

Case Study – Bandon Kinsale 18-6

September 2020

Primary theme:

Goal 2 - one to one labour market support

Thematic area

G2-4:1 SICAP clients are better prepared to enter the labour market

Relevant outcomes indicators

G2-4:1 SICAP clients are better prepared to enter the labour market

G2-4:2 SICAP clients are supported to remain in work through on going in-work supports

G2-5:1 – Clients, particularly those on low incomes, move into more sustainable quality employment

Project name

labour market support

Target group

The unemployed Reason for case study

We have chosen our one to one job seeking support as it helps to demonstrate the type of client that we engage with, but also the example of a life cycle of a client through the SICAP programme, across years and demonstrates how they avail of cross programme supports.

Development workers know all too well that the support that the client first comes for, is often just one of many supports which the client needs. Development workers are always listening to the client with many hats on, catching and noting supports needed and thinking of how the client can progress within their community and move closer to employment/ education.

Background/ Context

The West Cork Development Partnership (WCDP) has a long history of providing excellent quality job seeking support across west cork over many years. Referrals come from many stakeholders as well as a high number of personal recommendations client to client. The service has always been well regarded on the ground. WCDP provide guidance and supports directly to jobseekers and those most distant from the labour market. Support is provided by exploring strengths, values, skills and identifying barriers to employment. Appointments cover personal action plans, distance travelled tool CV creation/critic and interview skills. The guidance and support offers are tailored to the client's needs. Development workers use coaching techniques to support the client to become solution focused. There is excellent collaboration between the service and other services in creating an easy transition for the SICAP participant. The West Cork Development Partnership also operate a job seeking search platform called *West Cork Job support* this is well used by the unemployed within west cork as well as employers to advertise local job seeking vacancies.

We promote our One to One job seeking supports in many areas throughout towns, flyers, social media and community groups. Many of our clients have barriers with language and confidence and we support them in many ways across SICAP supports. Failte Isteach is an example of this support where members of the

community volunteer to have conversations with those from new communities to help improve their English. This not only supports participants in practising their spoken English but also connects them to local people within their community. It is a social group as well as a learning group where participants mix with members of their own nationality but also others from different areas of new communities.

Key achievements

- Feedback from Clients is always extremely positive with strong relationships formed between clients and development workers
- Many collaborating partners such as CETB, DEASP, MABS local colleges and transport services
- Clients have multi barriers and often bring issues to the development officer that is outside of job seeking support knowing that support and sign posting is possible
- Exploration of personal action plan helping break down steps into employment in a strategic and progressive way

Challenges and Barriers

- Time keeping is an issue for lots of clients, people miss appointments or forget to complete work they have agreed to carry out between appointments.
- Many clients have issues that need addressing before any output/progression can be made, mental health issues or childcare or transport/ housing
- Access to internet services is challenging for clients to register for DEASP my gov.ie/ my welfare.ie as many clients do not have the skills or facilities to do this alone
- Clients often have low self esteem and do not own the skills that they do have
- Development workers need a gentle balance of empathy for the clients fears while also being solution focused and helping clients develop a new lens to see their skills through.

Recommendation for future delivery

- Continue to work with clients in such a way that builds self-efficacy and empowerment of client
- SICAP staff need to keep on top of skills that offer solutions to the barriers that are presented, while also acknowledging the fears that the client has.
- SICAP staff need a good understanding of the welfare system and opportunities available through same.
- Continued positive links with other agencies and DEASP to ensure the client is not passed from pillar to post but instead receives a joined-up approach to ensure clients achieve their desired outcomes.

Example of Client A, s Engagement with SICAP

SICAP 1 - :13 INTERVENTIONS / SUPPORTS

SICAP 2 : - 32 INTERVENTIONS/ SUPPORTS

Client A was a client of SICAP 1 and was referred to SICAP while on a Tús scheme in Nov 2016 to complete a CV. He is Hungarian and had no English at the time. It was difficult to find out what his employment background was and what his qualifications were. Through interventions and translations, the development officer understood that he was an engineer in Hungary. He was provided with a basic CV that he could use to try and obtain work locally.

After building relationship with him the development officer We offered him to join in Failte Isteach English conversation classes. He was extremely nervous and said little in these classes, slowly as the weeks past he started to relax and join in by means of nodding and laughing. He continued with Failte Isteach in his local area and after some time brought his wife along to the classes. She also had absolutely no English.

During SICAP two, his English had improved somewhat and in 2018 we provided more job seeking support. His confidence had grown, and he understood a lot of what was being said around him and was able to join in conversations organically. During job seeking support we worked on encouraging him to sign up for joining CETB, ESOL classes and made a referral for same. In a short while his English really started to come along with the mix of two supports.

He started to bring the newspaper to Failte Isteach and ask questions about Irish politics and tried to understand the structure that operated in Ireland. He was extremely fortunate to have a volunteer who had an equal love and interest in politics and was just as enthused to share this knowledge and learn about Hungarian politics in exchange!

One day he asked, **“what is a collision and what does it mean?”** This was explained to him and he responded saying **“ Every time in Hungry, I love politics and talk with friends all time about politics, since coming to Ireland I have lost this conversation and it makes me lonely for my interest”**

Each week after this, he came in the door of Failte Isteach with gusto and really looked forward to a conversation that stimulated him and allowed him to connect with his hobbies, interest and education of Irish structure and culture. This increased his overall wellbeing. He now understood the systems he was now operating in and felt more integrated as a result of having better English.

Quotes of stakeholders and client

Failte Isteach and the group ESOL classes provided by Cork ETB are very complementary. Many of our learners live their lives through their first languages and the empathy, interaction with Irish people and language support provided through Failte Isteach is of great assistance. The programme gives learners a chance to build on and practise what they learn in our classroom settings. As well as language-based outcomes, our ESOL classes seek to also target soft outcomes such as self-confidence and Failte Isteach is a great medium through which to foster this. – Raymond O’Regan CETB



Raymond O’Regan CETB Bandon

“I saw an advancement of confidence in this participant across the years of working with him on his English but not only in his English, his social interaction. I found that he was now not afraid to say something even if it might be wrong, he felt comfortable that no one would laugh at him and because of this he was able to lose his need to protect himself by not participating. He became very chatty and when I would meet him in the street his was so delighted to be able to stop and chat with me, I could see that he now felt like he belonged in the community rather than being an outsider. You couldn’t but like him and it’s amazing to see the difference between when he started and now.” – Faille Isteach Volunteer.



Failte Isteach

Evidence of progression

In 2019 the client worked with a development officer to further explore Job opportunities with his now improved English language ability, a new CV and cover letter was created. The client felt confident in taking the CV to local employers himself and handing in the CV's while asking for opportunities that may be available. This proved to be an important step in changing his employment opportunities. He approached a local market stall holder and was given a trial on a food stall; He has now been working two days a week cooking on a stall and serving customers taking orders and dealing with cash. This is also contributing to his increased use and understanding of English. He will continue to progress and explore opportunities locally working towards obtaining full employment.

Many clients on the live register have multiple barriers to employment and it is through targets support, trusted relationships and genuine interest in our clients that we can walk with them along this journey. It has taken many interventions and supports across two programmes of SICAP to move this client further towards his goals, it has been a slow but steady progress. This client had multiple barriers to employment. He is from a new community, a jobless household and was long term unemployed. He is now living in a connected way within the community, still availing of English language support and knows that SICAP can and will continue to support him in his progression to full time employment.



Client in work on market stall