan@sspship.ie

Case Officer: **Terry O'Loughlin**
012841977
Terry.Oloughlin@sspship.ie

Case Officer: **Yvonne Enright**
012841977
Yvonne.Enright@sspship.ie

Case Officer: **Jean Browne**
012841977
Jean.Browne@sspship.ie

Case Officer: **Julie Bromwich**
012841977
Julie.Bromwich@sspship.ie

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