

## Client Services and Training Manager

### Job Specification – December 2024

#### About Jobcare

Jobcare is a Christian charity that believes *working matters*. We offer a range of client development and jobseeking opportunities for unemployed individuals in Dublin and beyond. Our services focus on building employability skills, enhancing confidence, and providing tailored support. We love to assist people succeed in securing meaningful employment or progressing into further education or training. Our ethos and values are at the heart of what we do.

#### Role Overview

The **Client Services and Training Manager** is a key leadership role responsible for overseeing and enhancing the delivery of Jobcare’s training and client support services. This position requires a dynamic individual who will lead a team of trainers, collaborate across departments, and ensure Jobcare’s services meet the highest standards in empowering clients to achieve their employment goals.

The Client Services and Training Manager reports to the Operations Manager. Two trainers and the Digital Projects Coordinator report to the Client Services and Training Manager. The team also includes people on our transitional employment programme. The Client Services and Training Manager aligns all activities with Jobcare’s mission and ethos. The primary aim is to equip clients with the skills, confidence, and resources needed for successful job searches and sustainable employment.

#### Key Responsibilities

- **Innovative Service Delivery**
  - Lead the development and delivery of training programmes with a creative and forward-thinking approach, ensuring they remain relevant and impactful to clients.
  - Continuously explore new methods, tools, and techniques to support jobseekers, adapting training materials and delivery to meet the evolving needs of diverse client groups.
  - Collaborate with the Digital Projects Coordinator to develop online training offerings.
- **Client Services**
  - General management and supervision of staff within the Client Services area (“Resource Room”).
  - Assist clients with jobsearch and CV writing as appropriate
  - Drive the development of new programmes or services that align with the needs of the local job market, keeping the client at the centre of all initiatives.

- **Adaptability and Problem-Solving**
  - Have a flexible approach, ready to pivot when needed to address emerging challenges or opportunities that arise from the changing dynamics of jobseeking.
  - Embrace and lead change, finding creative solutions to challenges in client engagement, training delivery, and team management.

## **Personal Attributes**

- **Creative Problem Solver with Vision**
  - Ability to think outside the box and implement creative solutions that will help clients progress in their job search or career development.
  - A visionary leader who can inspire a team and clients alike, bringing a fresh perspective to Jobcare's training and services.
- **Flexible and Adaptable**
  - Comfortable working in a dynamic and sometimes unpredictable environment, with the ability to adjust plans and processes as needed to ensure client success.
  - Proactively adapt to new situations and challenges, maintaining a positive attitude and focusing on opportunities for growth and improvement.
- **Empathy and Client-Centered Approach**
  - Demonstrates empathy and a flexible approach in responding to the varied needs of clients, understanding that each individual's journey may require unique support strategies.

## **Qualifications and Skills:**

- **Work experience (a minimum of a 5-year combination of two or more of the following:**
  - Working with unemployed adults in a training setting, in-person and online
  - Running a community based initiative in a disadvantaged area
  - Managing volunteers
  - Managing a transitional work programme
  - Providing counselling or vocational guidance
  - Managing teams and working with cross-functional departments
  - Managerial role in the non-profit sector
  - Experience in fundraising or preparing grant applications is a plus.
- **Qualifications:**
  - A third level qualification or equivalent
  - Relevant supervisory or leadership development in career to date
  - A qualification in teaching (min. QQI level 6) in teaching/training is highly desirable
- **Skills:**
  - Strong organisational and project management skills, with the ability to juggle multiple tasks and priorities.
  - Excellent communication and interpersonal skills, with empathy and a talent for managing teams and building relationships.

## **Personal Style**

- **Ethos**
  - Maintain Jobcare ethos and motivation, encouraging this environment
  - Participate in regular staff meeting with the same ethos
  - Participate in Jobcare professional development training as appropriate
- **Innovative and Visionary**
  - A forward-thinking leader with the ability to inspire and motivate others through creative ideas and a clear vision for the future of Jobcare's services.
  - Open to new ideas and approaches, willing to experiment and implement changes that have the potential to improve client outcomes.
- **Flexible and Dynamic**
  - Highly flexible, able to manage competing priorities and adjust quickly in a fast-paced and ever-changing environment.
  - Comfortable with ambiguity and uncertainty, using creativity to overcome challenges and maintain progress toward goals.

## **Job Location and Salary**

- **Location:** Jobcare Offices, Pearse Street, Dublin 2
- **Salary Range:** €47,000 - €52,000, depending on experience
- **Hours:** Full-time (39 hours per week). This role is on site.