



Down  
Syndrome  
Ireland



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# Employer Welcome Pack

#ShareTheJourney



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# Welcome Pack Letter

# Down Syndrome Ireland - Employment

**Dear Employer,**

I would like to thank you, on behalf of Down Syndrome Ireland for your interest in our Ability Programme and providing employment to an adult with Down syndrome. Through our programme we are working to break down barriers, and change low employment rates that adults with Down syndrome experience, and you are helping us achieve this. Together we can change lives, and ensure adults with Down syndrome successfully access meaningful employment opportunities.

Employment has a substantial impact on the person with Down syndrome. It helps improve confidence, increase social connectivity and promotes integration into the local community. It gives the person an opportunity and the ability to contribute to their local community and become a valued member of society.

At Down Syndrome Ireland, we can provide inclusive workplace training for your company, which includes education and awareness of working with a person with Down syndrome, awareness of diversity within the workplace. We also provide specific Personal Development and Pre-Employment Training to adults with Down syndrome & in collaboration with each individual workplace we create a 'task list' of jobs and a role suitable within your company. You will see later in this document a vast array of sample jobs roles for many different industries of work. These have been compiled with real workplaces and employment opportunities. They have been tried and tested, and are a tool to help you reflect on your place of work and how you could effectively create meaningful jobs for an adult with Down syndrome at work.

We can provide support to you around looking at Job Roles and Work Tasks/Duties in your organisation, that would provide meaningful work for an adult with Down syndrome. In turn this could benefit your workplace by freeing up existing employees' time, so they can complete more highly skilled tasks. We can also provide support around Contracts and any Materials/Documentation required. This document is intended to give employers some ideas in relation to job roles, what supervision may be needed within the workplace for the employee, what support may be needed for the employers, sample easy read contracts and other important information.

Please do not hesitate to contact me for further information or support. Thank you again for the opportunity you have provided and we look forward to working more with you in the future.

**Yours Sincerely,**

Aoife Gaffney  
**Head of Employment, Down Syndrome Ireland**

**Email:** [aoife@downsyndrome.ie](mailto:aoife@downsyndrome.ie)

**Phone:** 089-7036209



## Testimonials

### Swan Leisure Centre, Rathmines

Conor Byrne has been working as a Leisure Centre Assistant at Swan Leisure since July 2018.

Here's what Operations Manager Gregg Gannon had to say about Conor at work:

*"Conor is an inspiration to both members and guests. He is a fulfilment of our philosophy at Swan Leisure of inclusion and breaking down barriers to participation."*

And here's what Conor had to say about his job:

*"I love the company and having work buddies to chat to. Everyone in the swan centre is nice and friendly and they look out for me. I think I do a very good job - I keep the pool deck cleaned and I clean the gym. I would advise someone with Down Syndrome to get a job because you will learn new skills and responsibilities and you will achieve."*

### Walkers Global Law Firm

Through our Ability Programme Linda secured a job in Walkers Global Law Firm as part of the Mailroom & Facilities Team.

Here's what Linda's Supervisor Richard Murphy had to say about Linda at work:

*"Linda is a valued member of the Mailroom and Facilities team and she always has a positive outlook with no task being too great or too small. Linda's energy and commitment is admirable"*

And here's what Linda had to say about her job:

*"Walkers is absolutely brilliant and I love it! The staff are so nice. I really have found my dream job!"*

# Testimonials

## Glenveagh

Niamh started working at Glenveagh in July 2018.

Here's what her manager had to say:

*“Niamh is very much part of our HR team here at Glenveagh since joining us in July 2018. She has excellent initiative, is a strong team player and we look forward to the days that she’s in work. Niamh has educated us in a lot of ways and is a great ambassador for the Ability programme.”*

And here’s what Niamh had to say about her job:

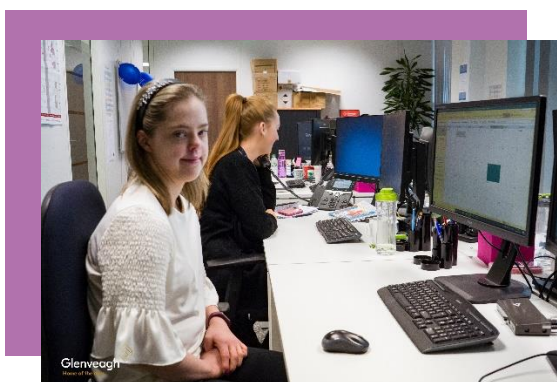
*“I enjoyed my interview and appreciated the opportunity to work for a big company. I am learning a lot here. It’s different to the jobs I had before and I like learning new things like Excel and using the scanner. Sure I am part of the furniture now!”*

## Lilly’s Bar, Portlaoise

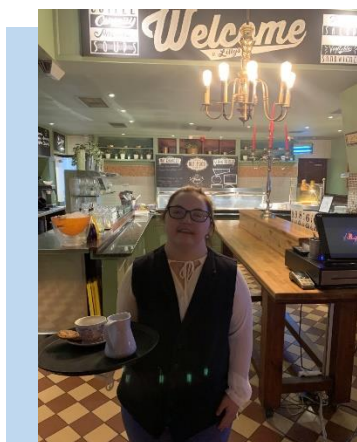
Chloe McEvoy works as a waitress at Lilly's Bar, Portlaoise, which is part of our partnership with Nolaclan Social Spaces.

Here's what Chloe had to say about her job:

*“I love working in Lily's bar in Portlaoise. I serve people, I use the till to take money when they pay. I'm happy I have my job.”*



Niamh working at Glenveagh



Claire working at Lilly's Bar



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Insurance  
Letter

Broker Ref: DOSY47CL01  
Date: Tuesday, 09 April 2019

To Whom It May Concern

Re: Work Experience Programme – Down Syndrome Ireland

Dear Sir / Madam,

The cover provided under an **Employers Liability Policy** is to indemnify the Insured in respect of their legal liability for accidental bodily injury death or illness sustained by an Employee arising out of and in the course of his/her employment by with the Insured.

This cover will normally automatically extend to facilitate a person engaged in, or in connection with, a work experience or training scheme programme.

A typical example of the wording under the Employers Liability Section of a policy relating to the **"Definition of Employees"** for three prominent Insurers in the market Axa; Allianz and Aviva are depicted below and you will see they all include those persons engaged in a work experience or training programme.

**Axa:**

**Definitions**

**Employee**

- a) any person under a contract of service or apprenticeship with the Insured.
- b) any person who is hired to or borrowed by the Insured.
- c) **any person engaged in connection with a work experience or training scheme.**
- d) any labour master or person supplied by him.
- e) any person engaged by labour only subcontractors.
- f) any self-employed person working on a labour only basis under the control or supervision of the Insured.
- g) any voluntary helper while working for the Insured in connection with the Business



## Aviva

### Employee

Any person who is

- (1) under a contract of service or apprenticeship with You
- (2) borrowed by or hired to You
- (3) a labour master or supplied by a labour master
- (4) employed by labour only sub-contractors
- (5) self-employed
- (6) **under a work experience or training scheme**
- (7) regarded as being in Your employment under the terms of any contract or agreement
- (8) a voluntary helper while working under Your control in connection with The Business
- (9) an outworker or homeworker when engaged in work on Your behalf.

## Allianz

**Employee** means any

- (a) person under a contract of service or apprenticeship with the Insured
  - (b) **person engaged under any training educational or work experience programme**
  - (c) labour master or labour only sub-contractor or any person employed or supplied by them
  - (d) self employed person
  - (e) person hired to or borrowed by the Insured
  - (f) volunteer
- while working for the Insured in the course of the Business

I hope this clarifies the position for you and should you have any further queries I would suggest you contact your own Insurance representative who will be in a position to clarify this matter for you.

Yours sincerely,



Ciaran O'Connor  
Account Director



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# Safeguarding Employment Letter

**Dear Employer,**

Down Syndrome Ireland's Ability Programme is supporting adult members with Down syndrome to find paid employment in mainstream companies Nationwide across a variety of industries and workplaces. While Down Syndrome Ireland is supporting members by working with employers and sourcing positions, we are not asking the employer to become a disability service provider. We are asking them to employ a person with Down syndrome and provide reasonable accommodations to enable them to do their work.

Down Syndrome Ireland engages with candidates to provide pre-employment training and provides disability awareness training to companies. We also offer ongoing advice and support where required. This lays a foundation to enable the employer to create a supportive work environment.

The onus is then placed on the company's internal HR processes to ensure that a healthy and safe workplace is provided for an employee with Down syndrome, as it is for all employees. Outside of a disability service setting, it is not feasible that all people who have contact with the employee in the wider world (including their working environment) will be Garda vetted, so this is not a requirement for employers.

We thank you for your support & opportunities for adults with Down syndrome in the workplace.

**Yours Sincerely,**



Aoife Gaffney  
**Head of Employment, Down Syndrome Ireland**

**Email:** [aoife@downsyndrome.ie](mailto:aoife@downsyndrome.ie)

**Phone:** 089-7036209



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Glenveagh  
Home of the *new*

Sample Easy Read  
Work Contract

# Sample Easy Read Work Contract

A document prepared by Down Syndrome Ireland



## Your work contract tells you:

- Your jobs at work
  - Your hours
  - Your pay
- 



## A work contract is between the Manager and you. You are the employee.

Your manager is:

---



## Your duties at work are:

- Task 1
  - Task 2
  - Task 3
  - Task 4
- 

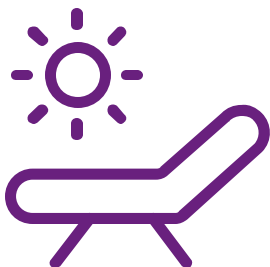


## Your work hours are:

Your break time is:

# Sample Easy Read Work Contract

A document prepared by Down Syndrome Ireland



## Holiday Times

Talk to your Manager at least 2 weeks before you want time off.

Let your Manager know what days you will need off.

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## In Case of Emergency...

In case of an emergency or if you are sick, ring your Manager if you cannot go to work.

You can call and leave a message for your Manager.

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## Contract Review

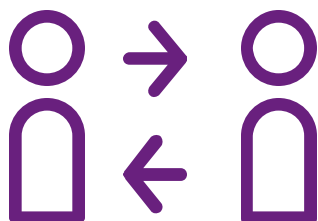
Your contract will be reviewed at Christmas.

# Sample Easy Read Work Contract

A document prepared by Down Syndrome Ireland

## Review Meeting

Your review meeting will include questions like:



- Are you happy?
- What do you think is going well?
- What do you think is not going so well?
- How could you get better at different jobs?

You can ask questions, too!

## Contract Review



If your manager is happy with your work, he or she will offer you a new contract.

If your Manager is unhappy or if there is no work anymore, he or she might give you notice that work will finish.



## Questions

If you have any questions you can ask your manager.



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**Sample Job Tasks:  
Office Administrator**



# Office Administrator Tasks

Role: Admin/Office Assistant



## Responsibility for overseeing the Stationary Room (Daily)

- Allocating space for supplies
- Keeping items neat and tidy
- Disposing of cardboard
- Liaising with relevant staff members when supplies are depleting



## Photocopiers (Weekly)

- Loading photocopiers with A3 & A4 paper on a weekly basis
- Liaising with relevant staff member when paper needs to be ordered



## Training Room & Boardroom Set-Up (Weekly)

- Liaising with Learning & Development for set-up/ clean-up of training room
- Liaising with Office of CEO re: set-up/clean-up for meetings



## Meet & Greet (as required)

- Welcoming and providing directions to Board members and visitors on days of Board meeting, sub-committee, corporate days, events, and lunchtime talks

# Office Administrator Tasks

Role: Admin/Office Assistant



## HR Interviews (as required)

- Meet and Greet
- Bringing guests to waiting area
- Informing HR team of guest arrival



## Post (Daily)

- Distribution of post to individuals of Ormond Quay
- Notifying staff that post is in Pidgeon Hole for collection
- Notifying staff of deliveries to Ormond Quay
- Collecting outgoing post for following day



## Bell for Entry

- Monitoring bell and opening door for visitors



## Milk (Daily)

- Collecting milk from shop each day (if necessary)



## Communications/Events (as required)

- Putting up promotional posters
- Updating noticeboards

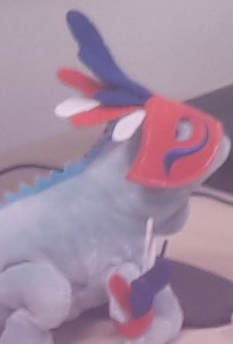
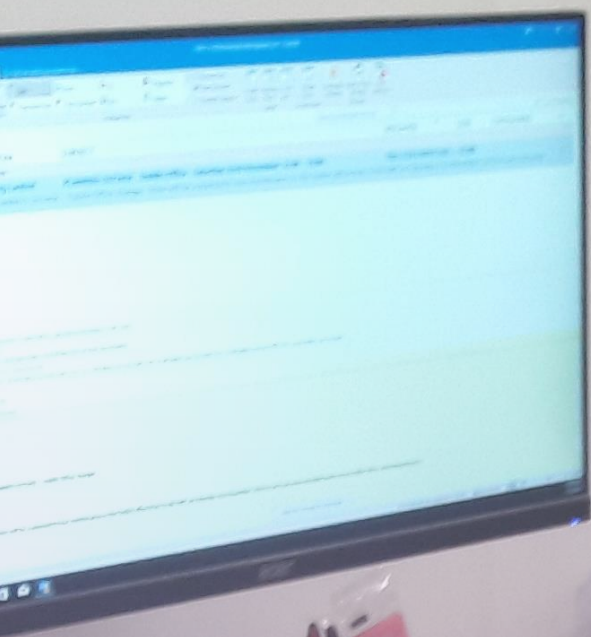


## Kitchen Management

- Ensure dishwasher is loaded and turned on
- Filling paper dispensers
- Keeping area tidy and presentable



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# Sample Job Ad/Tasks

# Sample Job Ad/Tasks



## Role: Office Assistant

- Setting up for meetings and cleaning up following
- Observing for a presentable office space, with attention for any hazardous situations
- Assisting Facilities management team with general office tasks
- Refilling fruit bowls in the office
- Organising meeting rooms cables and equipment
- General admin work for marketing team
- Delivering mail to desks or cubbies
- Collect registered post
- Collect & return contracts to HR
- Stuff & label envelopes (for mass mailouts) with the team
- Help with assessment days
- Boxing up & sending class equipment
- Helping with students
- Overseeing stationery orders
- Photocopying
- Ensuring printer is fully stocked
- Training room set up
- Meet & greet



# Sample Job Ad/Tasks



## Role: Bar/Floor Tender

- Set Tables
- Clean Tables
- Polish cutlery & glasses
- Stock Shelves
- Stock bar with ice & glasses
- Chop lemon & limes
- Greet Customer



## Role: Waiter/Waitress/Café Assistant

- Remove and fold clothes and workwear taken from dryer and store
- Remove washing machine load and put it in the dryer. Set the dryer on
- Stock up the drinks fridge
- Stamp the various bags packaging + box packaging
- Make milkshakes with various flavours
- Dishwashing using a commercial dishwasher
- Clean shelves and worktops
- Brush and mop floors
- Customer service
- Preparation of cafe & materials
- Cleaning of cafe front of house
- Kitchen related jobs

## Sample Job Ad/Tasks



### **Role: Creche & Kitchen Assistant**

- Helping Childcare Staff & Chef
- Working with Children
- Helping with their Play and Activities
- Helping to look after them (Indoors & Outdoors)
- Other jobs (these will be given in work)
- Working in a kitchen, helping prepare food



### **Role: Canteen Coordinator**

- Ensure that the canteen is clean throughout the day
- Empty bins
- Wipe down all counter tops and tables
- Wipe down utensils, i.e microwave, toaster and shelving unit
- Ensure the canteen is fully stocked at all times with items such as milk, sugar, teabags, coffee, bread, butter, salt, pepper, sandwiches, cereals, soup
- Ensure food left in fridge past the expiry date is disposed of.
- Ad hoc duties that the Head Chef or Sous Chef may require assistance with
- Duties within the main kitchen along with the kitchen staff, (Chefs and Kitchen Porters) from time to time

# Sample Job Ad/Tasks



## Role: Hotel Porter

### Hotel

- Polish trollies
- Sweep outside various entrances to the Hotel
- Polish the reception desk counter
- Keep the lobby cleaned, cushions arranged and carpet around the lobby tables hoovered where needed
- Clean and tidy the Concierge Room
- Assist with service of teas and coffees in the reception lobby
- Ensure the lower lobby is kept tidy and clean
- Be of assistance to your colleague who you are working with
- Welcome our guests in a friendly and welcoming manner
- Assist our guests with luggage when necessary
- Assist with ad hoc requests in regards to our guests or colleagues.



## Role: Breakfast/Restaurant Assistant

### Hotel Restaurant

- Ensuring breakfast supplies are full
- Serving hotel guests
- Tea & coffee
- Clearing tables and setting up for lunch
- Polishing cutlery
- Teamwork

# Sample Job Ad/Tasks



## Role: Leisure Assistant Leisure Centre

- Greet customers
- Sweep pool deck
- Assist with organisation of swimming lessons
- Ensure dressing rooms are tidy
- Test water
- Check in children at swimming lessons



## Role: Care/Kitchen Assistant Nursing Home

- Set up for lunch
- Kitchen duties (e.g. polishing cutlery)
- Interacting with residents
- Assist activities team with daily activities (e.g. dance, art, exercise classes)



## Role: Shop-Floor Sales Assistant Retail

- Helping Shop-Floor & Checkout Staff with tasks
- Merchandising Stock (making stock look well on the shelves)
- Moving Stock
- Bag Packing



# Sample Job Ad/Tasks



## **Role: Operator Assistant**

### **Manufacturing**

- Cleaning, organizing and putting manufacturing parts together
- Removing plastic liners from product pallets
- Re-stocking PPE (personal protective equipment) stations across the production floor
- Sweeping floors, wiping down lockers and benches in changing rooms & PPE (personal protective equipment) areas
- Emptying and cleaning bins on the production floor
- Sweeping and mopping the floors around the plant, wiping down the internal doors
- Outside grounds - picking up rubbish and sweeping around external bins
- Get involved in fun/social team activities that occur during working hours
- Full training will be provided - to ensure you understand all tasks and are comfortable with them
- You will be taken through all Health and Safety guidelines.

*(ALL tasks will always be completed with another Operator - at all times)*