



Northside Partnership's Local Area Employment Service (LAES) Service Statement

Northside Partnership works with individuals, groups, families and businesses to bring about positive change in people's lives and communities. When you join with us, we commit to working together in a way that values your skills, capabilities, and goals. Northside Partnership commits to the following delivery standards for all LAES participants:

Referral – Contact will be made with the participant and one to one meeting held within 15 working days with a LAES Guidance Officer.

Personal Progression Plan (PPP) – A detailed Personal Progression Plan will be developed within 20 working days of first one to one meeting.

One to one Review Meetings – Participant and LAES Guidance Officer will meet at least once every 20 working days where participants have not entered employment.

Participant Information – All engagements and interventions are recorded on Northside Partnership's Client Relationship Management system (NSP Connect) and the Department's BOMi system.

Key Tools and Digital Resources – We use proven digital tools and resources to identify a participant's skills, strengths, competencies and potential barriers to employment.

Career Guidance – Our highly qualified and experienced team of Guidance Officers provide one to one, person-centred career guidance supports in developing Personal Progression Plans (PPPs) for each participant.

Job Search Preparation – We provide support to generate a CV, cover letter and application forms.

Job Search Action – We register participants on Jobs Ireland and other targeted websites to explore job vacancies. IT facilities and internet will be available on site for participants to access.

Skill-Building Workshops – We deliver a series of facilitated skill-based workshops which include goal setting, confidence building, motivational skills and other tailored workshops based on participants' needs.

Industry-Specific and Accredited Training – We broker appropriate training based on the participant's needs and Personal Progression Plans.

Interview Skills Coaching – We provide thorough interview preparation including mock interviews.

Personal Progression Plans In-depth Review – If the participant is still unemployed at 13, 26 and 39 weeks, their Personal Progression Plans will be reviewed and updated to assess progression, address any barriers and review goals.

In-employment support – We provide support and access to a Guidance Officer for at least the first 17 weeks of each period of employment. This includes one engagement during the first 5 days of employment and one engagement every 20 working days thereafter (via phone/online/in person).

End of Programme Review – We hold a review meeting at the end of the programme where the participant will be provided with a final version of their Personal Progression Plan.

Service Duration – The service is provided for 52 weeks or longer if a break has been placed due to approved training. We will work together until such time as the participant exits the service. For participants who achieve employment an additional 17 weeks of in-employment support shall be provided.

Complaints Policy – We display our Participant and Community Charter Complaints Procedure in offices and online. This details how to submit a complaint, the process, outcomes of investigation and the timescales therein.

Opening Hours – 9am to 5pm Monday to Friday inclusive, in both our Coolock and Kilbarrack offices. Excluding public holidays.

Additional Individualised Supports (as required) – Supports are provided to address challenges or barriers that impact on employment pathways for the participant.

Discretionary Fund – Approved costs related to job search, job applications and/or attendance at interviews, may be made available at Northside Partnership's discretion.

Intensive Programme of Support – We provide a person-centred service, with each LAES Guidance Officer managing a caseload of 80 – 100.

Models of Support – The model of support used by Northside Partnership includes group workshops and peer support with a focus on achieving sustained employment.

Intensive In-employment Support – Participants are supported in employment to support job sustainability.

