

# Our service statement

**Welcome to your Intreo Partner National Employment Service (NES). This service is designed to progress you towards employment. We provide a personalised support package tailored to your individual employment and skills needs.**

**Intreo Partners have been delivering employment advice and support services in Ireland since 2015. We are passionate about strengthening our communities through employment and helping to improve our clients' lives.**

**Our National Employment Services are fully accessible:**

- Your nearest centre will be a journey time of no more than 60 minutes driving or by public transport;
- Our opening hours are 9am–5pm (Monday to Friday). We also offer flexible support outside of these times;
- You will have 24/7 access to our online learning and training modules using the customer portal on our website; and
- In our centres, you will have access to IT facilities for job searching. We will provide any necessary training to help you use these facilities effectively.

**Throughout NES, you will receive dedicated support from your expert employment advisor, including:**

- A one-to-one, face-to-face meeting with your advisor within 15 working days of your referral;
- An initial assessment, where you will complete a guided self-assessment questionnaire. Your answers will help us get to know you and enable us to support you more effectively;
- Creating a Personal Progression Plan (PPP) within 20 days of your referral. Your advisor will assess your skills, experience, needs and work goals. Your PPP will be based on your unique support needs, employment goals and outcomes from your guided self-assessment questionnaire, and form your activity programme, including a schedule of job-focused targets; and
- Scheduled review meetings with your advisor (every 20 days). Reviews will enable us to work with you to update the PPP as your support needs and circumstances change.

**We are here to support you as much as you need throughout the programme and will invite you to these scheduled reviews each month.**

**Core services: Your employment advisor will work with you through our core range to support you to understand the local job market and identify the most suitable roles. This support will include:**

- Support and training to use various job search platforms effectively;
- Job coaching, job brokering services, and job matching (using our live database of job vacancies);
- One-to-one support and group sessions to develop your digital skills;
- CV writing workshops and interview preparation;
- Our in-work Buddy Scheme and access to our helpline to support you to adapt effectively in employment;
- Working with you to build your Passport for Work, which will evidence your readiness for work; and
- Regular contact from your employment Advisor once you enter employment.

**Targeted services: We will provide more tailored and targeted support to help you overcome any additional needs and barriers to employment. Examples of this support include:**

- Mentoring and wellbeing workshops;
- Health and disability support;
- Peer sessions and support programmes;
- Access to local service directories in our centres and signposting to specialist community organisations;
- Signposting to external training and work experience programmes in your community; and
- Developing Into Work Plans to ensure you have personalised support, information, advice and guidance to prepare you for returning to work and enable you to thrive in your new role.

**End of programme review:** At the end of the programme, you will receive your final PPP for Passport for Work. This will include a moving on plan, with links to further support, a reference letter, and details of any work experience, employment or training you have completed during the programme. If you have not moved into work by the end of the programme, you will also have a review with your advisor.

**Structured feedback and complaints process:** You will have regular opportunities to provide feedback on the service you have received through periodic online surveys, focus groups and informal discussions with staff in our centres. Outcomes and actions on any feedback will be communicated to you. Our complaints procedure is displayed in our centre and on our website and is included in your welcome pack. When we receive a written complaint, we will acknowledge this within three working days and communicate outcomes in writing within 15 working days.