![SECAD Partnership logo]

JOB DESCRIPTION

Integrated Caseload Support Officer

SECAD has delivered the Social Inclusion and Community Activation Programme (SICAP) programme since its first iteration in 2015, including several predecessor community based social inclusion programmes before that. The current SICAP 2018-2023 is a support programme to tackle poverty and social exclusion through local engagement and partnerships between disadvantaged individuals, community organisations and public sector agencies.

SICAP addresses high and persistent levels of deprivation through targeted and innovative, locally-led approaches. It supports disadvantaged communities and individuals including unemployed people, people living in deprived areas, people with disabilities, single parent families, people on a low income, asylum seekers and refugees, and other disadvantaged groups.

SICAP caseload management system

Pobal, on behalf of the Department Rural and Community Development implemented a system in 2015 (IRIS) to support and monitor the Social Inclusion Community Activation Programme. The system facilitates the management of annual plans and associated financial and monitoring processes. The system is accessible by all programme stakeholders such as Local Community Development Committees (LCDCs), the funding Department and Pobal. This system was updated in line with the SICAP 2018-23 programme.

The IRIS system utilises Dynamics CRM [Customer Relationship Management], which is a Microsoft solution to online customer relationship management.

Given the increasing beneficiary caseload over the years, SECAD is now seeking an **Integrated Caseload Support Officer** to support the work of SICAP team delivering supports and interventions across a multitude of areas including employment and job-seeking, enterprise start up, lifelong learning and re-skilling (accredited), health and wellbeing including our outdoor classroom and nature-based wellness activities.

Key responsibility areas

1. **Data registration & data consent**
- Support the registration of SICAP beneficiaries either in person or online
- Work with SICAP officers to secure data consent in advance of intervention and supports offered
- Input first line registration data onto the IRIS system in a timely manner, coordinating with the relevant SICAP officers in relation to recording interventions, progressions, outputs.

2. Data collation and quality

- Assist in the collation of reports working with SICAP manager for internal and external audiences.
- Assist with solving data-related problems within the team and implement efficient data channels.
- Develop and implement new processes to improve data quality control and data integrity.
- Review and enhance data harvesting mechanisms with a view to implementing efficiencies.
- Liaise with Pobal IRIS support team with a view to learning about systems enhancement and processes for data management.

3. Administrative Support

- Support the mid-year and end of year reporting processes under SICAP for the timely completion of beneficiary outcomes, progressions and follow ups.
- Working with SICAP manager to coordinate and disseminate information in respect to compliance outcomes across team
- Participating on working groups as appropriate

3. Other

- Supporting the referral process within SECAD
- Any other duties within the general requirements of the role that may be assigned from time to time.

Essential core competencies

Professional Service Excellence & Communication Skills

- SICAP beneficiaries experience a consistent high level of service
- Beneficiaries experience a consistent high level of satisfaction
- Creates trust and credibility; displays honesty, integrity and ethical behaviour while engaging with beneficiaries and colleagues
- Excellent communication skills that incorporate empathy, listening & understanding, while processing the ability to be confident, calm and assertive in a respectful and clear manner

Teamwork

Has the ability and desire to work cooperatively with others; collaborating and cooperating to get the job done. Provides support to colleagues to help develop a strong and cohesive team ethos.

Analytical Skills

Uses a logical reasoning process to break down and analyse information and data to support effective decision-making processes.

Building & Maintaining relationships

Builds and maintains relationships with a network of people who may be able to assist in a business context. Recognises the two-way nature of relationships and works to develop

mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

Professional Experience

- At least 2-3 years' administration experience of working within a data environment with set deliverables
- Good attention to detail and good administration experience
- Strong communication, interpersonal skills and ability to work with multi-disciplinary teams
- Strong organisational skills and the capacity to review the work of colleagues
- A good understanding of SharePoint, Dynamic 365 CRM, Excel, Power BI
- A proven customer service ethos with strong relationship building skills across business teams and external stakeholders
- Knowledge of workings of the community/voluntary/public sector is desirable

Full and clean driver's licence is required, ideally with own means of transport to travel to different parts of the SICAP catchment (e.g. for group registration support).

Qualifications - Relevant third level qualification (e.g. Certificate, Diploma) is essential.

Submitting an Application
Please forward a CV and cover letter, highlighting in particular your relevant work experience and/or qualifications which relate to the job description detailed above.

Closing date for applications is **5pm on Friday 29th July 2022**. Late applications will not be considered.

Short listing will be undertaken. Interviews provisionally to take place on 24th/25th August 2022. A panel may be formed.

SECAD may recruit for full-time / part-time employees or contractors as part of this recruitment process.

Please email your application (CV & Letter of Application) to: info@secad.ie
– subject box to be marked "**Integrated Caseload Support Officer 2022"**

SECAD is an equal opportunities employer

About SECAD Partnership

SECAD Partnership CLG (SECAD) is a Local Development Company established in 1995. Our main office is located in Midleton, Co. Cork. SECAD's main development objective is to promote and enable sustainable development through our Rural Development and Social Inclusion initiatives. SECAD has a voluntary Board of Directors and a staff team of c. 40 people.

SECAD works with individuals, community and voluntary groups, business, academia and other stakeholders to create a more vibrant, sustainable and inclusive society. SECAD manages a wide range of funds and services including social investment and employment support programmes, implemented on behalf of various Government Departments, State Bodies, the European Commission and the private sector. SECAD currently delivers a number of major programmes along with other smaller schemes and initiatives.

SECAD is an implementing partner for LEADER 2014-2020 on behalf of the South Cork and West Cork LCDC's. SECAD delivers the Social Inclusion Community Activation Programme (SICAP) throughout South Cork. Through the Programme for Employability, Inclusion and Learning (PEIL 2014-2020), SECAD delivers two ESF funded gender equality programmes focusing on female entrepreneurship and female employability. SECAD is also delivering an Ability successor project called STRVIE through the Dormant Accounts Fund. SECAD also delivers supported employment programmes, Tus and the Rural Social Scheme.

Wild Work is a SECAD initiative with a social ethos. Wild Work supports employment activation, educates and raises awareness of nature and biodiversity and benefits society as a whole. To read more about Wild Work see www.wildwork.ie

As a Grant Making Organisation (GMO), SECAD manages community benefit funds throughout Ireland on behalf of various sustainable energy developers and others. A key area of expertise is community engagement - developing positive, effective links with communities, supporting them to access and maximise funding and services.

For more information on SECAD see www.secad.ie