



MODULE 2 WORK METHODOLOGY (1)

URCS Activation Points

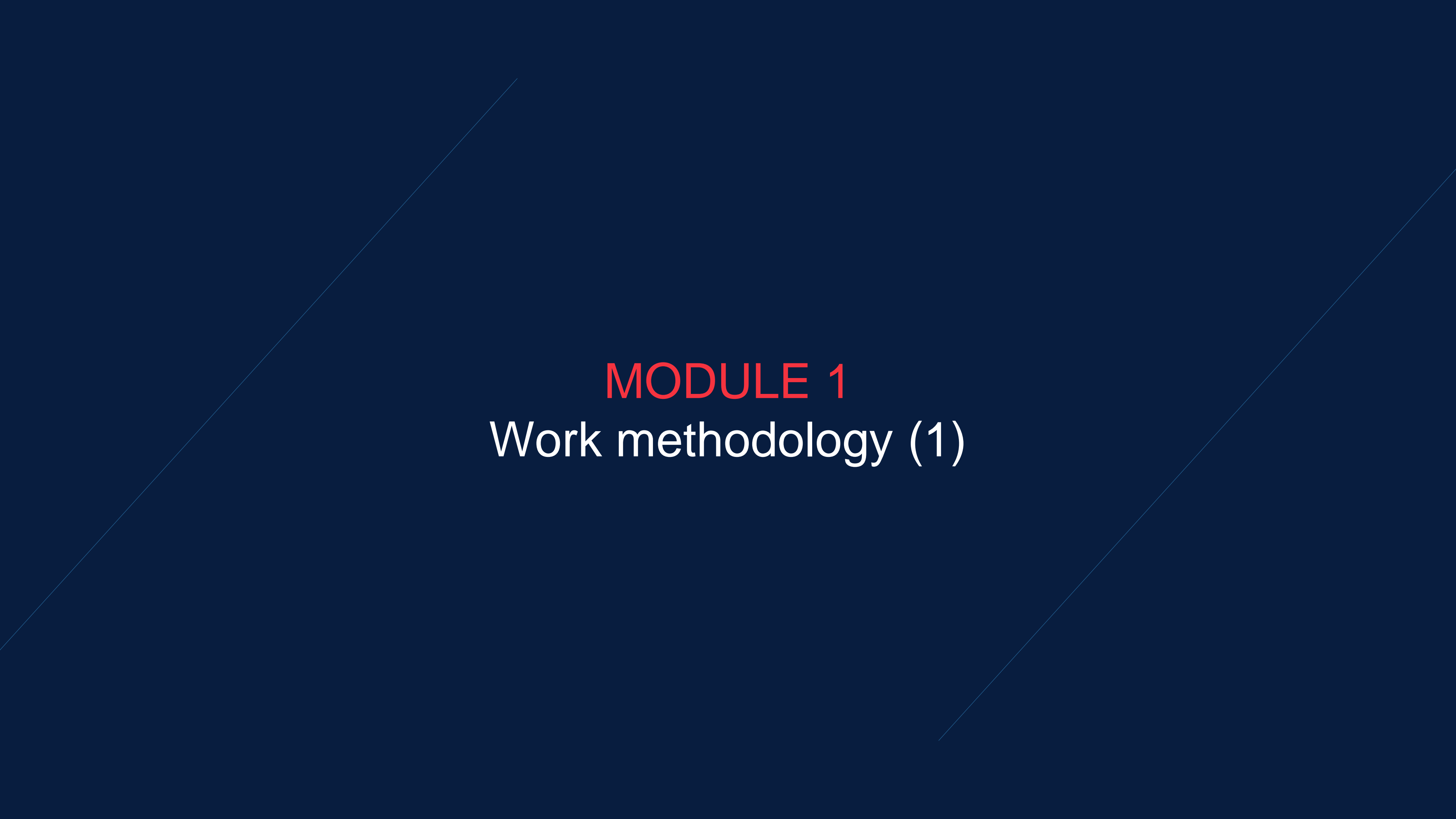
*Support to protection, recovery
and restoring livelihoods*

Training Employment

31 October 2023

PROGRAMME

DAY 1. Tuesday 24 October	DAY 3. Tuesday 31 October	DAY 5. Tuesday 7 November
INTRODUCTION <ul style="list-style-type: none"> Expectations Training's goal and programme Introduction to Livelihoods Why an Employment intervention with vulnerable groups is needed Activation Points. Intervention proposals 	MODULE 2. Work methodology <ul style="list-style-type: none"> Fundamentals of the intervention Activities <ol style="list-style-type: none"> Information Labor orientation 	MODULE 3. Promoting an inclusive labour market <ul style="list-style-type: none"> Changing mindsets for the socioeconomic integration of vulnerable groups Collaboration with local companies Diversity on the workplace and Corporate Social Responsibility (CSR)
DAY 2. Wednesday 25 October	DAY 4. Thursday 2 November	DAY 6. Thursday 9 November
MODULE 1. Context of the intervention Adaptation of the project proposal to the region's needs and the local labour market	MODULE 2. Work methodology (cont.) <ul style="list-style-type: none"> Activities <ol style="list-style-type: none"> Professional/Skills training Micro business initiatives 	MODULE 4. Implementation tools <ul style="list-style-type: none"> Data recording Follow up of participants Monitoring and reporting tools Tool Kit



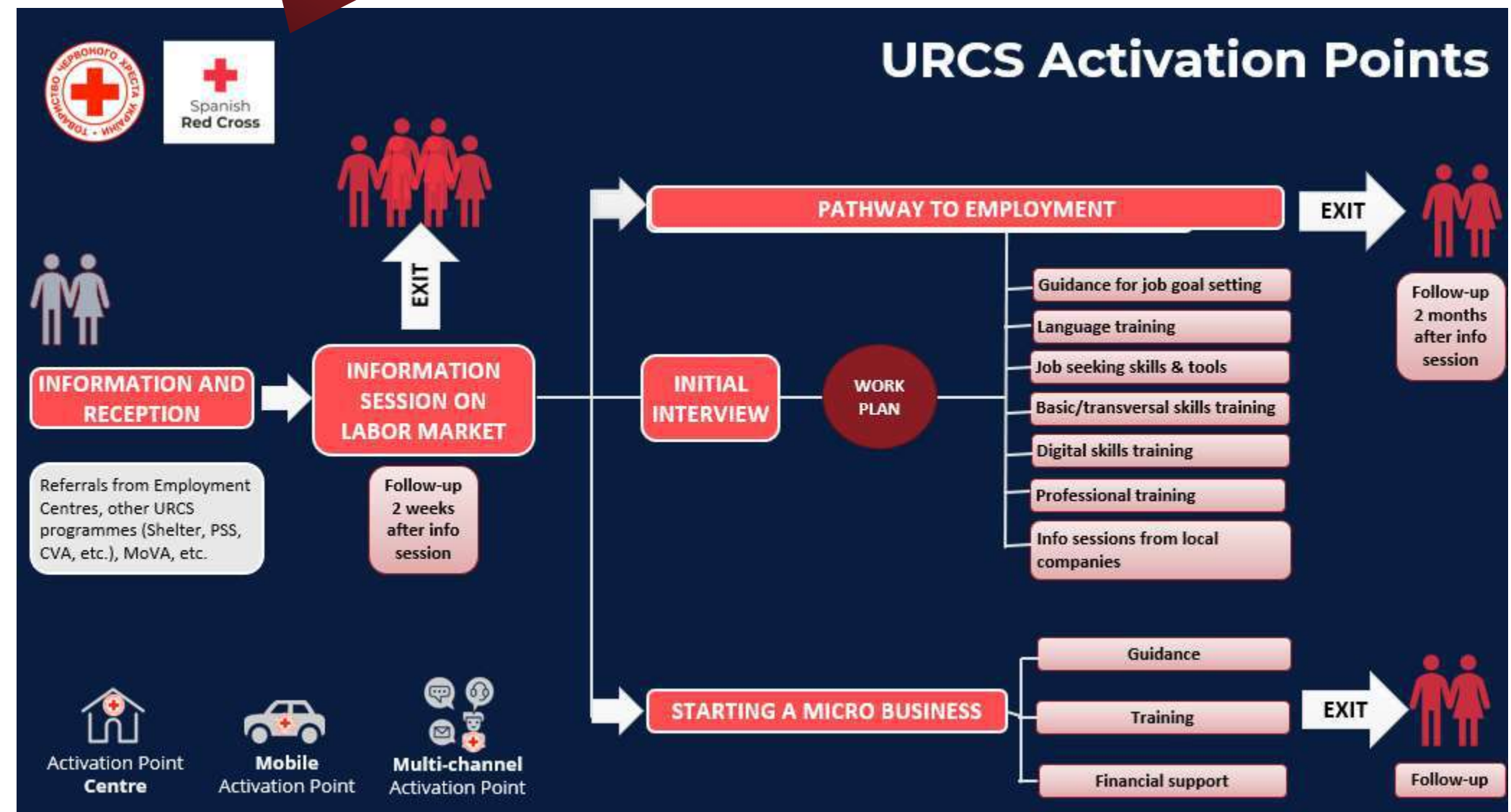
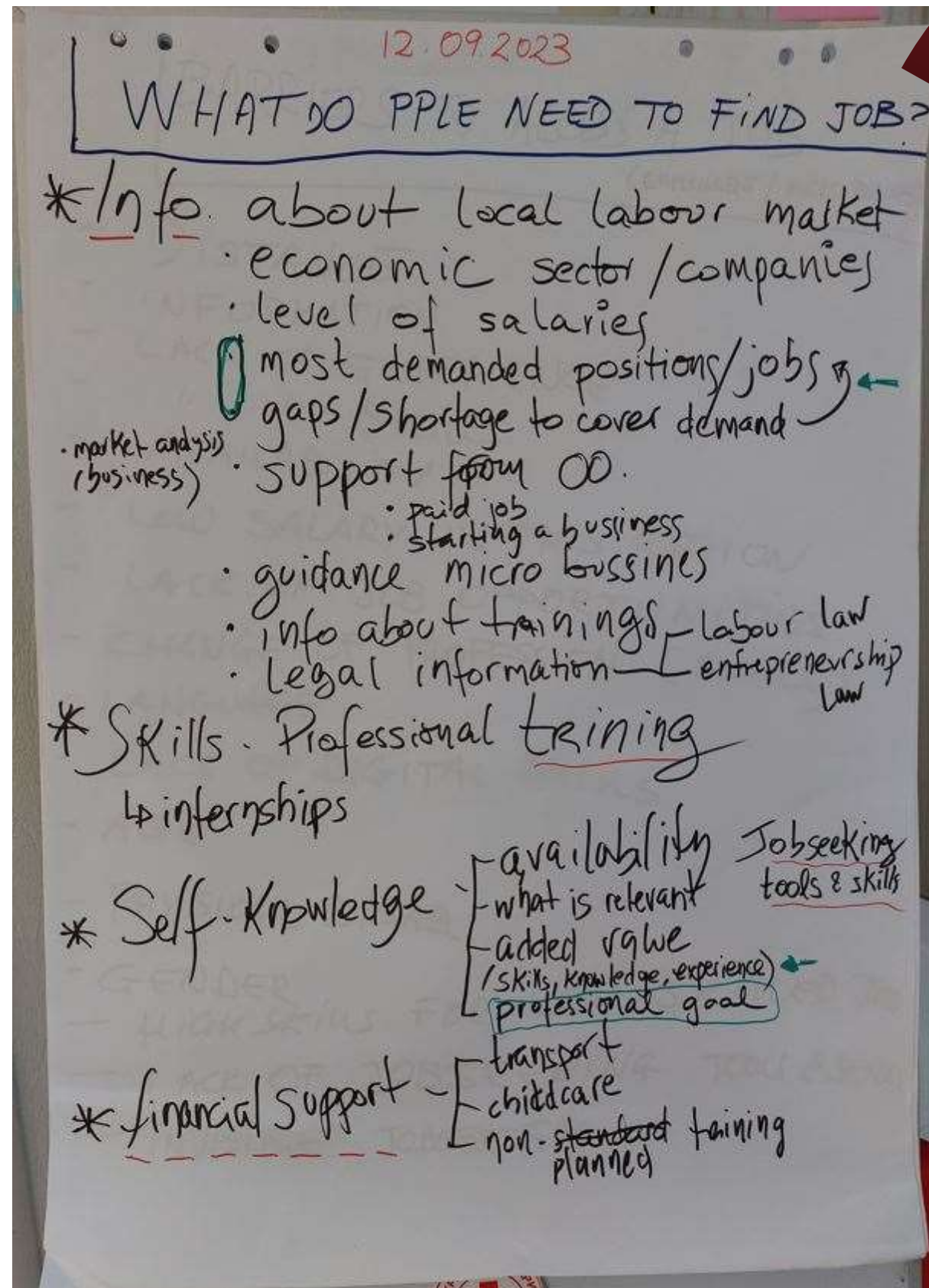
MODULE 1

Work methodology (1)

Work methodology | Support to jobseekers



Spanish
Red Cross





URCS Activation Points



INFORMATION AND RECEPTION

Referrals from Employment Centres, other URCS programmes (Shelter, PSS, CVA, etc.), MoVA, etc.


Activation Point
Centre


Mobile
Activation Point


Multi-channel
Activation Point



EXIT

**INFORMATION
SESSION ON
LABOR MARKET**

Follow-up
2 weeks
after info
session

PATHWAY TO EMPLOYMENT

EXIT



Follow-up
2 months
after info
session

**INITIAL
INTERVIEW**

**WORK
PLAN**

Guidance for job goal setting

Language training

Job seeking skills & tools

Basic/transversal skills training

Digital skills training

Professional training

Info sessions from local
companies

STARTING A MICRO BUSINESS

Guidance

Training

Financial support

EXIT



Follow-up

Work methodology | Tool Kit



No.	ACTIVITY	DOCUMENT	DOCUMENT REFERENCE No.	COMMENTS
0	map of local resources for Employment	Local Employment resources list	TEME000	An initial mapping of existing local resources for Employment support is expected by B010202. A list common to all PCV local projects will be shared with implementing partners to enter the resources they map and shared with the PCV Information Centre.
1	Individual guidance & individual follow-up	Participant Registration List Registration in Group Informative Session Calendar of appointments for labour counselling Calendar of appointments for CV writing/training Polish language test Initial Interview Self-assessment & job Goal Setting Skills performance matrix Skill assessment outcomes Individual Action Plan Individual Action Plan Follow-up	TEME001 TEME002 TEME003 TEME004 TEME005 TEME006 TEME007 TEME008 TEME009 TEME010 TEME011	SAMPLE. Each branch will find the branch's Participant Registration List in its shared. SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE Guidance tool for labour counsellors to assess level of performance of participants in basic (e.g. self-confidence, communication, etc.) and transversal (e.g. Reliability, client orientation, etc.) skills SAMPLE SAMPLE SAMPLE
2	trainings & workshops organized and facilitated by the National Society	Training / Workshop Description Attendance List Training Record Dyktando Certificate Distribution List Participant Evaluation Form Trainer Evaluation Form	TEME012 TEME013 TEME014 TEME015 TEME016 TEME017	SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE
3	collaboration & engagement with external entities	Work Experience Meeting minutes	TEME018 TEME019	SAMPLE. It includes templates for Trainee agreement and Employer's Evaluation SAMPLE. To be used for meeting with employers and external entities offering collaboration with the Employability project
4	Information requests	Information Request - Daily Record	TEME020	SAMPLE
5	additional completed for participants	Assignment of Image Rights Participant's commitment Disclaimer and Data Protection Individual participation record Certificate of attendance classes Certificate of attendance classes	TEME021 TEME022 TEME023 TEME024 TEME025 TEME026	SAMPLE SAMPLE SAMPLE SAMPLE. Summary of all activities done by a participant SAMPLE (English). To be customized to other trainings SAMPLE (Polish). To be customized to other trainings
6	Follow up	Guiding questions for participant's 2-week follow-up call Guiding questions for participant's 2-month follow-up call	TEME027 TEME028	SAMPLE SAMPLE
7	Conditional Cash Assistance	CASH Assistance guidelines Childcare Cash Assistance Assessment Childcare Cash Assistance Terms Childcare Cash Assistance Receipt Transportation Cash Assistance Assessment Transportation Cash Assistance Terms Transportation Cash Assistance Receipt VET Cash Assistance Assessment VET Cash Assistance Terms VET Cash Assistance Receipt	TEME029 TEME030 TEME031 TEME032 TEME033 TEME034 TEME035 TEME036 TEME037 TEME038 TEME039	Guidelines SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE SAMPLE

Spanish Red Cross PROFESSIONAL ACTIVATION POINTS ROADMAP & TOOLKIT



The Roadmap & Toolkit aims to assist volunteers and staff engaged in employability programs by providing well-crafted tools gathered and adapted from various experiences, primarily the Employment Plan of the Spanish Red Cross and the ESIRAS, EU co-funded programme lead by Spanish Red Cross. The toolkit is organized into three main blocks: working with individuals, the environment, and practitioners to be implemented simultaneously. Each block progresses through sequential stages. Each stage is represented by a button that leads to a description of its objectives, tips with recommendations or things to avoid, and relevant tools. The tools are meant to be adaptable so that each team can create a tailored employability roadmap based on available resources, the profiles of the participants, and the capabilities of the local branch. Inclusivity is a priority, and each stage includes specific recommendations for working with people with disabilities.

P Working with people

Vulnerable displaced and host community members, including people with disabilities as a result of the war, including veterans and civilian victims.

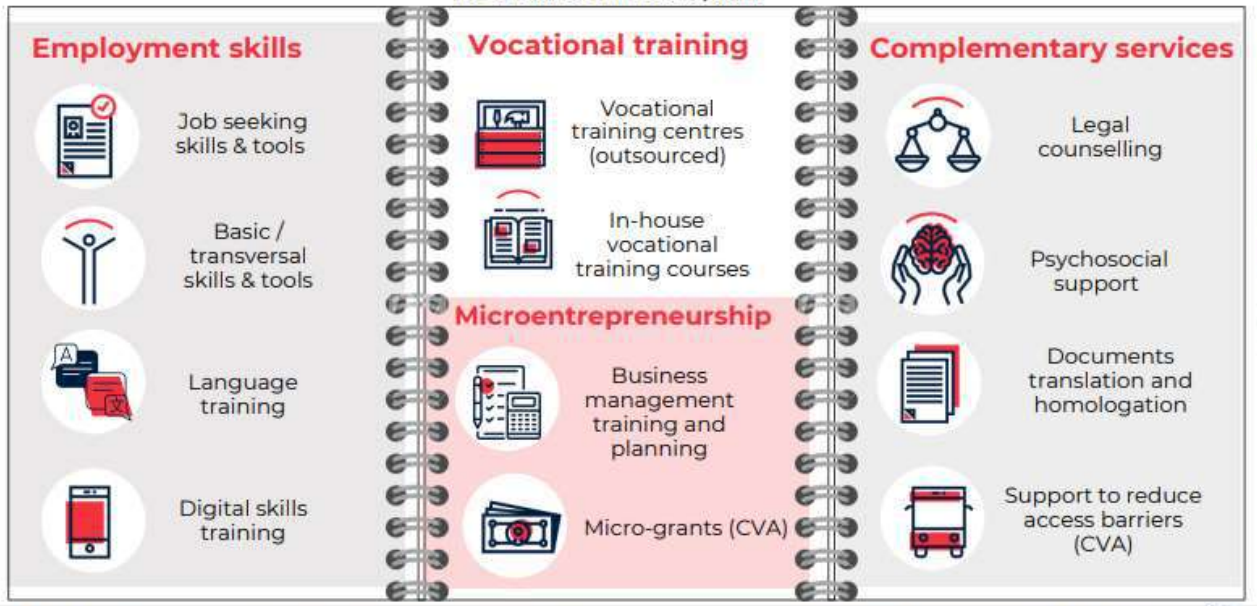


E Working with the environment

Potential employers, public & private employment institutions, government agencies, education & vocational training centres and the host community in general.



QUICK MENU for individual work plan



N Working with NSs and practitioners

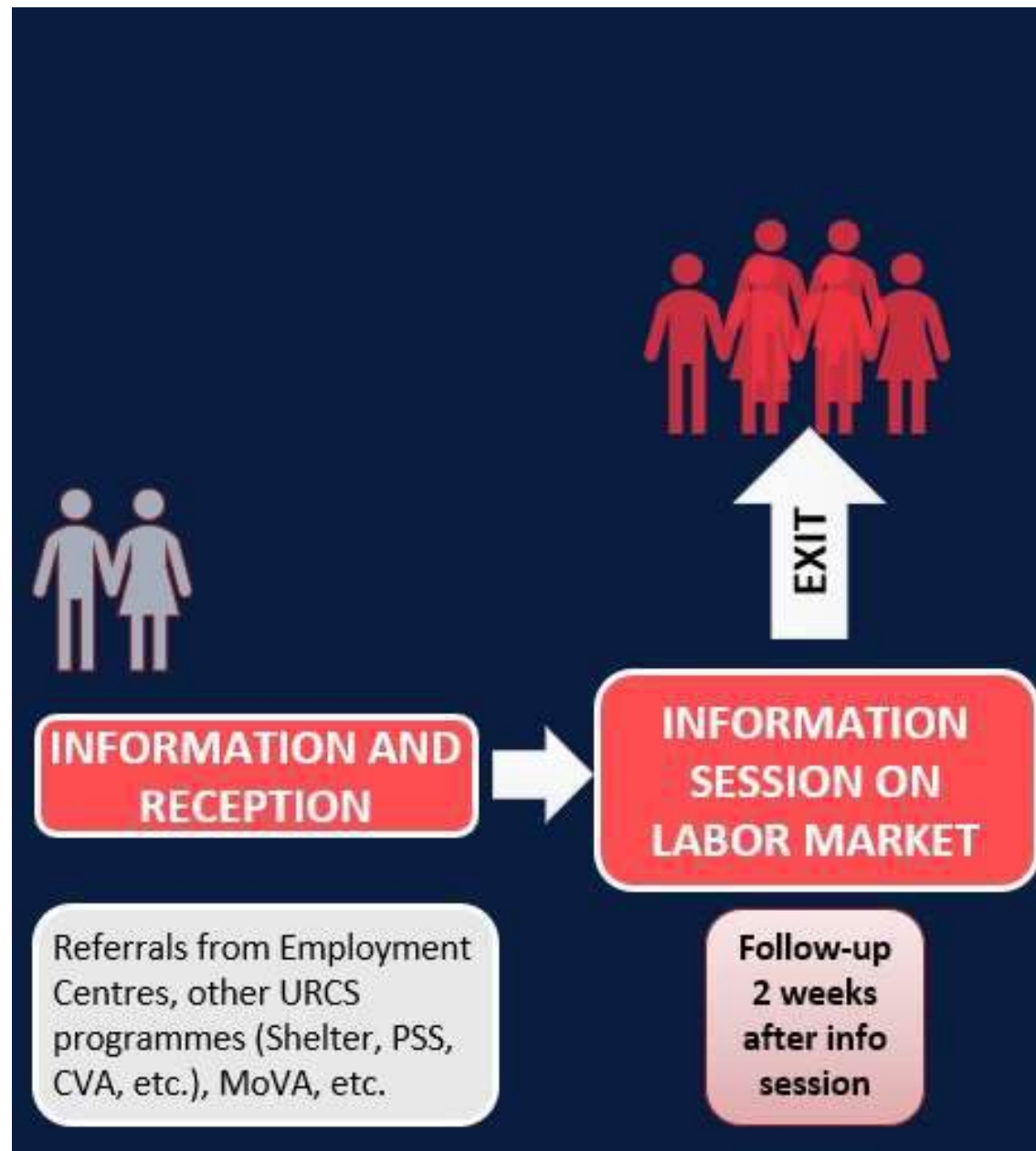
Work with branch staff and volunteers to support the entire cycle from proposal writing to monitoring and evaluation, including documenting experiences.



Click in the icons above to download the tools

Download the full toolkit, here





Communicate the existence of the project and the dates of the Information Sessions on Labour Market, externally and internally. → Add contact channels (phone, e-mail, etc.)

‘Information and Reception’:

- Services offered by the project
- Dates of next Information Sessions
- Registration in Information Session

Kobo Registration form

The project is aimed to help participants enter the labour market **by themselves**.

Their participation does not imply **any commitment to URCS** to guarantee that the person will find a job after completing the pathway



Labor market information makes clear:

- where **work opportunities** are increasing or decreasing,
- What **occupations** exist
- What a person **needs to study** to become a professional in that occupation
- What **is required** to take up an occupation
- How a person can **find a job**, **change job** or **progress** in a career.

Labour counsellors act as **an interface** between labour market information sources and persons who want to access the labour market.

Work methodology | Information



RESOURCE LIST

[illegible]

One single central Resource List
managed by the Livelihoods focal
point at the URCS Information
Centre

INFORMATION – QUALITY STANDARDS

- ✓ Accuracy completeness
- ✓ Timeliness
- ✓ Relevance to user needs and adapted needs of different user groups
- ✓ Attractive and available in different formats
- ✓ Accessibility
- ✓ Impartial
- ✓ Include local or regional information (encourages mobility)
- ✓ Be easy to update
- ✓ Forward looking





Activity 3.1. Information Session on Labour Market

1. Prepare the **index** of the content that your Activation Point would include in the Information Session on Labour Market.
2. List **two exercises** that you will conduct with attendees to:
 - a) Learn more about the barriers/challenges they are facing to access employment or professional training.
 - a) Know what is their previous work experience



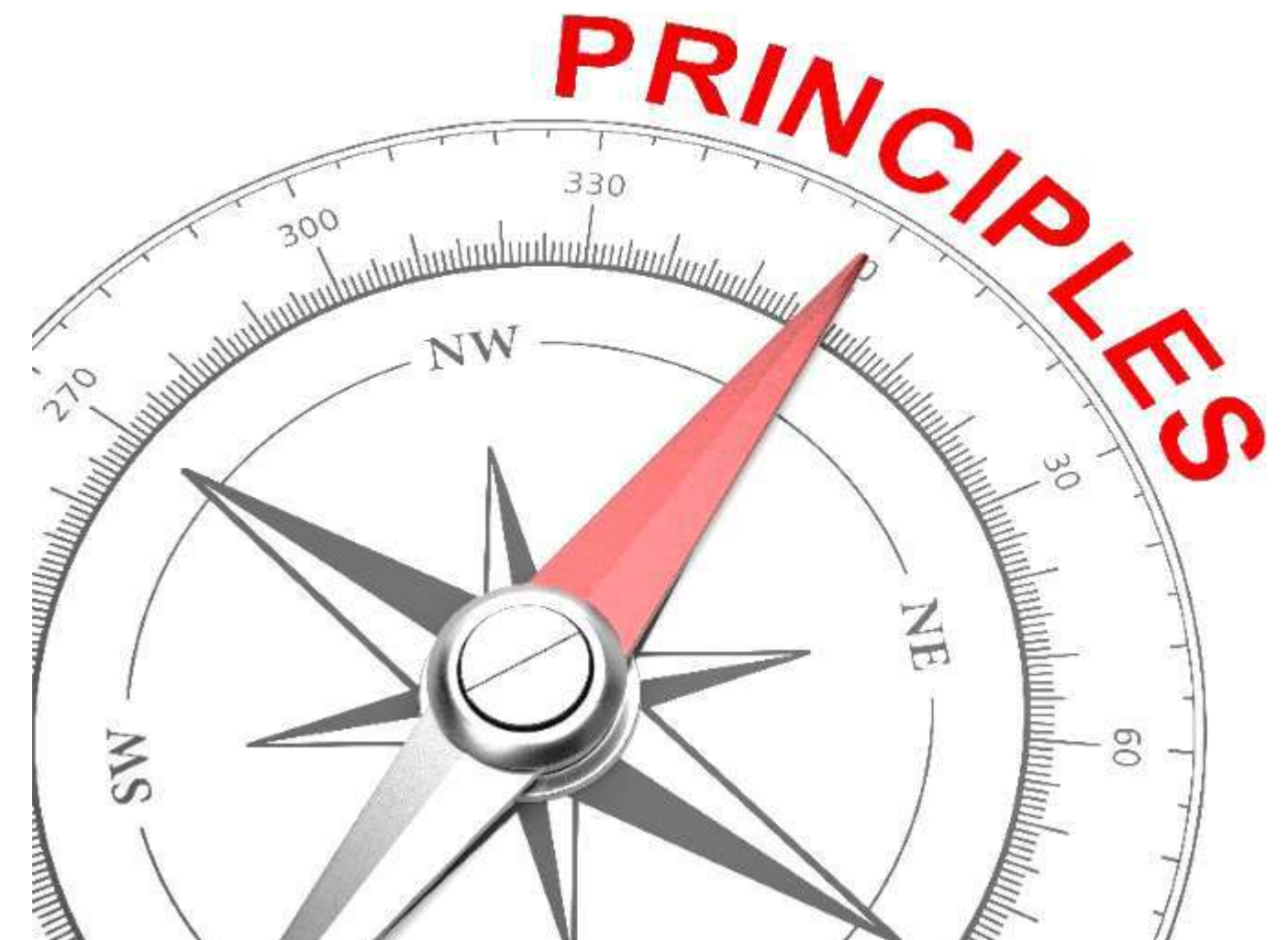


GUIDING PRINCIPLES

- HUMANITY
- PREVALENCE OF THE VULNERABLE

PERSON

- PROXIMITY
- 'EMPLOYABILITY'
- FLEXIBILITY
- EQUAL OPPORTUNITIES





GUIDING PRINCIPLES

- QUALITY AND INNOVATION
- SOCIAL AND INSTITUTIONAL COOPERATION
- COMPLEMENTARITY
- RESEARCH AND DEVELOPMENT
- IMPARTIALITY
- VOLUNTARY SERVICE





Activity 3.2. The principles of our action

Match each guiding principle with its description.

1. *Beyond any other interests, we must highlight the preference and benefits of attending the person, respecting their freedom and the autonomy of their decisions:*
 - a. *Humanity.*
 - b. *Prevalence of the vulnerable person*
 - c. *Participation.*
 - d. *Proximity.*





Activity 3.2. The principles of our action

Match each guiding principle with its description.

2. *Every action, measure or relation must have its origin in the territory, the local contexts and the specific spaces where people live; establishing connections among the different actions, but always giving priority to the connection between people and territory:*

a. Participation.

b. Proximity.

c. Flexibility.

d. Social and Institutional Cooperation.





Activity 3.2. The principles of our action

Match each guiding principle with its description.

3. *All the resources, services and responses must be suited to the participants' personal characteristics, such as age, gender, social peculiarities, training level, situations of scarcity or social inequity, etc.*
 - a. *Humanity.*
 - b. *Equal opportunities.*
 - c. *Quality and innovation.*
 - d. *Flexibility.*





Activity 3.2. The principles of our action

Match each guiding principle with its description.

4. *Every action will develop and promote, in a transversal way, the elimination of prejudices, discrimination, behaviors or practices in the social and economic spheres that hinder the equality of rights and opportunities, especially between men and women, but among people in general:*
 - a. *Social and Institutional Cooperation.*
 - b. *Equal opportunities.*
 - c. *Participation.*
 - d. *Employability.*





Activity 3.2. The principles of our action

Match each guiding principle with its description.

5. *The Red Cross and Red Crescent make no discrimination as to nationality, race, religious beliefs, class or political opinions. Recognizing a human being comes from non-discrimination.*

a. *Impartiality.*

b. *Voluntary Service.*

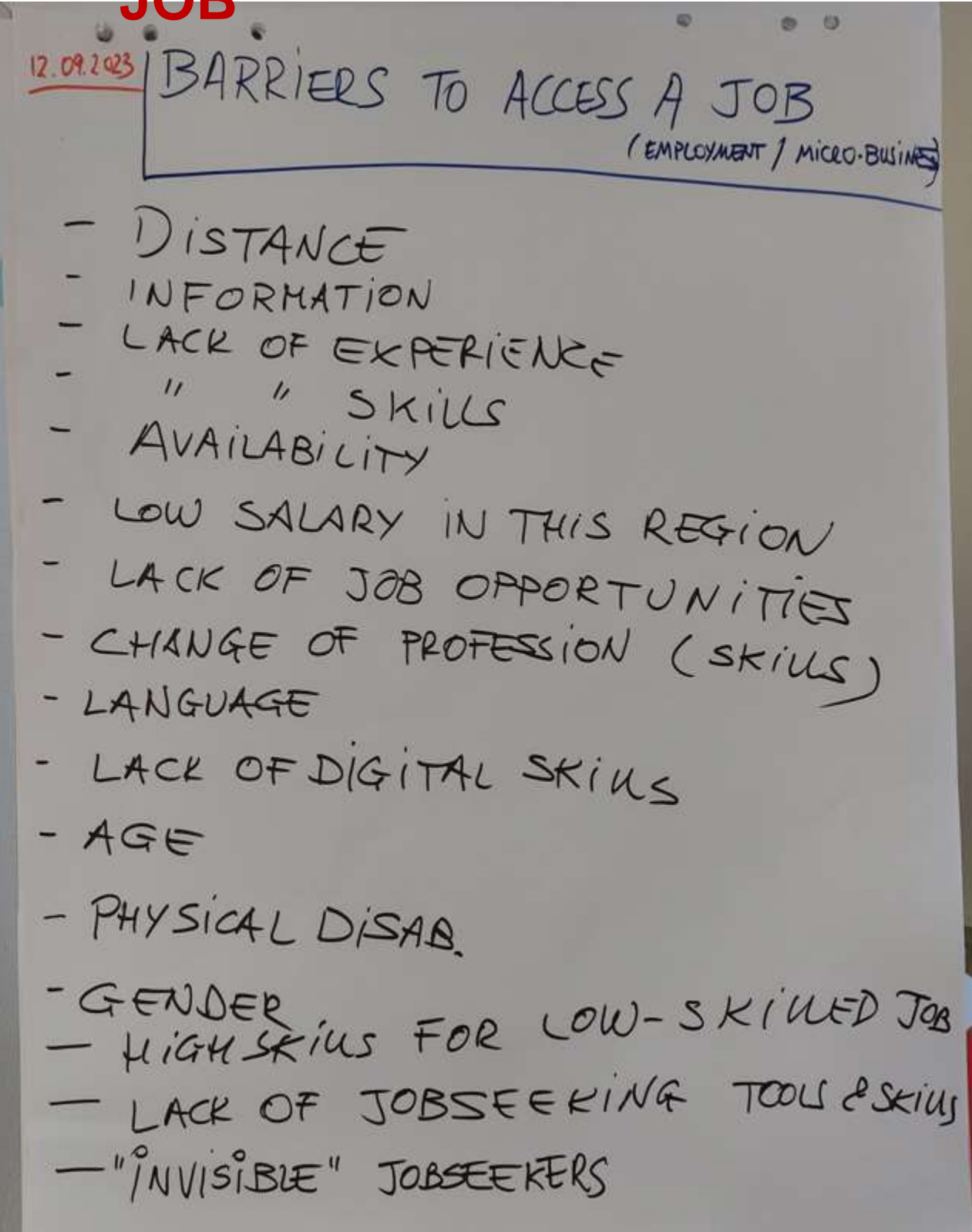
c. *Humanity.*

d. *Equal opportunities.*





BARRIERS TO ACCESS A JOB

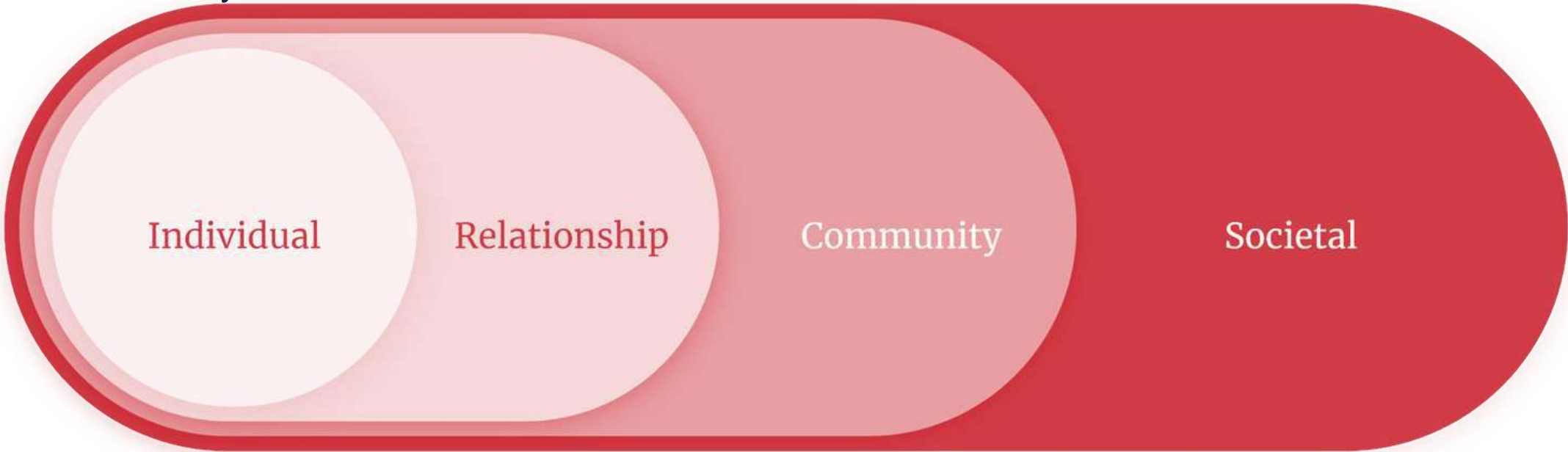


INDIVIDUAL

- Lack of experience
- Language
- Lack of digital skills
- Age
- Disability

COMMUNITY

- Distance
- Information
- Available services
- Support networks



RELATIONSHIP

- Availability
- Pressure from family/peers to enter (or not) the labour market

SOCIETY

- Low salary in the region
- 'Invisible' jobseekers
- Cultural norms



EMPLOYABILITY PROFILES

PROFILE 1. People with difficult socioeconomic integration.

Persons in disadvantaged situations, with difficulties for their socioeconomic integration and low levels of employability. Potentially employable.

PROFILE 2. People with low level of employability.

Hardly employable in their current situation
Require to develop previous strategies before addressing the problem of labour integration.



EMPLOYABILITY PROFILES

PROFILE 1. People with difficult socioeconomic integration.

- LABOUR MARKET INFORMATION
- CAREER GUIDANCE
- DEVELOPING SKILLS / PROFESSIONAL TRAINING
- LABOUR MEDIATION
- JOB SEARCH SPACES and TELECENTRE FOR JOB



1



PROFILE 2. People with low level of employability.

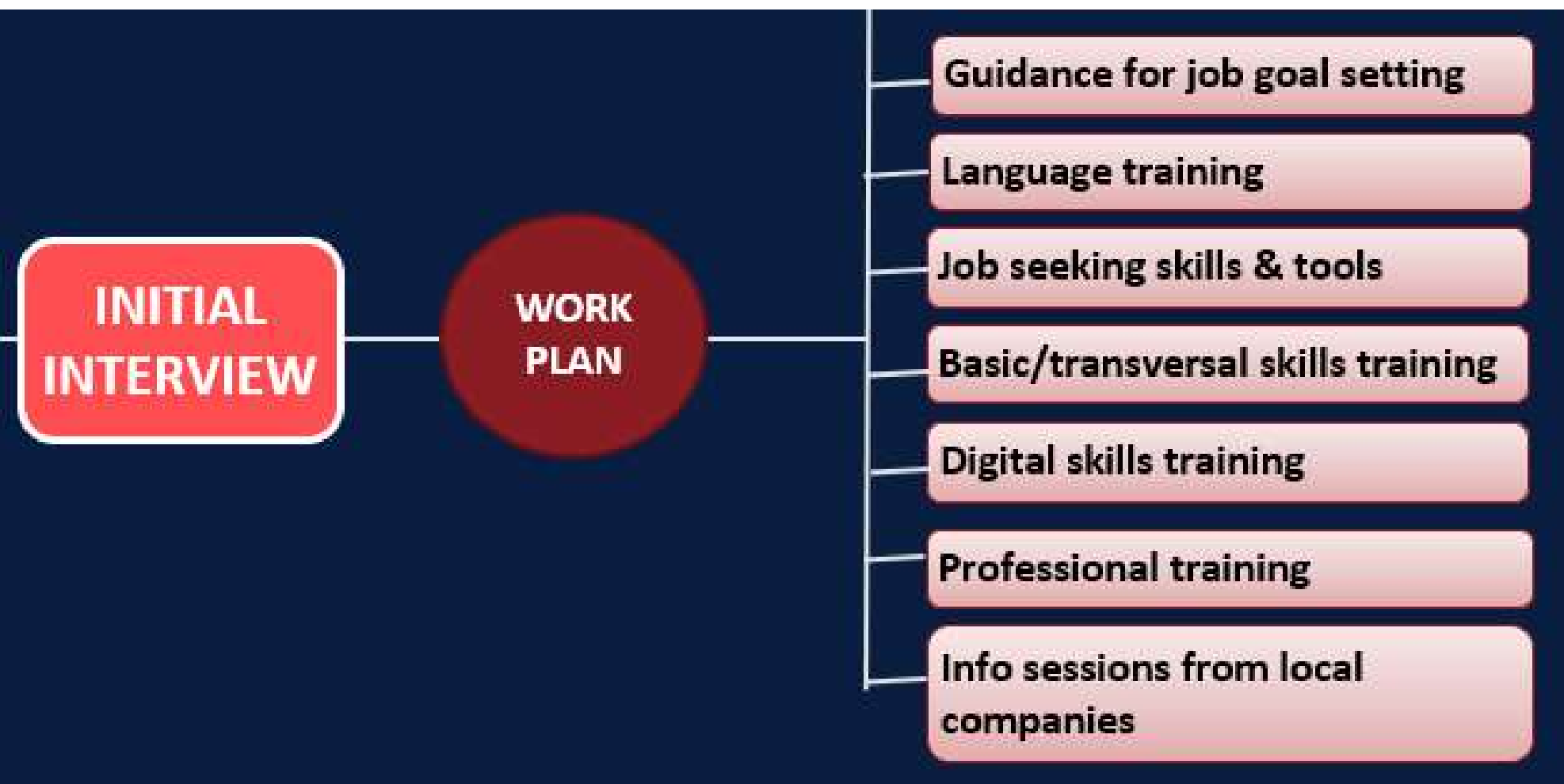
- MOTIVATION AND ACTIVATION
- SOCIAL AND LABOUR MEDIATION
- SOCIAL AND LABOUR SUPPORT FOR PERSONS IN IRREGULAR SITUATION



2

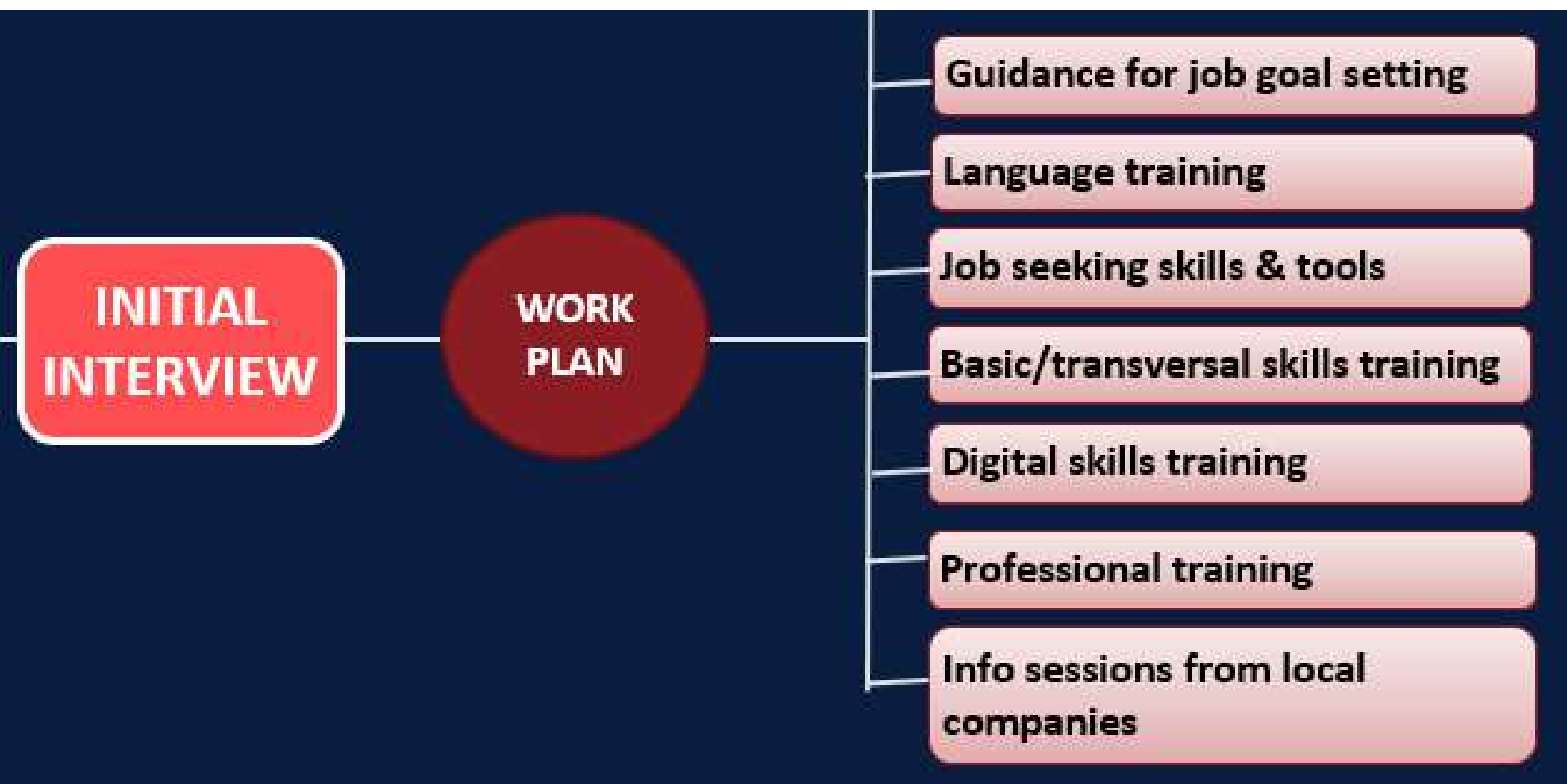


Work methodology | Labour orientation

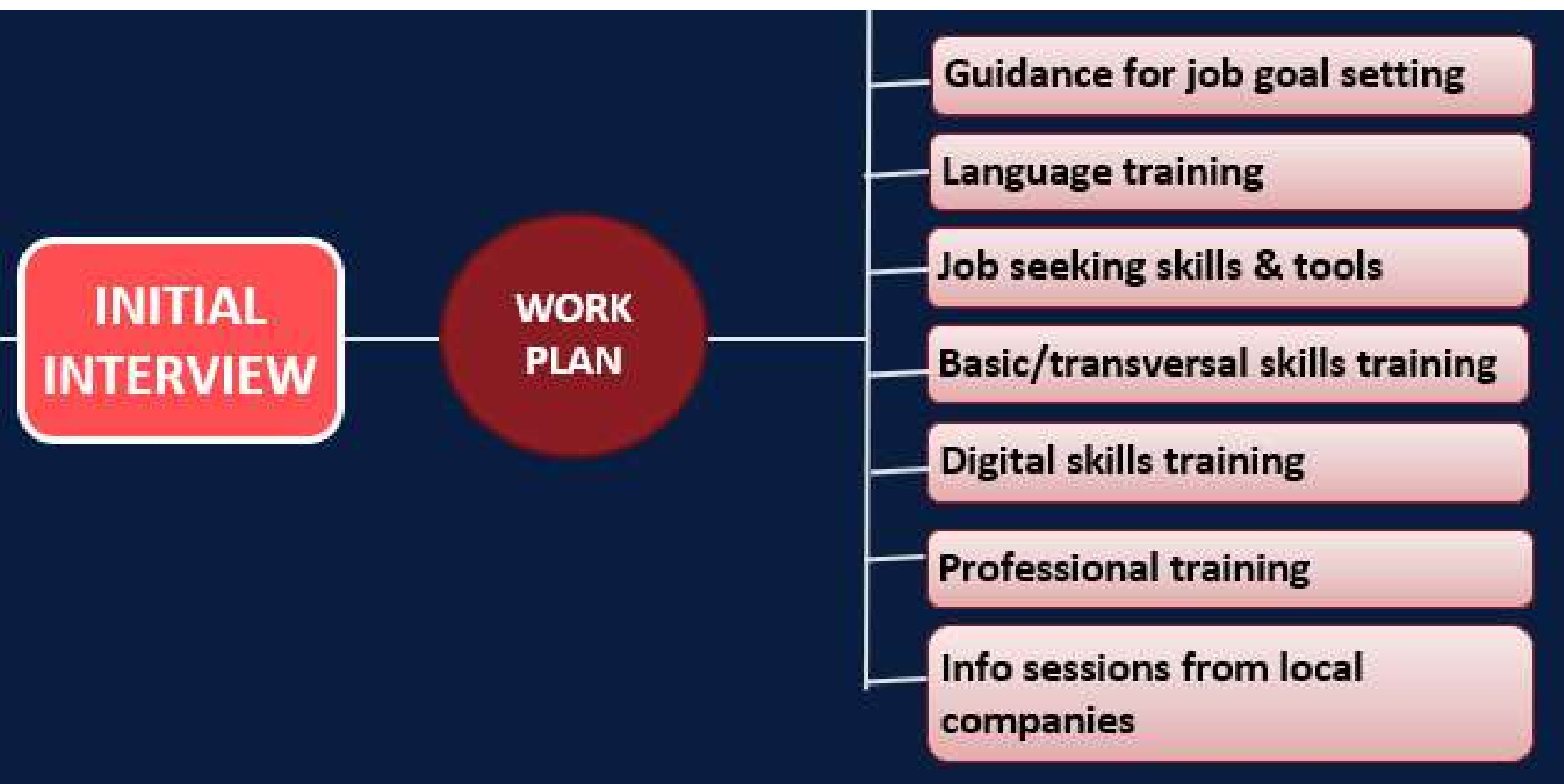


- receive and interpret information
- choose the most appropriate options for them.
- discover, clarify, assess and understand their own experience
- explore available alternatives and strategies
- contextualize their career path; understand their position in relation to the local labour market
- overcome personal barriers
- realize their potential

Work methodology | Labour orientation



- have a structured understanding of their personal, educational and vocational development
- put into practice career managing skills
- participate, if possible, in on-the-job experience
- deal, directly or through mediation, with organizations that provide employment and learning opportunities.



INITIAL INTERVIEW

- Comprehensive needs assessment
- Tool Kit tools for labour orientation:
 - ✓ TEMP006. Initial Interview
 - ✓ TEMP007. Self-assessment & Job Goal Setting
 - ✓ TEMP008. Skills performance matrix
 - ✓ TEMP009. Skill assessment outcomes
 - ✓ TEMP010. Individual Action Plan
 - ✓ TEMP011. Individual Action Plan Follow-up



SKILLS PERFORMANCE MATRIX
EXAMPLE

SELF-ORGANIZATION	Ability to organize the tasks to be carried out efficiently and independently, establishing the necessary priorities and using personal time in the most efficient way possible				
Observable behaviour	Absence (0)	Low (1-2)	Medium (3-4)	High (5)	High (6)
Time management	The person does not plan the activities.	The person only plans in the short term and often have problems to meet it.	The person plans in the short and medium term, although sometimes he/she does not comply with the planning	The person plans in the short and medium term, and complete his/her planning	The person plans in the short, medium and long term, maximizing his/her time.
Priorization	The person does not establish priorities when performing his/her tasks and follows a random order.	The person does not usually establish priorities, and when he/she does it is on the fly and/or without using clear criteria.	The person prioritizes his/her tasks according to urgency or importance, but shows difficulties in combining both criteria	The person prioritizes his/her tasks according to their importance and urgency	The person prioritizes his/her tasks according to importance and urgency, taking into account contingency plans for unforeseen issues
Autonomy	The person always depends on the indications of other people to perform his/her tasks.	Often the person depends on the indications of other people to perform his/her tasks, even having the knowledge and experience for it.	The person is able to organize by himself/herself the tasks that he/she usually performs, although in case of changes or unforeseen situations he/she needs indications.	The person can reorganize his/her tasks in unforeseen situations without depending on the indications of other people.	The person assumes his/her self- organization as part of his/her daily work, valuing his/her autonomy as something positive

Image 2. Skills Performance Matrix. Observable behaviours of Self-organization skill



SKILLS PERFORMANCE MATRIX
EXAMPLE

SELF- ORGANIZATION	<i>I know the set of tasks of my own work</i>
	<i>I know the priority criteria established by the company and comply with it</i>
	<i>I classify the tasks associated with the priorities set by the company. In case they are not set, I classify them according to their relevance.</i>
	<i>I keep a regular sequence in the execution of tasks</i>
	<i>I modify the order of priorities and / or tasks if the situation requires it (urgency or contingent need).</i>
	<i>I perform the tasks according to the expected time of dedication</i>
	<i>I take responsibility for my own task without needing help or regular supervision</i>
	<i>I request support from colleagues and superiors occasionally, and always after trying different alternatives.</i>

Image 3. Self-assessment of Self-organization skill

Work methodology | Labour orientation



INDIVIDUAL WORK PLAN

Q26									
A	B	C	D	E	F	G	H	I	J
1									
2	INDIVIDUAL ACTION PLAN								
3									
4	Branch/District:								
5	CODE:		DATE: [DD/MM/YYYY]						
6	First Name:								
7	Family Name:								
8	Interviewer/Counselor:								
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10	ACTION PLAN								
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WORK PLAN FOLLOW UP

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2	INDIVIDUAL ACTION PLAN FOLLOW-UP													
3														
4	Branch/District:													
5	CODE:													
6	First Name:													
7	Family Name:													
8	Individual's Counsellor :													
9														
10	ACTIVITY RECORD													
11														
12	DATE	# HOURS	ACTIVITY <i>(Select only one option from the list)</i>			RESPONSIBLE	OBSERVATIONS	DATE						
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Activity 3.3. CASE STUDIES

1. Read the two the case studies
2. In which vulnerability profile could the person be categorized?
3. From the actions listed, choose which ones could be included in his/her personalized pathway for mid-term socioeconomic integration (4-5 months time since the person enter the project)



Activity 3.3. CASE STUDIES



From the following actions, choose which ones could be included in her personalized pathway for mid-term insertion.

- ☐ Motivation and empowerment sessions
- ☐ Gender workshops: equal opportunities and joint responsibility
- ☐ Informative session about the local labour market and the local resources available (daycare, libraries, public employment services, etc.)

Workshop on tools and techniques for employment search

- ☐ CV
- ☐ Presentation letter
- ☐ Job interviews simulation
- ☐ Workshop on new technologies for employment search
- ☐ Registration in local job listings

Basic competences workshops:

- ☐ Self-confidence
- ☐ Self-control
- ☐ Communication
- ☐ Ensure compliance with rules and tasks
- ☐ Mathematical reasoning

Transversal competences workshops:

- ☐ Flexibility
- ☐ Interest in learning
- ☐ Technology orientation
- ☐ Relational capability
- ☐ Team work
- ☐ Customer orientation
- ☐ Quality of the work
- ☐ Frustration tolerance
- ☐ Initiative and decision making
- ☐ Self-organization
- ☐ Success orientation
- ☐ Problem analysis and solving
- ☐ Creativity and innovation
- ☐ Managing people
- ☐ Negotiation

☐ Workshop on new technologies (Word and email use)

☐ Language training (English, French, etc.)

☐ Foreign degrees recognition or validation

Technical competences workshops:

- ☐ Food handling
- ☐ Driving license
- ☐ Security and hygiene at the workplace

Professional training:

- ☐ Professional standards certificate
- ☐ Vocational training
- ☐ Certificate or diploma of the competences gained through experience
- ☐ No labour practices in business companies
- ☐ Other actions for vocational training.

☐ University education

- ☐ Visiting companies to get to know different professional profiles
- ☐ Support to start a personal business initiative (self-employment)

☐ Other actions. Briefly describe other information, guiding, training, intermediation or support actions that may be included in this participant's personalized pathway.

