

# WORKING PRACTICES TO SUPPORT YOUNG PEOPLE LOOKING FOR A JOB, EDUCATION OR TRAINING



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**Guide title**

Working practices to support young people looking for a job, education or training

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**Partners**

## DEAR PARTNER

The foundations of Youth Guarantee lie firmly on its partner network, which, at a local level, supports young people in finding a job, education or training.

This document illustrates a sample of practices implemented by some of that network's partners and aims to support the work done by organizations, from reaching out to providing a tailored offer to young people

This guide does not include all existing or possible practices. Resources and information herein may be adapted to each organization and local network, considering their own features and dynamics.

## WE WOULD LIKE TO THANK THE ORGANIZATIONS THAT DEVOTED THEIR TIME\*

- **Apelação School Group**
- **Cabeceiras de Basto Municipal Council**
- **Casa Nossa Senhora do Rosário [Our Lady of the Rosary Catholic School] Figueira da Foz**
- **Coopécnica Gustave Eiffel, Cooperativa de Ensino e Formação Técnico Profissional, CRL [Technical and Professional Training School Cooperative]**
- **Belém Parish Council**
- **Amadora Employment Office**
- **Basto Employment Office**
- **Figueira da Foz Employment Office**
- **Loures Employment Office**
- **Amadora Professional Training Centre**

\* Interviews held in May 2018 with some of the partners that use the Garantia Jovem Programme platform more often

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## LIST OF ACRONYMS

- CLAS** | Conselho Local de Ação Social [Local Social Action Council]
- CLDS** | Contratos Locais de Desenvolvimento Social [Local Social Development Contracts]
- CPCJ** | Comissão de Proteção de Crianças e Jovens [Child and Youth Protection Commission]
- YG** | Youth Guarantee
- IEFP** | Instituto de Emprego e Formação Profissional [Institute of Employment and Vocational Training (IEFP)]
- NEET** | Not in employment, education or training
- NLI** | Núcleo Local de Inserção [Local Inclusion Centre]
- RLIS** | Redes Locais de Intervenção Social [Local Network for Social Intervention]
- RSI** | Rendimento Social de Inserção [Social Inclusion Income]

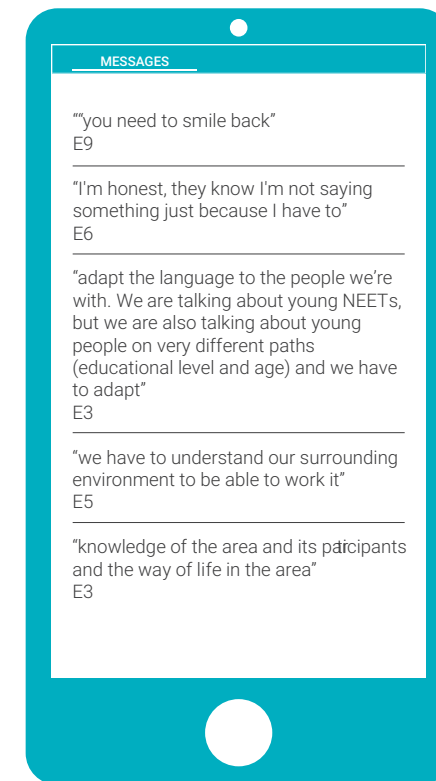
## WHAT IS THE SOCIAL WORKER'S PROFILE FROM LOCAL NETWORKS?

### Personal and social skills

- Empathy
- Communication skills
- Problem solving capacity
- Honesty
- Motivation and identification with the organization's mission
- Assertiveness
- Active listening
- Team spirit
- Ability to adapt the language to youth profiles
- Resilience
- Sensitivity shown towards problems
- Willingness
- Flexibility

### Technical skills

- In-depth knowledge of the services, resources, social workers and dynamics between partners at a local level
- Knowledge of local labour market dynamics



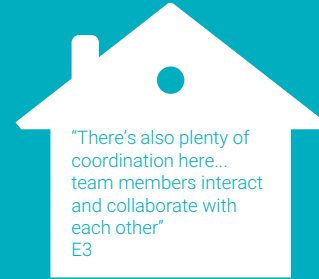
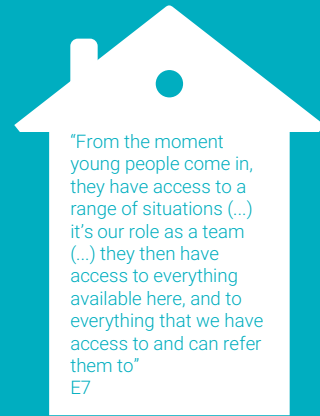
TOOL BOX

Dreams for Life & NC Future Now (2016) **Manual training of youth workers: Non-formal learning for employability**. Available at [www.salto-youth.net](http://www.salto-youth.net).

# NETWORKING \_

## HOW CAN YOU FIT THE WORK OF THE YG PROGRAMME INTO THE SCOPE OF YOUR ORGANIZATION?

- Understand your role as a YG network partner
- Appoint one or more persons in the organization to manage the YG platform, liaise with YG interlocutor from the IEFPP and YG national coordination
- Promote teamwork within your organization to support young people looking for a job, education or training
- Engage the entire structure of your organization, from those in charge to social workers, for effectively coordinating work linked to YG
- Integrate YG's tasks with other tasks which are inherent to the organization's function, aligning the goals of the organization with the YG's mission
- Schedule a time in the weekly calendar for YG's matters, in particular for appointments

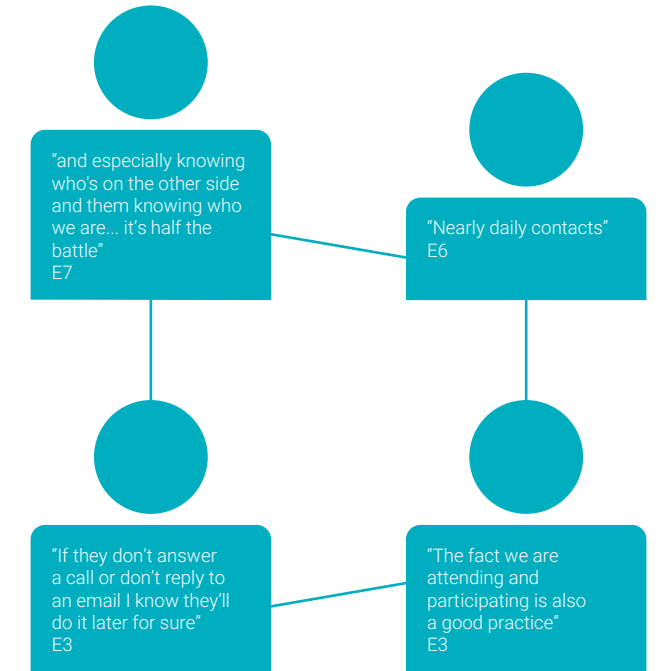


### TOOL BOX

Youth Guarantee (2018). **Youth Guarantee Interlocutors: Contact Details**. Available at [www.garantiajovem.pt/documentacao](http://www.garantiajovem.pt/documentacao) (private access only).

## HOW TO ENHANCE EFFECTIVE COORDINATION WITH LOCAL YG PARTNERS?

- Meet partner entities and social workers with whom you interact
- Know who to contact within each organization for each concern
- Respect the operating methods of the different entities
- Show availability to respond to requests
- Promote regular contact
- Seek input from partners to improve processes and procedures
- Use face-to-face meetings to explain the YG initiative, clarification of roles and tasks
- Disseminate the responses/initiatives of partner entities
- Follow up referred situations
- Promote informality in contacts



### TOOL BOX

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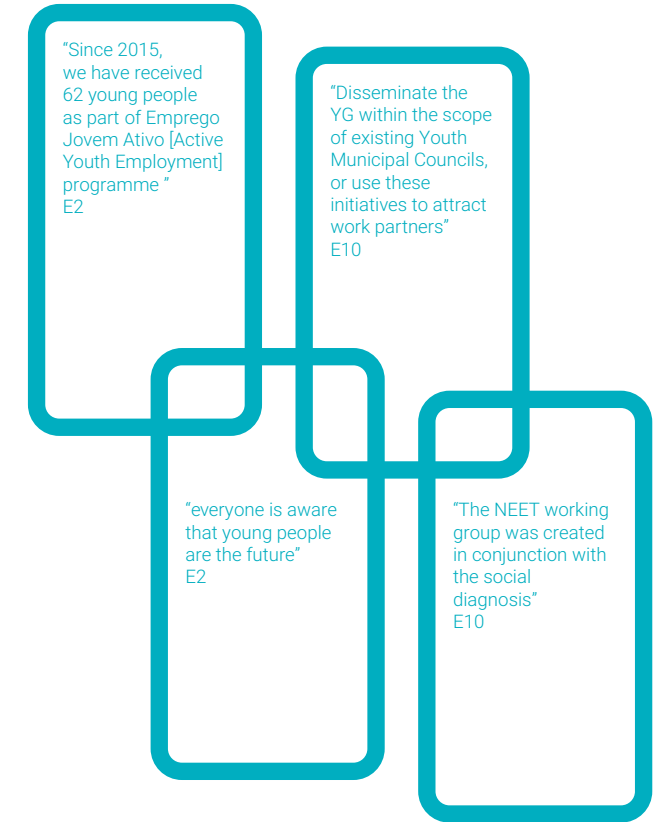
## WHAT FEATURES MAKE YOUR NETWORK EFFECTIVE?

- Having a common goal shared with all partners and a connection of that goal to YG's mission
- Having a mission and a common goal rooted in the entity, not on each social worker
- All partners must know their role
- Counting on entities that show confidence in their social workers to effectively carry out their work, minimising hierarchical constraints
- Acknowledging partnerships as complementary and non-overlapping responses
- Having organizations in YG network that are closely related to young NEETs, who reach to them and refer them to other partners



## HOW TO ENHANCE SYNERGIES BETWEEN POLICIES AND OTHER LOCAL RESPONSES WITHIN THE SCOPE OF YG'S WORK

- Encourage public and private entities to promote measures for supporting young people looking for a job, training or education
- Enhance synergies among other local networks (e.g. CLAS, NLI, Parish Social Commissions; CPCJ; CLDS; RLIS) and the YG
- Publicise YG in public and private initiatives aimed at employability and/or youth (e.g. job fairs, awareness-raising actions)
- Foster a close relationship between public entities and local businesses aiming at promoting youth employability through meetings; dissemination of training activities or other initiatives
- Challenge public and private partners to create work groups on the subject of youth employability



# FROM REACHING OUT \_

## HOW TO REACH YOUNG PEOPLE?

- Contact local associations working with young people to support youth flagging (e.g. sports, cultural, recreational associations)
- Flag young people who have left school and meet the criteria defined by YG so they can be registered on the platform
- Flag young people through assistance provided by other social support services
- Meet and communicate with formal groups (e.g. scouts; religious groups) and informal youth groups to gain flagging support
- Use young people themselves as a means of communication to reach more young people
- Build young people's trust/confidence in the organization, step by step
- Disclose the answers and initiatives directed at young people in the online universe



"we register young people identified as having left school"  
E9

"RSI files come to us (...) from that point on we refer accordingly, in this case to YG"  
E4



we need to make what we do trustworthy to those who come... they come because they know we'll give them this response"  
E3

"Informal youth groups that are also important for promotion"  
E1



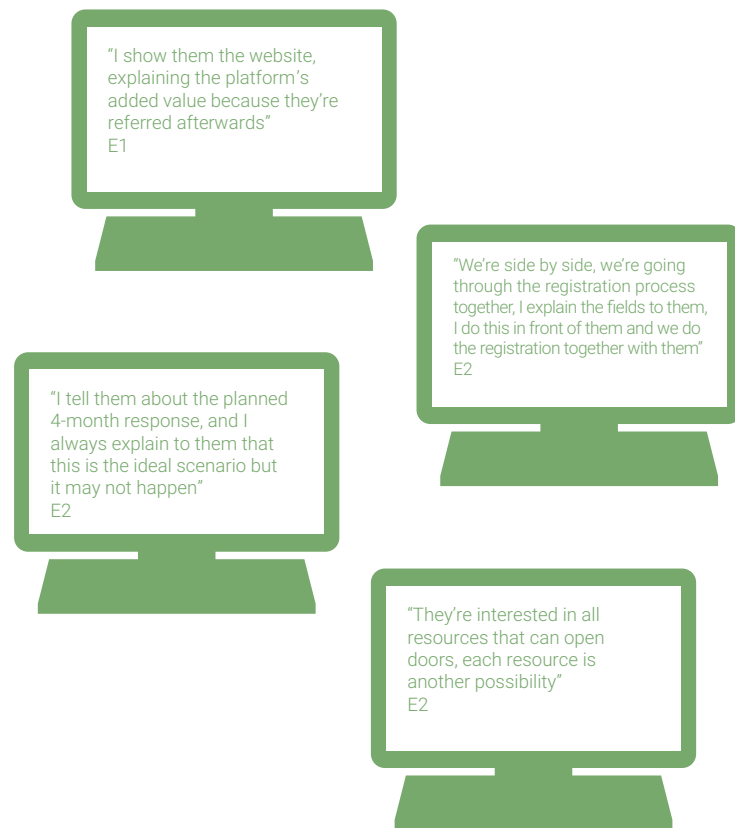
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International Labour Organization (2017). **Policy brief on outreach strategies for young NEETs**. Available at [www.ilo.org](http://www.ilo.org).



## HOW TO REGISTER YOUNG PEOPLE ON THE PLATFORM?

- Explain to young people the responses to which they will have access to, registration benefits and procedures using the information on the platform
- Partners enter the platform with their credentials to register young people and complete registration with them, supporting them with filling in the fields and selecting the relevant referral partner
- Manage young people's expectations regarding integration in response
- Follow up the request after registration by accessing the platform and/or staying in touch with them or the entity to which the request was referred to



# \_ TO GUIDE AND SUPPORT

## WHERE DOES THE ATTENDANCE TAKE PLACE?

- Individual, personalised service that, whenever possible, takes place in a work office or meeting room
- Pleasant waiting room with several promotional materials available for young people

## WHAT ARE THE MOST COMMON TOPICS IN THE FIRST ATTENDANCE?

- Collecting personal data and information relating to professional experience and training
- Exploring professional and/or training expectations
- Exploring interests and preferences
- Checking schedule availability
- Exploring career opportunities/employment probabilities associated with the different types of training
- Exploring other areas of young people's lives that may constrain or bring benefits to their integration (e.g. transport network in their place of residence)
- Establishing the next step following this first appointment
- Clarifying any issues and questions
- Providing contact details so young people can contact

"This space has all the proper features to attend young people"  
E3

"I alert the receptionist that young people are coming in without the formal notification. Like this he/she is already aware"  
E10

"We sign them up and we keep talking throughout the procedure: personal data, professional experience, professional training, fields they would like to work in, employment status, schedule availability"  
E2

"Understanding their fields of interest, which qualifications they have for a better referral, that is key"  
E6

"for example, if a person doesn't have transportation, we cannot refer them to certain places"  
E5

"They always take my email, I'm available for any questions so that they have the power to control what happens next"  
E8

## WHAT OTHER TYPE OF SUPPORT DO YOU OFFER?

- Supporting young people in active job search techniques (CV creation, letters of motivation, preparation for interviews, spontaneous applications)
- Supporting them when completing documentation
- Having a computer available for young people with internet access so they can consult all IT resources
- Making useful resources available (e.g. websites; guides)
- Supporting young people in other areas besides promoting employability, by referring them to other entities (e.g. Português para Todos Programme [Portuguese for All Programme]; Food Bank)

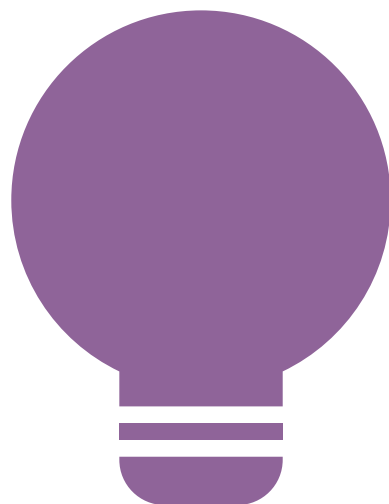
"sometimes when people don't know how to read and write, I help them to complete documents"  
E6

"There's still young people that don't have access to the internet"  
E7

"I hand them the IEFP's job search guide"  
E6

## WHAT PRACTICES/STRATEGIES DO YOU USE TO MOTIVATE YOUNG PEOPLE?

- Adapt attendances to each situation
- Speak honestly
- Show real interest in the young person's situation
- Value what young people have to say
- Be available
- Provide a quick response
- Promote an informal conversation
- Use an objective speech and focus on the practical elements of the measures
- Show flexibility (e.g. schedules, absences)
- Be available to help with other issues (even if they are not directly linked to employment/education/training)
- Consider young people's geographical preferences in order to choose the better entity/response for referral



"Informal and very close conversation so they can speak freely"  
E2

"We can't underestimate... everything they bring is important"  
E3

"It's not a head-to-head relationship, but it's one in which I'm really interested in their future"  
E6

"they have my direct contact and they know that they can contact me"  
E8

- Reinforce that they have an active role in their process of change
- Ask questions that encourage young people to look into the future (e.g. "where do you see yourself five years from now?")
- Provide positive support (e.g. acknowledge/validate the path they have already made; their developed skills; steps they have taken)
- Support in managing young people's expectations
- Show resources in video format
- Use real testimonials, practical examples and reference figures
- Disseminate training responses focusing on their benefits and added value
- Go through job offers together with young people so they can understand the requirements and conditions



"avoid long theoretical speeches"  
E8



"sometimes we have to work on other issues... sometimes we need to do some work beforehand (...) and we try to do it (...) it's important for them to know where to go, where they can find particular topics"  
E3



"acknowledge/validate what they can already do, their abilities, skills, or even the fact that they have made it this far"  
E7



### TOOL BOX

Youth Guarantee (27 February, 2018). **Como motivar os jovens: Exemplos práticos [How to motivate young people: Practical examples] (webinar)**. Available at: [www.youtube.pt](http://www.youtube.pt).  
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# INCLUSION IN A JOB/EDUCATION OR TRAINING OFFER \_

## WHICH PRACTICES CONTRIBUTE THE MOST TO INTEGRATE YOUNG PEOPLE IN A JOB/ EDUCATION OR TRAINING OFFER?

- Have a good understanding of young people's interests and expectations
- Promote the young person's informed decision-making, presenting potential responses; clarifying their doubts and encouraging them to think and explore their options
- Support young people in identifying the steps required to achieve a certain goal
- Promote the young person's active engagement in the whole process
- Maintain regular and prompt contact
- Make referrals according to young people's profile and interests
- Disseminate IEFP measures with local public and private employers
- Articulate with partners to increase the range of possible responses

"It's a tailored solution for that young person, that's the hit"  
E6

"What is most effective is informed decision making"  
E3

"Encourage them to think about things, take a break and then implement an action plan"  
E7

"they should attend training sessions because they feel motivated, regarding a field they would like to work in and one in which they would like to develop their skills"  
E5

### TOOL BOX

Youth Guarantee (6 March, 2018). **A conversa com jovens: uma hora de perguntas & respostas [Talking with young people: an hour-long Q&A session]** (webinar). Available at: [www.youtube.pt](http://www.youtube.pt).  
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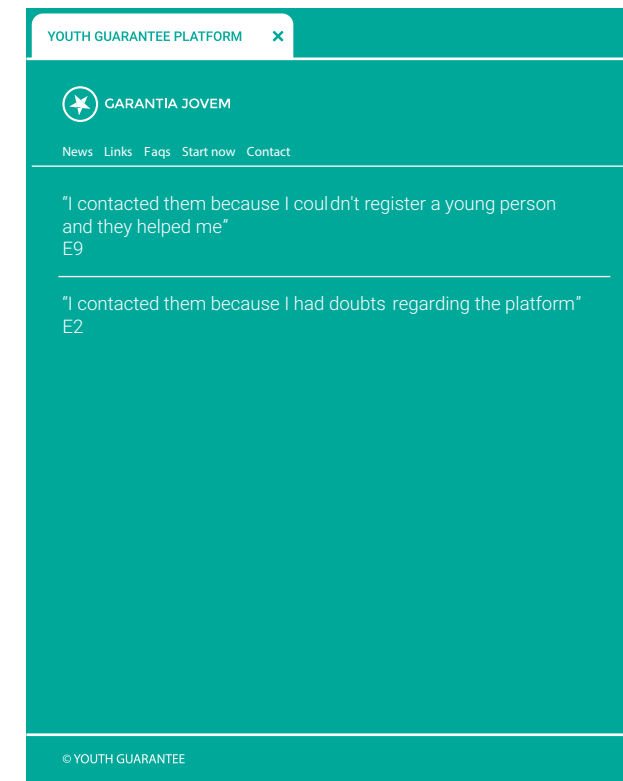
# THROUGH THE YG PLATFORM \_

## WHEN SHOULD THE PLATFORM BE USED?

- Use the platform whenever necessary, according to the number of requests received and referred
- Use it to flag, register contacts, refer and close requests
- Use existing resources (videos, presentations)
- Use it to view requests' history

## WHO TO CONTACT IF YOU HAVE QUESTIONS OR SUGGESTIONS?

- YG Interlocutor (IEFP technician of the corresponding local organic unit)
- YG national coordination



### TOOL BOX

Youth Guarantee (June 2017). **YG Programme Portal Manual**. Available at [www.garantiajovem.pt/documentacao](http://www.garantiajovem.pt/documentacao) (private access only).



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