



**PES to PES
DIALOGUE CONFERENCE**

**“ACTIVATION AND INTEGRATION:
WORKING WITH INDIVIDUAL ACTION
PLANS”**

**Development and design of IAPs
Ireland’s approach**





Employment Services in Ireland

Purpose: To help job-seekers to enter/re-enter/stay in the active labour market and to assist employers by matching and filling vacancies at all levels.

Adult Guidance: ‘A process which aims to equip individuals with a clearer understanding of themselves and their potential for future career development’
(Ali & Graham)





Training and Support for Employment Services Officers

- Higher Diploma/Diploma/Certificate in Adult Guidance & Counselling
- Other 3rd Level Qualifications
- Other Internal Programmes;
 - Intercultural Training
 - Managing Aggressive Behaviour
 - Equality Training
 - Disability Awareness Training
 - Assertiveness/Stress Management
 - Customer Service
- National Professional Guidance Support and Supervision based on ESO's needs.
 - Peer group support facilitated by external professional. 4/5sessions per year

Other Supports

- Employee Assistance Programme.
- IT Support- Internal- caseload management, CSS, Career Directions

External - Bluebrick, Qualifax, Internet.





NUI Higher Diploma in Adult Guidance & Counselling

NUI Diploma in Adult Guidance & Counselling

Diploma extends over two academic years and is delivered part-time in an open learning format, incorporating e-learning materials and workshops. Home Based Learning 212 Hours. Workshops 216 Hours

Since its inception in 1997 this two-year course has played a key role in the professionalisation of adult guidance in Ireland. Graduates from this programme are eligible for membership of the Institute Guidance Counsellors.

NUI Certificate in Adult Guidance, Theory and Practice

Developed by the Department of Adult and Community Education, National University of Ireland Maynooth in collaboration with FÁS

Course is delivered in an open learning format incorporating home based learning materials and workshops.

- i) Home based learning materials = 100 hours
- ii) 7 workshops = 100 hours

The methodology of the workshops is based on an experiential approach which encourages people to engage in a critically reflective process of learning.



Guidance Interview

- Client referred by DSP and attends interview with assigned ESO and caseloaded.
- Caseload reviewed with manager when ESO reaches 30 active clients.
- ESO and client go through the following interview process (30/40 minutes)

Clarifying: Introduction to the process Information Gathering Hearing the client's story	Exploring: Building a contract Exploring issues Encouraging client to explore options
Evaluating: Challenging inconsistencies Consider options Prioritising options	Action Planning: Identifying necessary steps Encouraging client to form a plan of action Referral Summarise & Conclude (Ali & Graham - Four Phase Model)





Guidance Interview

- **Making an Initial Assessment**
- The Employment Services Officer clarifies, explores and evaluates the Client's status;
- Extent of the jobseeker's decision making skills (consistency towards employment aim)
- Jobseeker's strengths and weaknesses;
- Assessment of current skills and experience.
- Transferability of existing skills to the labour market/
Career Directions
- Jobseeker's career preferences
- Jobseeker's training needs





Guidance Interview

Action Planning

In order for the jobseeker to progress, the jobseeker needs to be clear on the next agreed steps and empowered to take ownership of their action plan

- The Employment Services Officer assists the jobseeker to identify appropriate action points that will lead to employment.
- Appropriate approaches are explored i.e. training/education/work experience programmes/jobs club/employment.
- Clients distant from the labour market are referred to LES
- 'Job Ready' clients may be referred to Jobs Club if required.
- Mancos are applied to job ready clients to facilitate job matching
- Meeting summarised, action plan issued and review arrangements made





Table 1 – Numbers Referred

Referrals from January 2011 to November 2011 viewed at end of December 2011

	Total		Left Live Register		Still on Register	
	No	%	No	%	No	%
Total Number referred by DSP	77037	100	49232	64	27805	36
Interviewed	60984	79	35804	59	25180	41
Did not attend	15486	20	12374	80	3112	20
Total above	76470	99	48178	63	28292	37
Interview Pending	567	1	0	0	567	100



Penalty Rate

Application of penalty rate by referring DSP Officer if;

- Client does not attend second appointment
- Client does not attend an agreed training programme
- Client declines an offer of appropriate training
- Client drops out of training





We Are Changing

NEES

- The establishment of the National Employment and Entitlements Service is integrating the employment services and benefit payment services within the Department of Social Protection with a new focus on activation and supporting people back into employment.

