

Responding to Diverse Client Needs and Building Resilience in a Changing Labour Market

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Today

- Ballymun Area and Ballymun Job Centre
- Response to the challenging needs of our client group - Resilience and Innovation
- Building Resilience towards Sustainable employment (Michelle)
- Innovation through European partnerships
- The Changing World of Work: EU partnership: **FUTURE PROOF YOUR CAREER**
- Questions, Reflections, Discussion



Ballymun Job Centre

The BJC was established in **1986** as a community response to a chronic unemployment situation

The BJC is a **voluntary** organisation with **charitable** status it is a co-operative and is managed by a Board of Management

Since 1996 BJC manages the **Local Employment Services Network**

The BJC has built **relationships** and worked closely with a wide range of public, private, European and community organisations

23 full-time, 4 part staff staff, delivering career guidance related services to the local community



**Ballymun Flats
Mid 1960's**

REGENERATION



Ballymun 1980's

Ballymun 2019



BJC: Profile of New Registrations

2018 Ballymun only

Total New Registrations: 1,295

Welfare Status:

JSA:	60%
None:	14%
JSB:	10%
OPFP/JST:	6%
DP:	4%
Other:	6%

Age:

18-62:	80%
18-25:	17%
Over 62:	2%
Under 18:	1%

Education Levels

Primary:	26%
JC/IC/GC:	22%
LC/LCA:	35%
Post 2 nd Level:	14%
Other:	3%

Gender

Male:	61%
Female:	39%

CLIENT PROFILE

Age 15+/Early School
Leavers

High levels of
unemployment

Generational
Unemployment

Reliance on social
welfare/Cycle of
poverty

Low levels of literacy



Drug mis-use/ Alcohol abuse

Criminal behaviour

Negative role models

Gang membership

Client Profile



Lack of self knowledge/ occupational knowledge

Lack of coping skills/motivation

Single Parent Families / childcare issues

Low value placed on education

Low levels of self confidence/self efficacy

Multidisciplinary Team

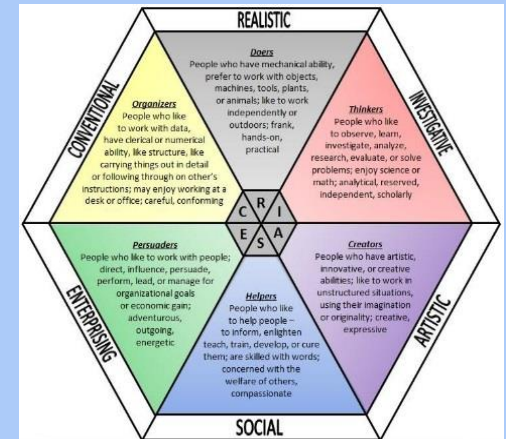
- Career Guidance and Counselling
- Organisational and Educational Psychology
- Counselling and Psychotherapy
- Addiction Community/Counselling - Motivational Interviewing/Brief Solution Therapy
- Career Coaching
- Marketing and Digital Media
- Justice and Research



BJC Services



- Main Stream Guidance Service/Psychometric Assessments
- Drug Support Service and Strive
- Interagency and Local Collaborations
- Employer Support and Initiatives
- European Partnerships
- Specific Skills and Soft Skills Training
- Jobs Club/Practical Supports



GUIDANCE SERVICE

- Client Centred
- Innovative
- Raise Aspirations

Promoting

- Self awareness
- Motivation and Resilience
- Self esteem
- Self efficacy
- Career clarity
- Realistic career plans



PRACTITIONER SUPPORT

- Monthly Supervision
- Team Meetings/Case Discussions
- Continued Professional Development
- Work/Life Balance
- Supporting New Ideas and Ways of Working
- Encourage Collaboration and Interagency Working



EU COLLABORATIONS



- SINCE EARLY 2000
- DEVELOPMENT OF PSYCHOMETRIC TOOLS
- NEW INTERVENTIONS AND MODELS OF WORKING
- POLICY FOCUSED PROJECTS
- DEVELOPMENT OF PRACITIONER COMPETENCIES

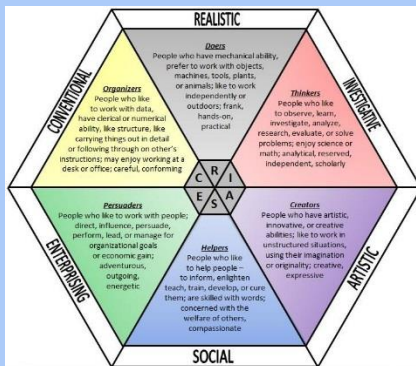
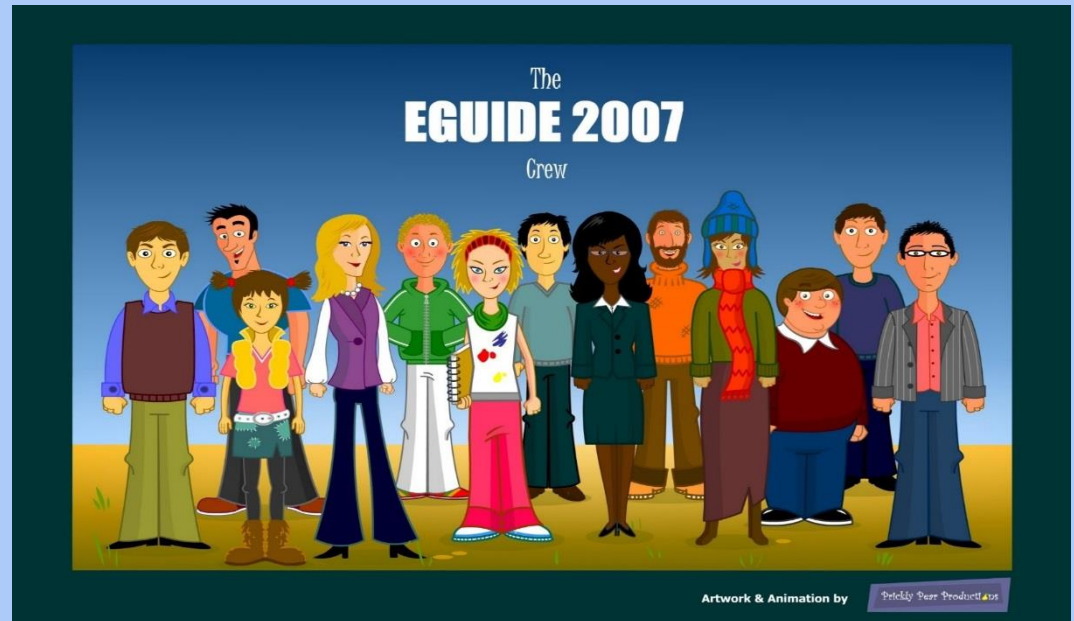


INNOVATIVE PSYCOMETRIC TOOLS



The Tools

- Multisensory: Hear, Read and See a relevant Picture
- Interests based on John Hollands Theory of Interest



- Personality Based on McCrae and Costa
OCEAN

Cognitive Assessments

- Verbal Reasoning
- Fluid Reasoning
- Visual Spatial Thinking
- Processing Speed

GUIDE 2.0



- ✓ Development of Case Studies, based on Practitioner Feedback and CEDEFOP Competencies
 - ✓ Developed CPD Workshops for Practitioners
 - ✓ Methodological Guideline
 - ✓ Recommendation Handbook
1. Interagency working
 2. Advocacy skills
 3. How to manage a heavy caseload/Self Care (tired/exhausted)
 4. How to make the most of supervision
 5. Partnership/Holistic Approach
 6. Working with Resistance
 7. Boundaries/taking on what is not yours!
 8. Equality legislation
 9. Burnout - how to recognise it, what to do

GUIDE 2.0



- Previous Case studies and Materials—Available online as a Blended Learning Curriculum
- Facilitator Resource Pack: Production of 'how-to' guides and curricula to enhance Community of Practice and Action Learning Sets
- Production of a seven new and innovative case studies for CDP for Guidance Practitioners
- Effective Practice Guide for IAG Guidance Managers: focusing on providing case study examples of effective career guidance provision





Building Resilience and SCOPE EU Project Michelle Collins (20 mins)



Changing World of Work

- The world of work is changing. Technological change and modernising of the workforce has accelerated in recent years
- For those already in the labour market their capacity to adapt will be essential to sustaining their career progression.
- Many low skill and routine tasks are now automated, and increasingly computers perform more complex cognitive tasks, yet automation of simple human interaction has proven difficult (Deming, 2015).



There is growing consensus that we are now on the cusp of a fourth industrial revolution...

1st Industrial Revolution

New Manufacturing Processes

1760-1840



2nd Industrial Revolution

Industrial Mass Production

1870-1914



3rd Industrial Revolution

The Digital Age

1996-2004



4th Industrial Revolution

Automation and Smart Technology

???????



Source: Justin Sinnott, Manager – Further Education and Training Strategy, Policy, Research and Evaluation: Solas

Changing World of Work

- A report by the Expert Group on Future Skills Needs (2018) identified that changes to the education system, at all levels, is required and recommended that these changes focus on the development of transversal skills, also referred to as employability skills, soft skills or transferable skills.
- The National Skills Strategy 2025 identified **soft skills** as being increasingly important to sustainable employment, while also being important in enabling lifelong learning, and recommended the development of soft skills at all levels of the education system.

Q1 2007: 2.18 million in employment

Q1 2012: 1.86 million in employment

Q2 2018: 2.25 million in employment

Change in employment levels: Q1 2007 and Q2 2018

- Caring, leisure and other service occupations +34%
- Associate professional and technical occupations +26%
- Managers, directors and senior officials +23%
- Professional occupations +21%
- Elementary workers -22% (69,800 less than Q1 '07)
- Skilled trades occupations -24% (95,700 less)
- Administrative and secretarial occupations -5% (12,400 less)

“While the overall recovery in employment is well-established, it is likely that the structure of the workforce across Ireland has changed for the long term.” (Digital Transformation: Assessing the Impact of Digitalisation on Ireland's Workforce December 2018)





*The world's
largest
media
company
produces no
content*

*The world's
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company
owns no
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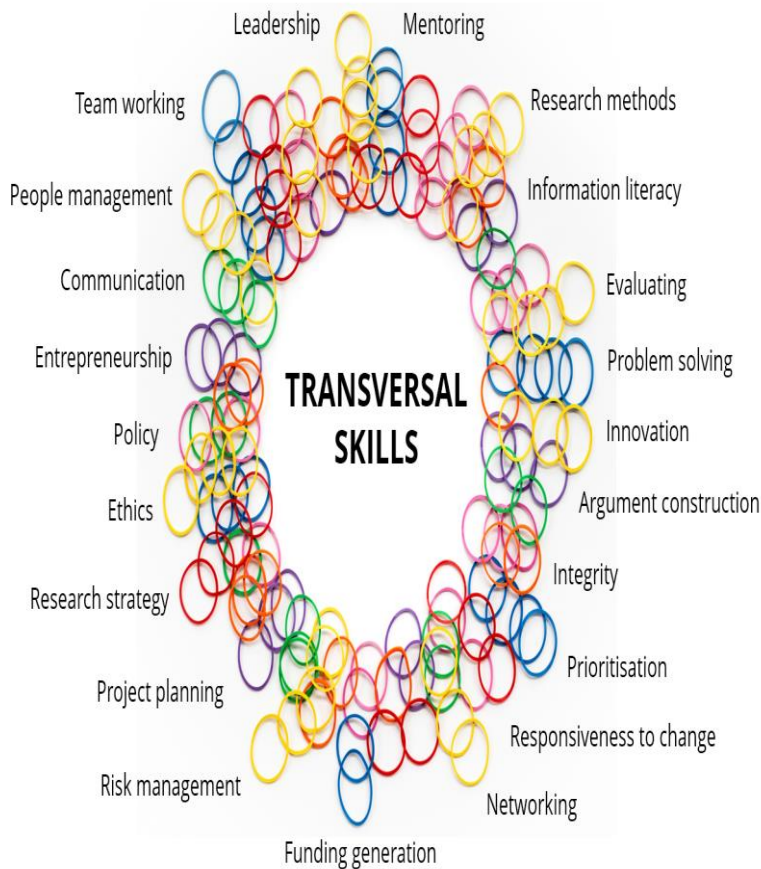
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The types of skills required for the future will be flexible and applicable to different workplaces and environments...

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

Many Occupations Combine Interpersonal with Technical Skills



FUTURE PROOF YOUR CAREER

- KA2 Project, 24 Months, Seven Partners
- The FYC project aims to support marginalised job seekers to understand and gain awareness of key competencies which are essential employability competences for a future labour market.
- These key competences underpin the ability to adapt and change to the demands of a technological workplace, and are important in up-skilling in initial and continuous VET

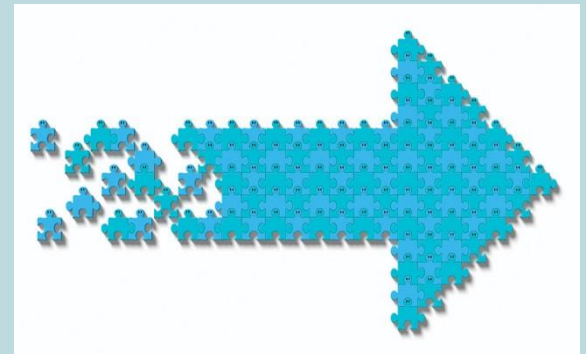
FUTURE PROOF YOUR CAREER



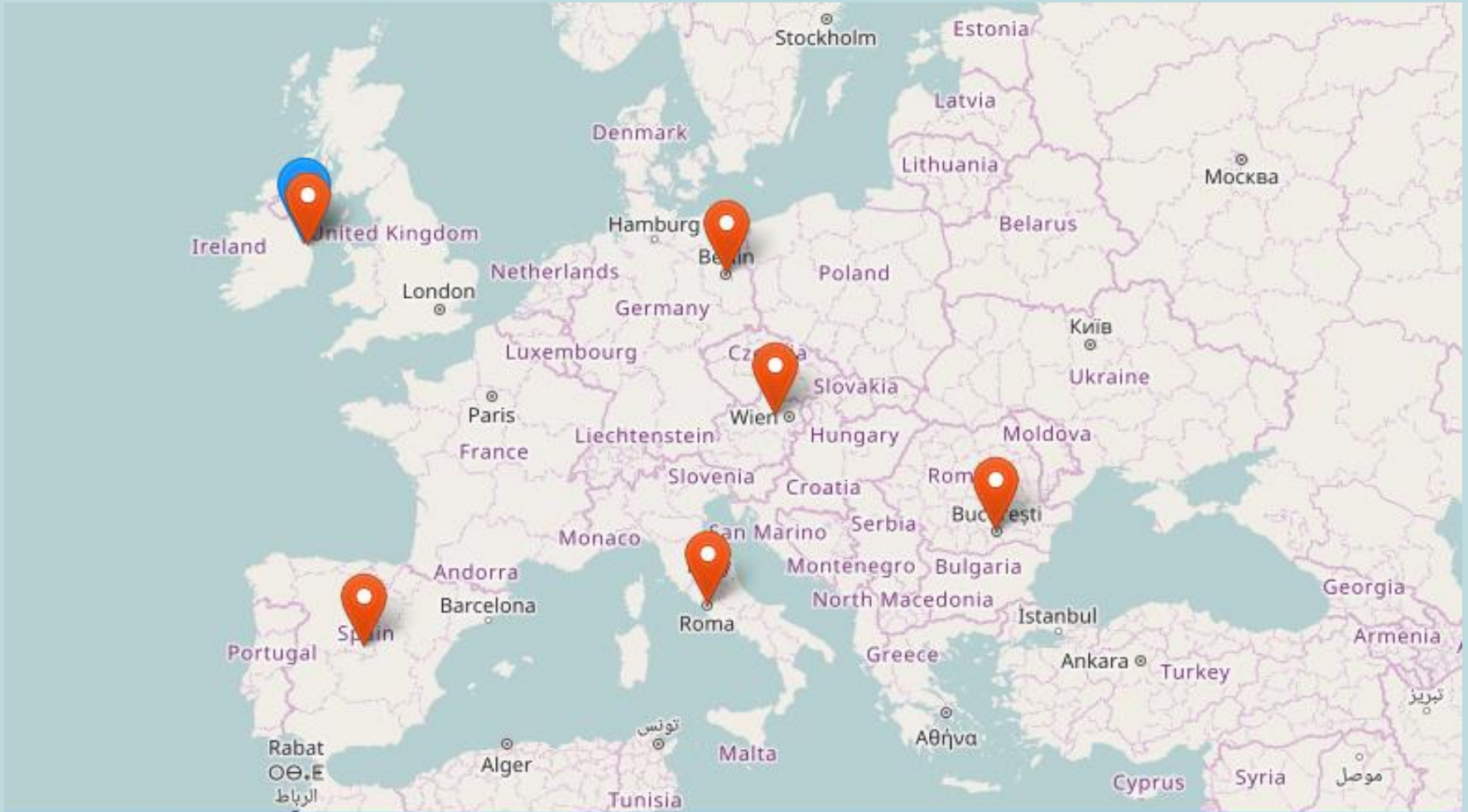
- Effective career guidance has the potential to extend the length of careers, support economic and labour market goals and support social equity and inclusion. It is also a critical support to enable citizens to have rewarding and fulfilled working lives (IBEC, 2018).
- The overarching aim of this project therefore is to design, develop and implement a Future of Work be used to future-proof the careers of disadvantaged job seekers and enable them to have sustainable future employment.

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FYC Project Partners



FYC OBJECTIVES

- Objective 1: to enable Individuals to become aware of their own skills for the future labour market particularly in relation to communication and interpersonal skills
- Objective 2: to create awareness of future workplaces, their requirements, and associated VET progression routes
- Objective 3: to create a culture of training and up-skilling of guidance practitioners in a fast changing labour market,

PROJECT OUTPUTS

1. FYC Framework Development (Research Study, Report)
2. FYC Tool Specification and Content
3. The FYC online platform
4. Training module for practitioners
5. Psychometric evaluation/Statistical Evaluation

Group Work Questions

1. Drawing on recent developments and technological changes to the world of work, can you briefly describe the impact (or potential impact) of these changes?
2. Are you aware of any interesting and successful programmes and/or Guidance interventions already in use, which aim to address the changing world of work, in your Country?

thank you