

EmployAbilityClare 2022 Annual Report



Supporting People to Reach their Potential in Employment

Ennis - Head Office

7C Elevation Business Park,
Clonroad, Ennis
V95 VR7V

☎ 065 684 4007 / 📠 087 946 4341

Shannon

No 3 Shannon Business Centre,
Shannon Town Centre.
V14 ED61

📠 087 993 4423

Kilrush / West Clare & Ennis

West Clare Family Resource Centre,
O'Gorman St, Kilrush.
V15 VK31

📠 086 835 0733

Ennistymon / North Clare

North West Family Resource Centre,
Parliament Street, Ennistymon.
V95 NX86

📠 087 258 5338

Scarriff / East Clare & Ennis

Scarriff Campus,
LCETB Scarriff.
V94 D262

📠 087 254 6109

EmployAbilityClare

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Thank You

Thank you to everyone who supported EmployAbility Clare in 2022

- ⊕ Our voluntary board of directors:
Deirdre Hughes; Dympna O'Callaghan; Peadar O'Loughlin; Pamela Clancy; Marie Killeen; Tommy O'Doherty.
- ⊕ Our hard working, highly motivated and experienced staff.
- ⊕ Our funders: Department of Social Protection & HSE Mid-West Community Health Care.
- ⊕ Our clients whose commitment and resilience continues to inspire us.
- ⊕ The businesses across County Clare who provide employment opportunities and mentoring to our clients.
- ⊕ The organisations and services who partner with us.

EmployAbility Clare Service

EmployAbility Clare provides an employment support service that meets the needs, rights and ambitions of people with a disability or health condition.

Our Service is:

For people with a disability, health condition or additional support needs.

To ensure that every person who wants to work is given the opportunity and can reach their potential in employment.

For businesses and employers.

To help them become more disability confident and support them in hiring people with a disability.

EmployAbility Clare is funded by Government, contracted by Department of Social Welfare.



An Roinn Coimirce Sóisialaí
Department of Social Protection

Our Team & Offices



Marcella Moloney
Finance Admin



Karen Kelleher
Admin PT



David Clohessy
Office Assistant



Helen McQuillan
Team Leader



Deirdre Ball
Employment
Facilitator



Aodhnaid Lennon
Employment
Facilitator



Karen Kelleher
Employment
Facilitator PT

Karen took on
a new role as
Employment
Facilitator,
Shannon in 2022



Tómas de Buitléir
Employment
Facilitator



Shane Tuohy
Employment
Specialist IPS

Thank you to
Tomás and Shane who left
EmployAbility in 2022 for
new career opportunities.



Jennifer Coleman
Employment
Facilitator



Marcella Casey
Employment
Facilitator



Yvonne Madden
Employment
Facilitator

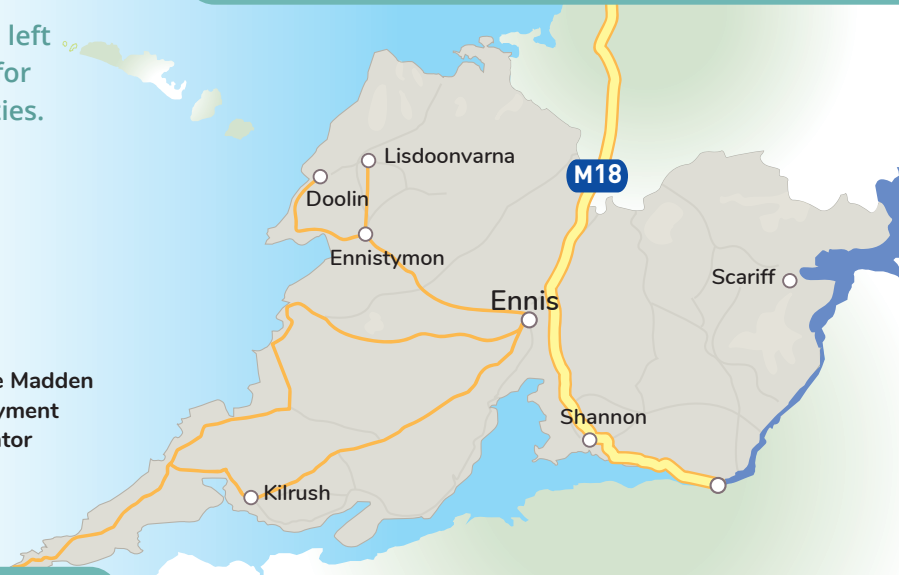
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EmployAbility Clare Clients

Demand

Demand for EmployAbility Clare service was high in 2022:

104 information, pre-registration and network meetings were held across County Clare.

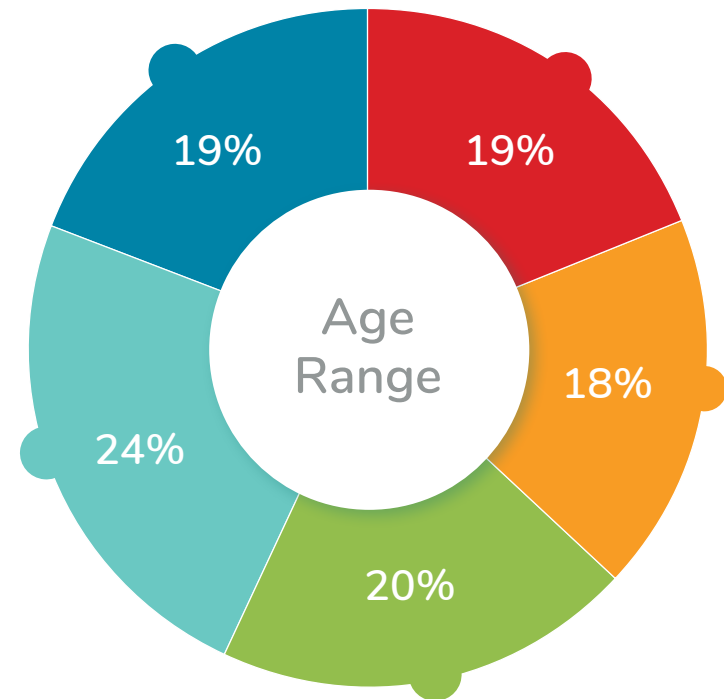
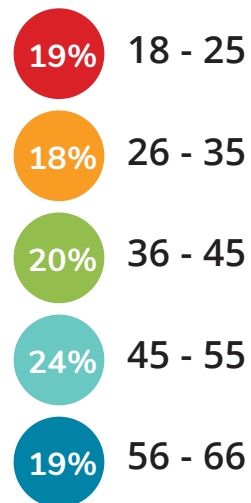
148 new participants were referred and registered with EmployAbility Clare.

245 people received support from our Employment Facilitators.

Age Range

We support people aged between 18 and 66.

We also provide career information and guidance to young people before finishing secondary schools.



Emerging Trends

In 2022 we saw an increase in people who are neurodiverse.

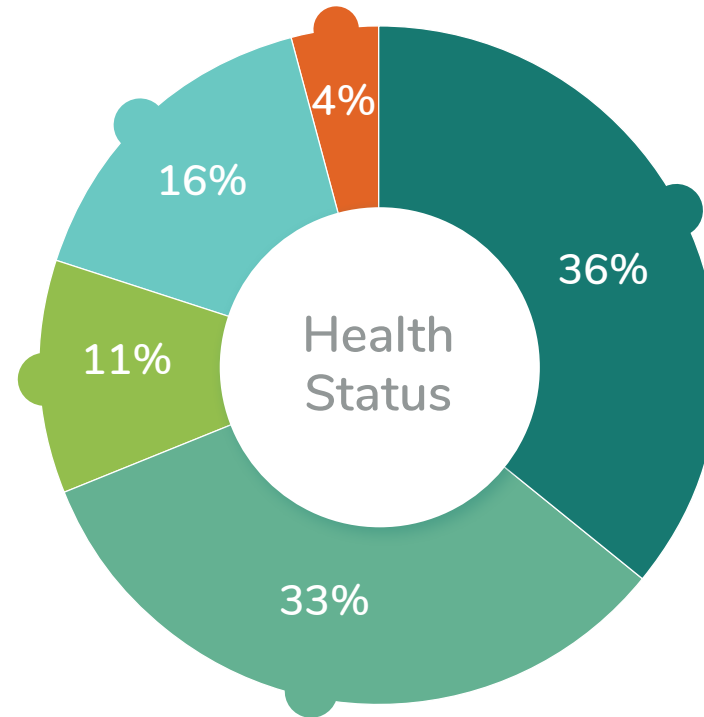
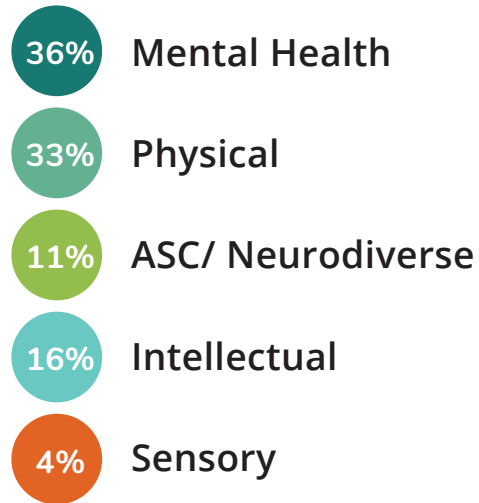
More young adults engaged with the service this year. Department of Social Protection in Clare started its pilot early engagement with new youth recipients of disability allowance in September 2022.

Over one third of EmployAbility Clare clients engaged with the service because of mental health. COVID impacted mental health challenges, anxiety, self confidence and withdrawal from further and higher education courses.

County Clare welcomed over 4,000 people displaced from Ukraine. EmployAbility Clare continues to work with international protection applicants and supported a number of Ukrainian people with a disability exploring employment options in their new base in Clare.

Client Diversity

Health Status



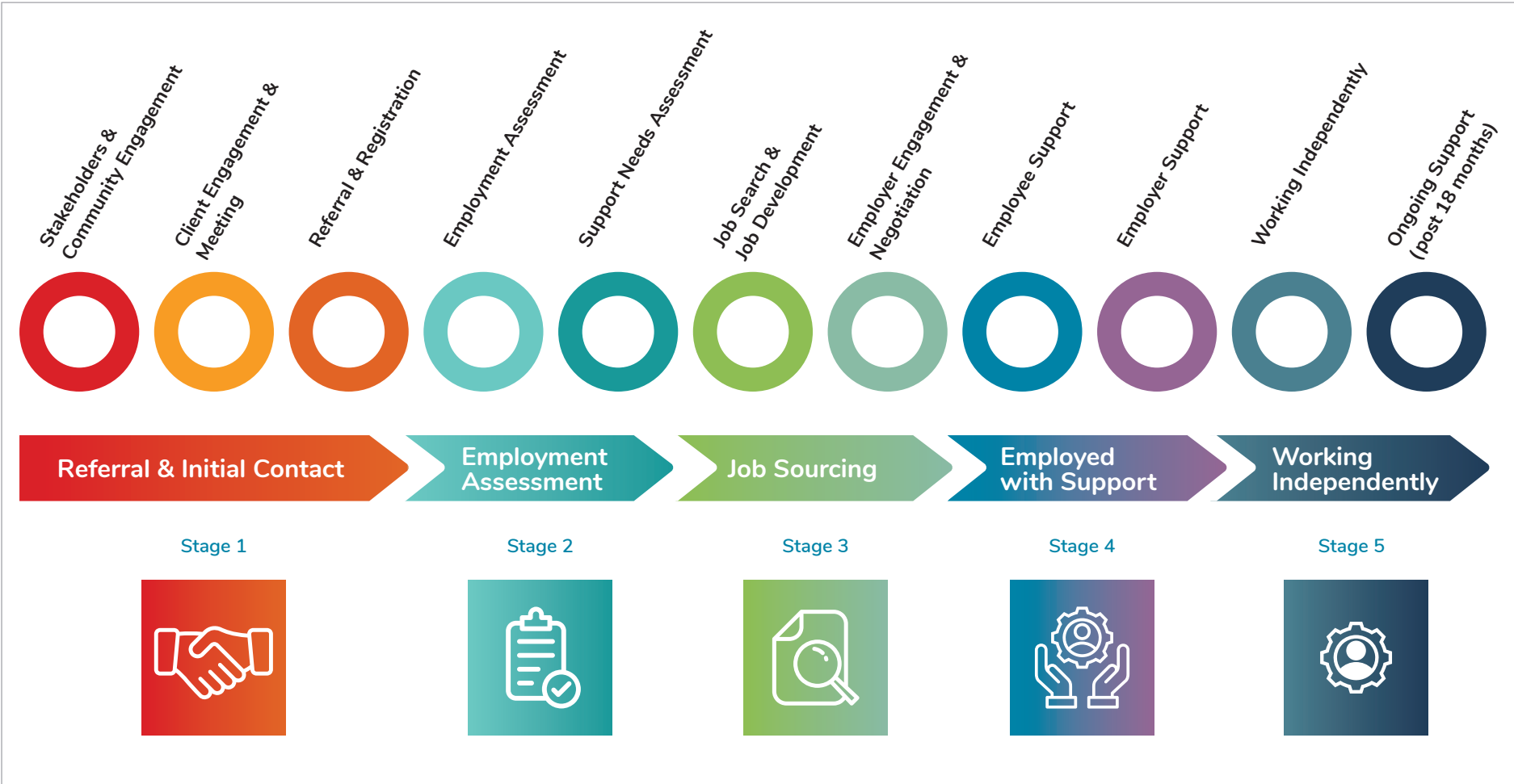
Cultural Diversity

The cultural diversity of our clients increases each year.

In 2022 we supported people of sixteen nationalities, including Poland, Pakistan, Lithuania, Bosnia, Kuwait, Syria, South Africa, England, Algeria, Sudan, Ukraine, India, Scotland, Germany.

Client Support Process

EmployAbility Clare’s client support process has a range of different elements and activities. Every client gets a service and supports tailored to their individual needs.



How We Work

Our Employment Facilitators use specialist skills and experience to guide individuals on their employment journey, including:

- + Empathy, building trust and rapport.
- + Motivational interviewing.
- + Coaching and client goal setting.
- + Creativity for diverse and complex support needs.
- + Careers advice and guidance.
- + Empowerment and encouragement.
- + Working in partnership – walking ‘beside’ the person.
- + Exploring different pathways to work based on individual skills and preferences.
- + Introduction to the world of work.
- + Ensuring a good job match.
- + Linking with other support organisations.
- + Building good relationships with businesses and employers.

Individual Placement and Support (IPS)

Individual Placement and Support (IPS) is an evidence based model of employment support for people linked with mental health services.

EmployAbility Clare, in partnership with HSE Mid West Community Healthcare has developed and managed a very successful IPS service in Shannon for over four years.

30 people were referred to the IPS programme in 2022.

Between 2018 and 2022 IPS participants secured 114 jobs.

Shane Tuohy was our Shannon based IPS Employment Specialist from Sept 2018 – December 2022. Thank you Shane for your contribution to IPS and the excellent support given to programme participants throughout this time.



Individual Placement Support

"Supporting You On Your Journey To Employment"



EmployAbilityClare

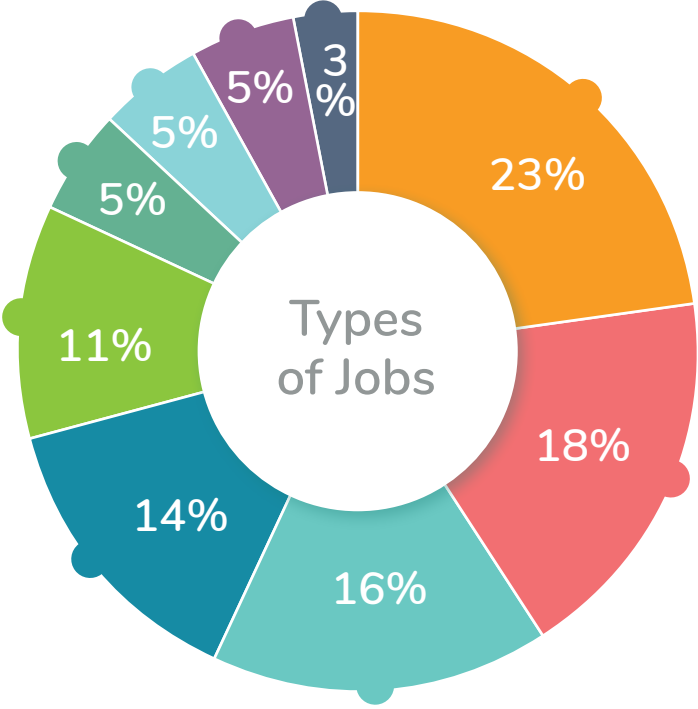
Client Outcomes and Pathways to Employment 2022

	Total	EmployAbility	IPS
New Jobs	114	85	29
Community Employment (CE) placements	4	4	
Wage Subsidy Scheme (WSS)	15	13	2
Pathways to Employment	112	106	6
Education/ Training courses	64	61	3
Window to Work *	17	17	
Work Experience	16	14	2
Volunteering	15	14	1
Links to other Support Organisations	94	94	
Client exits in employment	49	49	

* Window to Work is a CSR opportunity for local businesses and employers to provide: workplace visit; job shadow; business mentoring; work trial; CV critique; practice interviews.

Types of Jobs

- 23% Hospitality / Tourism
- 18% Admin /Finance /Customer Service
- 16% Retail
- 14% General Operative/Manufacturing/Production
- 11% Childcare/Education/Healthcare
- 5% Security / Parking
- 5% Cleaning
- 5% Driving
- 3% Self Employed



56% of jobs were full time; 44% part time.

Client Feedback

A choice of online or postal survey was offered to people who were supported by EmployAbility Clare and left the service during 2022. 100% of respondents were happy with the service provided and would recommend the service to other people. People who completed the survey gave very positive feedback about their experience:

What our clients say about us:

"After my accident in 2016 which resulted in an Acquired Brain Injury part of my recovery and rehabilitation was attending classes and workshops with Headway in Limerick City. After a few years Richie Reeves who was a wonderful support to me with Headway recommended that I contact Employability Clare. My intention was always to return to my original place of work even if in a reduced capacity.

Following on from my initial contact with Employability I was contacted and met with Deirdre Ball-Employability Facilitator based in Ennis. This was the beginning of my journey that enabled me to return to my workplace. Without the invaluable guidance, support and encouragement from Deirdre, this gave me the confidence and belief in myself again after being out of the workplace for almost four years.

I will forever be grateful to Deirdre for giving me back my independence and self esteem. Deirdre came to my workplace and met with Management and myself and helped explain where I could and would fit back into the workplace and continue to make a worthwhile contribution. We discussed the gradual nature of my return and it also provided valuable support to my Employer in any questions and concerns that they had at the time.

Deirdre continued to check in on me for a time after that and always kept the door open if I ever had any difficulties so that I could pick up the telephone and give her a call.. Thank you Deirdre you have given me so much"

"Since I started with this service it has improved my life. I now feel needed and appreciated."

"I was anxious about going to EmployAbility as I didn't know what to expect and I believed that I wouldn't be able to get a job or manage it. I was welcomed and supported to aim high and have value in my self and my skills. I found out that I am employable and that I am able for a part time role in a supportive environment."

"The service was perfect. It is very much the best I have come across – no changes needed."

I would highly recommend the service and would not be where I am today without it."

"A huge shout out to Yvonne Madden. She was a brilliant mentor and counsellor who stood like a rock by me during my tough times of finding a job. She made sure I got the best match possible for my skills and education. And she was instrumental in preparing me for interview, CV reviews, mock interviews. I cannot thank her enough for the support and mentorship throughout."

"Employability have given me a whole new lease of life since having given me their exceptional support and guidance on finding me a new job. With their 100% support and guidance I have begun to turn my whole life around for the better I couldn't have done it without them. They are invaluable service to the varied people requiring help with job finding they assist with health and housing for example which cannot be excluded from the job itself for some. I cannot thank Aodhnaid (employability worker) enough for turning my life around."

"Excellent staff who give brilliant advice. Great with pushing people towards getting a job or going to college. Very supportive."

"It couldn't have been any better. Everything was taken into account from my health to experience and what I wanted for the future. I couldn't have got better guidance. We are so lucky to have someone so kind and caring and professional."

Staff Reflection on Client Coaching

"My priority has always been the clients I work with. To see them flourish in their confidence and self-esteem is still the most incredible privilege I have as an Employment Facilitator. It is working with them through the challenges to seeing them through to where they want to go. I have learnt to take the positives with the negatives; that is when things do not go to plan. I believe there is learning in this that makes me better at my job.

When you work with clients, you also work with employers. As an Employment Facilitator, you learn how to support the employer to support the client. I believe you get an instinct as to what works with a client and employer and what doesn't.

My priority for next year is to continue to support clients in diifferent ways to help them get to where they need to be on their employment journey. I also aim to continue meeting employers and make as many successful job matches as I can."

Marcella Casey

Employer Engagement and Support

- ⊕ We provide a free recruitment and employment support service to all businesses in Clare.
- ⊕ We provide information and guidance on employer grants and subsidies and workplace adjustments.
- ⊕ We help businesses retain and support staff who acquire an illness or disability.
- ⊕ Our employment facilitators provide mentoring and on the job support to the employee and employer if needed.
- ⊕ We offer employers guidance on positive action towards disability and mental health support in the workplace.
- ⊕ We provide businesses with a practical approach to (CSR) Corporate Social Responsibility through our Window to Work programme.

Employer Survey

How did EmployAbility support business/employer needs?

We hired an EmployAbility client	92%
Responded in good time when contacted	84%
Helped with the recruitment process	68%
The job match was good/the employee had the right skills	68%
Gave information and guidance on grants & subsidies	60%
Organised work experience/work trial	56%
Shortlisted or prepared candidates for interview	52%
Helped with job development e.g. job analysis / job carve / job description	52%
Gave on the job support to a new employee	52%
Provided support to an employee outside of the workplace	52%
Linked us with Department of Social Protection	48%
Helped with the interview process	44%

Employer Feedback

"We received fantastic support from Marcella Casey who is definitely tailor made for her role. This enabled us to make adjustments where necessary and coach the individuals that we employed".

"Very pleased with the service. Supporting staff always available for meeting or phone calls. Affordable, convenient and much needed service for people with disabilities. Continue the good work".

"Generally very easy, helpful, and accommodating in dealings. Are very good to check up on candidates supplied to us".

"We are very happy with the service we have gotten to date. Our point of contact within the business has been fantastic to work with".

"People providing the service are very good and interested in their clients".

"Worked very well with us to understand our needs and then worked with their clients to ensure a match".

"From regular meetings to establish requirements/ identify clients to engaging clients in our organisation, the system works extremely well".

Employer Networking and Events

After two years of virtual networking 2022 allowed physical networking events to be organised.

We were involved in:

- Jobs Fair, Ennis DigiHub - over 300 attendees.
- Jobs Fair, Intreo/Department of Social Protection, Ennis.
- Employer Disability Awareness Workshop December, Ennis.
- Aviation Skillnet, Shannon.
- Ennis and Shannon Chamber of Commerce network events.



Staff Reflection on Employer Engagement

"2022 recorded significant success pertaining to employment outcomes for clients of EmployAbility Clare in terms of job placements. Positions obtained were very positive and on reflection were highly indicative of repeat business from relationships built up over many years with a number of employers throughout County Clare combined with some new employers coming on board during the year. Contrasting this were challenges encountered by employers who came to us with many positions that we could not fill.

While somewhat reflective of the labour market in general, this does not account for all. I would like to see us look inwards as a team in 2023 to strategically plan and go forward and raise essential awareness throughout the county to expand our reach to all potential clients so that we can deliver on the quality and quantity of the placements we are capable of."

Yvonne Madden

Working in Partnership with Local Support Services



EmployAbility Clare service links with a wide range of statutory and voluntary organisations to provide the best possible supports and service to our clients and help them prepare for work:

Our Partners

- ✓ Department of Social Protection
- ✓ HSE Mid-West Mental Health Services
- ✓ Limerick/Clare Education and Training Board (LCETB)
- ✓ Local Employments Service & Jobs Club
- ✓ Clare Local Development Company and SICAP
- ✓ Community Employment Schemes
- ✓ Family Resource Centres
- ✓ Citizens Information Centre
- ✓ Clare Volunteer Centre
- ✓ Emergency Services (Samaritans, Pieta House, Crisis services)
- ✓ Financial and Budgeting Services
- ✓ Chambers of Commerce & Business Networks
- ✓ INOU
- ✓ National Learning Network
- ✓ Disability Support Organisations
- ✓ Support and Care Organisations
- ✓ Local Enterprise Office (LEO)
- ✓ Enterprise Support Networks
- ✓ Skillnets
- ✓ Clare County Council
- ✓ Rural Transport Providers
- ✓ Specialist Disability Support Services
- ✓ Probation Services

Local Support Services /Partners



An Roinn Coimirce Sóisialaí
Department of Social Protection



Staff Reflection on Partnership Working

"Jennifer and I continued our existing partnerships, keeping the links we had previously set up and in March 2022 we created a new partnership with Clare Haven Horizons.

Over the course of nine months, we developed the idea of progressing volunteering to employment opportunities for two of our jobseekers. The employer was also eligible to apply and obtained the Wage Subsidy Scheme. This partnership is a new way of progressing clients who have an extensive gap in their employment history. We created a real opportunity that wasn't accessible before.

The learning from this partnership, is that a major investment was required by both ourselves clients and employer to develop something like this. It may look like a small achievement on paper but for the specific clients it has changed the course of their lives... they've re-entered the workforce, they now have further employment options, improvements financially and personal well-being.

The Jobs fair in October22 exceeded our expectations. The outcome was the interest from employers to have this event repeated. An onsite event like this hasn't been possible since 2019.

This year we are looking at similar events in west Clare in the next few months and another event in Ennis, in the last quarter of the year. 2023 is about minding and growing these partnerships. By building trust with these organisations, we create further opportunities."

Jennifer Coleman / Deirdre Ball

Governance

EmployAbility Clare Board Members 2022

Deirdre Hughes, Chairperson

Dympna O'Callaghan, Company Secretary

Peadar O'Loughlin

Pamela Clancy

Marie Killeen

Tommy O'Doherty (joined 2022)

Governance

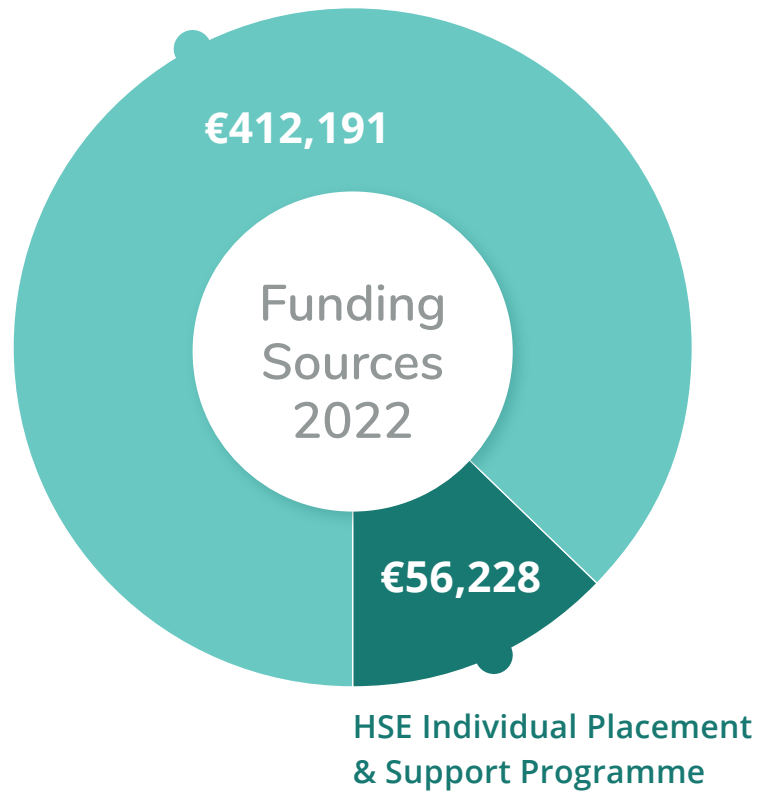
Clare Supported Employment Service CLG T/A EmployAbility Clare, is a registered charity. RCN 20060374

We are compliant with the Charity Regulator's Governance Code.

Our annual audited accounts are published on CRO website and EmployAbility Clare website.

Finance

Department of
Social Protection



An Roinn Coimirce Sóisialaí
Department of Social Protection



An Roinn Coimirce Sóisialaí
Department of Social Protection



Marketing and Promotion

EmployAbility Clare ran a number of very successful workshops, information sharing and network events to promote our service to new clients and stakeholders.

- + Department of Social Welfare/Intreo: new staff information session.
- + Clare Youth Service students: 'Career Options and Support workshop'.
- + Mid West Disability Services: 'Services for school leavers and young adults information event'.
- + Headway, Brain Injury Service, Limerick.
- + Clare Local Enterprise Office: Business & Enterprise supports workshop for people with a disability.
- + West Clare Mental Health service, Kilrush.
- + Bothers of Charity services Clare: 'Let's Get to Work' workshops.
- + Working Life in Ireland workshop' for Ukrainian people, with Clare Local Development Company.
- + 'Connect Café Wellbeing workshop', with LCETB, Clare Library, Clare Local Development Company and Clare Volunteer Centre.
- + Clare Jobs Fair, Ennis DigiHub, with Grow Remote, Department of Social Welfare and Clare Local Development Company.

Staff Training and Professional Development

EmployAbility Clare staff all have Further/Third level education qualifications, ranging from QQI 8 to QQI 10.

Staff undertake continuous professional development and specialist training, adapting the service to the needs of customers.

CPD 2022

- + Professional Supervision, Western Consultancy Services
- + Equality and Diversity, UL
- + Trauma Informed Practice, UCC
- + Life and Business Coaching, ILI
- + Leading Remote Teams, Grow Remote
- + Welfare to Work/ Welfare rights/Advocacy, INOU
- + GDPR refresher, Optima Training
- + Certificate in Supported Employment, Open Training College
- + GOSHH (Gender Orientation, Sexual Health, HIV), GOSHH Ireland
- + Emotional Intelligence, SIY
- + MPAV: Managing Potential Aggression and Violence, HSE
- + Decider Training, HSE

Staff Reflection on Professional Development Opportunities

"Firstly, I'd like to thank the board for granting me the budget to upskill this year. The opportunity has given me untold insight, and deep personal & professional job satisfaction this year. Trauma Informed Care & Practice 'involves supporting recovery & growth through the shared experience of partnership & empowerment' (Lotty, 2021). This fits very neatly into my own personal values and EmployAbility's overarching principles of empowerment, growth & collaboration. My collaborative work with the Mental Health Services continues to grow. Due to the fact that there is a clarity of language and a common understanding of terms, I have found that not only is my feedback on client progress given more gravitas at our monthly meetings, but the MDT's sharing of information with me is richer than before, all to the benefit of the vulnerable adults on my caseload. The trust and mutual respect of this inter-agency work has been greatly enhanced as a result."

Aodhnaid Lennon

Our Impact

EmployAbility Clare is an invaluable service.

Our employment support service meets the needs, rights and ambitions of people with a disability or health condition.

People with disabilities who use EmployAbility Clare service have more employment options and better career opportunities.

We are an inclusive service and create pathways to employment for people with higher support needs.

Workplaces in Clare are now more diverse; recruitment practice is becoming more inclusive.

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