



Working under contract for the  
Department of Social Protection



## Tralee Local Employment Services

### *Job Description*

#### *Mediator*

#### *Reporting to the Co-ordinator*

#### **JOB FUNCTION:**

- \* To provide clients with a confidential, individual career path planning, guidance and counselling service on a caseload basis.
- \* To manage and operate the caseload management system.
- \* To work as an integrated member of the Local Employment Service team.

#### **KEY TASKS:**

- \* To build a caseload of clients who are long term unemployed.
- \* To facilitate each unemployed person on his/her caseload, to develop an individualised career path plan with the ultimate aim of getting the person a secure job.
- \* To ensure the highest standards of integrity and confidentiality are maintained in the Guidance Officer / Client relationship.

- \* To maintain caseload records and to build a case study portfolio and general statistical information.
- \* Provide after placement mediation support to employers and clients placed in jobs.
- \* To match accurately clients on file to incoming vacancy notices from the LES employer contacts and employment vacancies.
- \* To assist clients to prepare for job interviews and align past experiences to job requirements.
- \* To liaise and work with local employers towards securing job placements.
- \* To build a client base of local employers who provide work at the level appropriate to client aspirations, experience and educational background.
- \* To work to influence employers to adapt a positive attitude to LES clients as potential employees.
- \* To both individually and as part of the LES team, build well-grounded networks into the local agency and employer system.
- \* To be a representative for LES/NEWKD, through attending meetings and events, giving presentations on relevant services and support.
- \* Operate from the Tralee LES Offices and on an outreach basis as required.

## **EDUCATION AND TRAINING**

- \* An effective standard of general education,
- \* Evidence of relevant personal, supervisory or leadership development in career to date.
- \* A formal qualification or study in the area of guidance or counselling.
- \* A relevant third level qualification is desirable but not essential.