

## SERVICE USER STATEMENT

The Ballymun Job Centre (BJC) is contracted by the Department of Social Protection (DSP) to carry out the Local Area Employment Service (LAES). Under the LAES contract, the BJC is committed to providing quality services to all people who access support from our organisation. Our overarching mission is to inform, encourage, advise, and support any individual or group in the Dublin North Area who wants to engage in labour market opportunities. Our service endeavours to raise the skills and labour market aspirations of individuals, promote the labour force to potential employers and to co-operate with and foster co-operation between organisations and agencies that promote or seek to maximise employment, education or training opportunities for individuals living in the Dublin North Area. Our aim is to provide individuals with greater labour market choice and the opportunity to improve their employability, increase their earnings and reduce their dependency on welfare and vulnerability to poverty.

### OUR COMMITMENT TO OUR CLIENTS INCLUDES A GUARANTEE OF THE FOLLOWING ACTIONS:

- A one-to-one meeting with an employment guidance officer within 15 working days of referral to our service.
- Complete a Personal Progression Plan (PPP) with each client within 20 working days of the first one-to-one meeting, and comprehensively review every 13, 26 and 39 weeks until employment is secured.
- Education, training, and other supports required will be identified. This will include technical skills and soft-skills training and capacity building supports accessed through inhouse and external sources.
- A comprehensive suite of job-related supports including advice and support in CV preparation, job search, interview skills and mock interviews will be provided.
- Once employment has been secured, clients will receive continued support. This support will commence within five days of starting employment. There will be at least one meeting (in person, by telephone or online) every twenty days thereafter. This support will be offered for a minimum of 17 weeks after each client commences employment.
- Supports will be offered on a face-to-face basis as well as on a digital and online basis. Digital and online services will include one-to-one meetings through Zoom and other platforms. Group workshops will also use digital platforms. Clients will be supported to access these online and digital services.
- The client will be guaranteed privacy at all times, in line with GDPR and Data Protection legislation
- The service will be provided during the hours of 9am and 5pm Monday to Friday, excluding public holidays. It will be accessible to all and will ensure that no client will be more than 60 minutes by car or public transport away from the service.
- Clients will be encouraged to provide feedback through client satisfaction surveys.
- A complaints policy will be made available to all clients. The outcome of any complaints will be communicated by letter/email to the client.



## YOUR INFORMATION DATA PROTECTION STATEMENT

Your privacy is important to us. The Ballymun Job Centre aims to achieve the best possible standards of protection for all the data, including personal data, which it may collect and process on behalf of the DSP and the Local Area Employment Service. The organisation is committed to compliance with the requirements of the Data Protection Act and the General Data Protection Regulations of May 2018. Our full privacy statement is available at [www.bmunjob.ie](http://www.bmunjob.ie) and explains the type of information which is required to collect from you. The BJC fully respects your right to privacy and will not retain or process any personal information about you without your clear permission.

## COMPLAINTS PROCEDURE

The BJC is committed to the delivery of a quality service as outlined in our Service User Statement and which is available on our website at [www.bmunjob.ie](http://www.bmunjob.ie). However, despite the organisation making every effort to meet the quality standards that we have set ourselves, from time-to-time service users may not feel satisfied with the type, level or quality of the service that is provided, and we have therefore developed a policy and complaints procedure. The BJC gives a commitment that complaints will be taken seriously and dealt with promptly, efficiently and in a considerate manner, and every effort will be made to address the issue prior to moving to a formal complaint. All complaints will be dealt with in a fair, honest and ethical manner. Our full complaints procedure is available on our website at [www.bmunjob.ie](http://www.bmunjob.ie).

**If you require any further information about the above process, please feel free to enquire with your employment guidance officer, a member of the management team, or by following the links provided in this document.**

**For full details of our commitment to you and to access our Service User Statement, please go to our website at [www.bmunjob.ie](http://www.bmunjob.ie).**