



Lifelong
Learning
Programme

Toolkit for Social Job Coach

Leonardo da Vinci partnership project “Euro Job Coach”

This document is a product of the Leonardo da Vinci Partnership project “Euro Job coach” and it has been funded by European Commission.

This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

PREFACE

The *Social Job Coach* is a specialist who mediates between the employer and the job seekers and it's mainly involved in job placement activities and individual coaching. This new job differs from the trainer or job integration adviser whose efforts are more generalized.

The *Social Job Coach* is particularly involved with people with difficulties in order to enable them to get back to work. A *Social Job Coach* also organizes supervision activities for people who have recently secured new jobs. The intermediation work, done between the offer and the application can be more or less complex.

As a matter of fact, the *Social Job Coach* must determine the relational and technical skills required, how the activities and tasks are organized, and the nature of the interactions between workers. This assessment enables the selection of candidates and prepares them effectively to take on the job.

In this context, the *Social Job Coach* supports the worker or workers during the course of their first days at their place of work. This initiative aims to help the company to integrate the new people into their work organization and it facilitates the assimilation of instructions, of job activities, of expected behaviour etc.

By doing so, the Social Job coach becomes fully involved in the company in order to study the skill requirements and the needs of the work organization.

The five partners involved in this Leonardo da Vinci partnership project: France, Holland, Italy, Lithuania and Slovakia, shared their best practices and experiences on this issue and they all concentrated their efforts to bring about the most suitable tools to improve the activities and the tasks of this key figures, in nowadays societies.

The common work that has been carried out is now available on an easy-to-use support that brings together all the necessary elements to facilitate the promotion of the role of the *Social Job Coach*, in all countries.

The produced document is rich in teachings and tips and extremely various in all its parts. I was particularly struck by the quality of the tools, their accuracy and precision.

The dissemination work started by the members of this European project intends to counter-balance the lack of creative responses to the rising of unemployment rates; we all are facing in our countries, and to promote the role of the *Social Job Coach*.

Honored by the opportunity I have been given to introduce this great and important work, I invite you to the most of it.

Thierry FAYET, Regional representative of the Vocational Training Federation
Reunion Island, France

INTRODUCTION

The present toolkit is the outcome of singular partners shared work, responding to the lack of tools stated by various European organisations when it comes to facilitate the professional integration of persons facing difficulties in finding and keeping a job.

In fact, by labelling it 'Euro Job Coach' the 6 organisations involved in this Lifelong Learning Leonardo da Vinci partnerships project, wanted to offer a comprehensive view of the roles, actions and instruments that the key figure of a job-coach assumes nowadays.

"Life is not easy for any of us. But what of that? We must have perseverance and above all confidence in ourselves. We must believe that we are gifted for something and that this thing must be attained."

*Marie Curie,
French chemist and physicist*

As a result of this cooperation, the five countries partners enriched the job-coach title with the word 'social' to emphasize that not only employment services but also social and vocational training services should be provided to solve the unemployment situation of disadvantaged job seekers.

On the whole, the set partnerships succeeded in organizing a common training toolkit for *Social Job Coach* in order to improve the quality of counselling and the employment services provided to people with long distance to work.

Furthermore, even though disadvantaged job seekers are defined following the different national legislations, the provided coaching units are all customized for people facing difficulties in finding jobs by the regular means founded on the open labour market and thus requiring an additional support.

For this reason, the toolkit is suitable for people with disabilities, lacking appropriate vocational qualification and training, immigrants or minorities groups with language and cultural barriers, socially excluded persons as refugees, people dependent on alcohol and drugs, individuals living in socially disadvantaged environment, persons living long term in social care facilities, and so on.

It follows that the present booklet is structured around the four basic corner stones, theoretically marking the pathways to solid professional integration.

Thus, part one provides the necessary tools to collect relevant information about job seekers via assessment and career counselling models.

Part two, compounds the shared tools which are used by 'social job coaches' to improve job seekers' skills; the so-called 'soft skills'.

Then, part three, includes job searching and networking with employers tools. Used to make and maintain good contacts with recruiters, entrepreneurs and employers.

And finally, part four, complies the tools used to maintain people in jobs, once they have signed a working contract.

Naturally, this work fits in the European plans on social inclusion as "Europe 2020 – a strategy for smart, sustainable and inclusive growth“. And this since, one of the main pursued objectives is the building of a European platform of *Social Job Coaches*, to fight against poverty and to guarantee social and territorial cohesion.

Moreover, the present work focuses also on two more objectives, that is to say:

- to improve the quality and to increase the volume of cooperation between institutions or organisations providing learning opportunities, social partners and other relevant bodies throughout Europe,
- to facilitate the development of innovative practices in the field of vocational education and training other than at tertiary level, and their transfer, including from one participating country to other.

Yet, from the furthest European region Reunion Island, up to the northern countries of Lithuania and Holland, passing via Italy and Slovakia, all the partners got engaged in acting to enhance their working practices and to promote a harmonized ‘social job-coach’ figure throughout dissemination activities.

PARTNERS



Public institution SOPA is a non-governmental organisation working in the field of employment services to socially excluded people since 2006.

The mission of the organization is to ensure equal opportunities for socially excluded people to participate in work and social life. The core activity is job mediation services for people from socially vulnerable groups (such as people with disabilities, long term unemployed, unqualified people etc.). SOPA provides the services of skills assessment, career guidance, training, job search, job analysis and matching, job coaching and after care when the person is employed. SOPA operates in Vilnius.

SOPA serves approx. 100 people per year, about 50 % get employment.



Organization with more than 10 years of specialist experience in the orientation, training and support of individuals who have more difficulty in finding employment.

Finaliser Transmettre Mobiliser is a training centre specializing in helping people out of work, in difficult social situations, single mothers, people with disabilities, young people with no qualifications and senior citizens to find employment and set up businesses.

Established in March 2000, Finaliser Transmettre Mobiliser has participated in 5 Equal projects, published 90,000 albums of comic strips against discrimination in schools, made a film for the integration of women in society, worked on the French magazine Racine, put together a document for European Commissioner Vladimir Spidla, trained 361 women over the past three years and found jobs for 231.

Finaliser Transmettre Mobiliser works in the Northern part of Reunion Island in close cooperation with the French labor office for the social and professional integration of people living in poor conditions (slums, unhealthy housing, overcrowded flats...). One trainee out of three is a migrant from the Indian Ocean especially from Comoros and Madagascar.

Documents, films, images and information can be downloaded at www.ftm.re and at the website www.floraisons.com.

There are 8 qualified specialists working full-time at Finaliser Transmettre Mobiliser and about 10 external consultants.



CAP Emploi exists in all French departments. The national network is composed of 107 *CAP Emploi* specialized in employment and disabilities. *CAP Emploi* is an expert organization that assures a public service

dedicated to the professional integration of people with disabilities. The mission is financed by the Job-center, a public agency called 'Agefiph' and FIPHFP (public funds for the professional insertion of disabled people).

CAP Emploi operates in Reunion Island since 1993.

CAP Emploi is composed of 11 employees, among whom 6 permanent job-coaches.

CAP Emploi coaches people with disabilities but having the capacity to work, and integrate an ordinary work environment. It also assists private or public employers in their disabled person's recruitment process.

CAP Emploi offers a personalized project assessment service to each person aiming to enter the labor market. Moreover, *CAP Emploi* defines and validates people's professional projects according to their abilities and by taking into consideration the working possibilities offered by labor market.

If necessary, the coached person can benefit from professional training vouchers issued by *CAP Emploi* in order to acquire lacking skills, competences or qualifications, needed to accomplish its professional project.

CAP Emploi bases its work on methodological and technical tools to facilitate the job searching and to support all possible working negotiations.

CAP Emploi offers information and advices on employment national regulations and on the most suitable ways to recruit and integrate people with disabilities, to employers. By doing so, it raises awareness on disabled person's employment. Its mission also consists on defining job contents, tasks and professional accessing conditions.

CAP Emploi job-coaches select and match the right profile for each job offer. After the recruitment, they mobilize the needed supports to compensate the disabilities. For exemple: interpreter in sign language, technical adaptation for visual disabilities, adaptation of the work environment for physical disabilities, and so on. *CAP Emploi* runs follow-up steps to assure the professional integration of the disables persons (up to 6 months).

Each year *CAP Emploi* inserts 450 people in the labor market. Permanent contracts represent 66% of all professional integrations.



Picos is a non-governmental, profit organisation with a total of 18 coaches working separated in 4 offices in the southern part of the Netherlands.

Our mission: Picos coaches people with a help question towards work.

Our vision: Picos wants to be a partner who is innovative, transparent and pro-active with the focus on sustainability, cooperation and personal approach.

Picos works in the field of employment services for people with disadvantages like mental, psychiatric and physical disabilities or people of different target groups as immigrants, ex-offenders, 55+ and single mothers. Most of those people have a long term unemployment.

The core business of Picos is job mediation, job hunting, personal coaching and job coaching. By using an intensive individual or group wise approach where we don't problematize but activate our clients, we work on sustainable job placement. Picos makes use of working experience places where people can train their employment skills and their work rhythm. The job coaching which is deployed after job placement is based on the Supported Employment method.



Inclusion is a non-governmental organization dedicated to creating inclusion for people with disabilities in Slovakia. It is specifically focuses on the areas of independent living, social inclusion and employment, policy development, ensuring that

structures are developed to facilitate the active participation of disabled people in society. Inclusion works with a broad client group in this endeavour, namely disabled people themselves, long-term unemployed persons, families of the clients, professionals and Agencies for supported employment working with disabled people, institutions, employers and governmental representatives. Inclusion aims to build bridges between these client groups to create an integrated support structure that enables active participation by disabled people in all aspects of life. In order to achieve this goal, Inclusion provides a range of services: advice and counselling, training, lobbying for inclusive legislation, service development, liaison with employers and the development of models of good practice in supported employment and independent housing in particular. Inclusion has delivered a range of projects with a number of Slovak and foreign partners. Inclusion set up several sheltered workshops - as Radnicka, a coffee shop with disabled waiters in order to promote awareness of equal opportunities for disabled people in the labour market. Radnicka also serves as a retail outlet for handcrafts made by disabled people in sheltered workshops. Inclusion is provider of Centre for social and vocational rehabilitation with the aim to involve disabled persons and persons with various disadvantages to trade market and to inclusive environment.



AECA was set up in 1973 under the initiative of a group of vocational training bodies jointly engaged in the promotion of training initiatives.

Today, this association encompasses as many as 27 vocational training centres, many of which with a long-standing history. Over the past thirty-seven years, AECA has committed itself to the training of disadvantaged people with the aim of enhancing their human and professional capabilities and increasing their possibility to enter the labour market.

The principles, on which AECA founds its mission, can be summarized as following:

- capitalization of long time experiences in the field of the education of young people and disadvantaged groups;
- strengthening of AECA network as a support for the autonomous processes of development of each member and their integration on the territory;
- comparison and opening at the best practices at European level;
- training of AECA human resources in order to innovate methodologies and educational and professional tools and to increase the enthusiasm in the educational relationship;
- drawing of new political proposals targeted to the building of a regional and national educational system, strengthening at the same time its role within the vocational training system.
- The organizational structure of AECA allows us to promote at regional, national and European level some political, strategic and projecting actions of system, that have an operational spin off for our members, directly involved in the political relationship, as well as in the operational achievement of the projects.

AECA experiences:

Vocational training for young people. Every year our vocational training centres welcome around 2.500 young people, that represent over the 40% of all young people involved in vocational training in the Emilia-Romagna region; 45% of these pupils is from a foreign country.

Activity of higher education. AECA in the frame of several productive sectors develops activity of higher vocational education addressed to unemployed people. On this subject, AECA is the founder member of a Foundation that promotes vocational training paths for qualified students in the ICT sector. Among the founder members, there are two universities that deal with innovation in design and several enterprises in this line of business.

AECA has always been operating for favouring the integration of foreign and disadvantaged women through vocational training projects and other actions of support.

DEFINITION OF SOCIAL JOB COACH

TERM OF SOCIAL JOB COACH

The *Social Job Coach* is the person which promotes the employment of those who are facing difficulties in finding a job on the labour market by vocational counselling, guidance, development soft skills, prospecting job offers, analysing job contents, networking with employers, matching people's profile with the job opportunities, monitoring professional integration and providing individual coaching in the working places.

Social Job Coach provides services for the unemployed people from disadvantaged categories:

- senior citizens
- women
- young people with no qualification
- people with disabilities
- ex-offenders
- immigrants
- other people far from the labour market.

Usually clients of *Social Job Coach* are people with low qualification level or their participation in vocational training does not ensure their successful entering of labour market because of the lack of soft skills. Therefore the *Social Job Coach* is needed to ensure preparation of the unemployed person to enter labour world and to stay in the working place for a sustainable period.

TASK ANALYSIS OF SOCIAL JOB COACH

- Find out what the job duties are and put them into a format.
- Discuss the job duties and environment with the jobseekers.
- Discuss how the jobseekers separate her/his role as a worker from his/her personal life.
- Discuss safety procedures with the jobseekers.
- Meet the jobseekers at her/his home to ensure that she/he gets to the job on time.
- Transportation training.
- Identify natural supports in the workplace that the jobseekers can use for job support, transportation, and social connections.
- Communicate with jobseekers about specific work/social skills needed for particular employment position.
- Make use of tools to make the self-awareness of the jobseeker grow
- Design new material for the jobseeker so he can do his job; make a checklist.

ON-SITE:

- Introduce jobseekers to the employer and co-workers.
- Train jobseekers how to do the job, or observe as the supervisor trains the member.
- Observe the ways that jobseekers interact with co-workers and supervisors for later discussion with them.
- Covertly time jobseekers if productivity is an issue.
- Observe the productivity level of co-workers so you do not hold the jobseekers to impossible standards.
- Observe the corporate culture of the environment so that you can help the jobseekers to fit in with co-workers.
- Discuss your observations with the jobseekers especially touch on things like the appropriate time to take a cigarette break, when jokes are appropriate, etc..
- Mediate and give jobseekers the tools to resolve her/his own difficulties
- Observe if extra material is needed to do their job right, maybe they need a checklist or agenda to do their tasks better.
- Have evaluation moments with the person and the trainer on the job or the responsible for the

OFF-SITE:

- Meet with jobseekers prior to work, at breaks, or right after work.
- Coaches have also stationed themselves in a car outside of the work place so that jobseekers had the security of knowing that someone was there.
- Schedule office meetings to discuss any work related concerns.
- Help jobseekers to develop plans for managing, saving or spending the money that they have earned.

SELECTION PROCEDURES OF SOCIAL JOB COACH

CASE OF SOPA (LITHUANIA)

WORK DESCRIPTION

- Assessment of skills of the unemployed person, client counselling about employment and training opportunities, job search, job coaching services for the clients.
- Analysis of labour market (situation in the labour market, job advertisement, search of potential employers)
- Search of job places (communication with employers by phone or indirect meetings)
- Organisation and leading of trainings for the clients

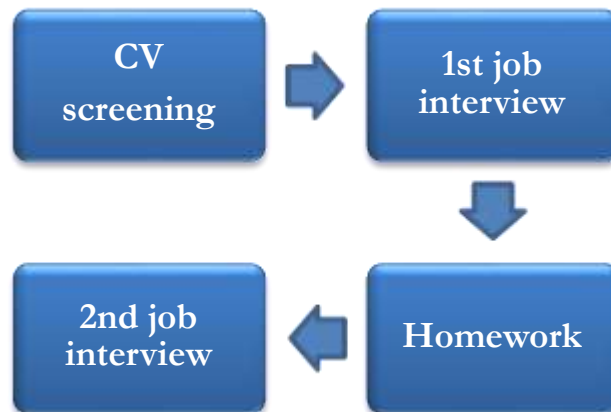
BASIC QUALIFICATIONS AND SKILLS

- University degree (preferably in the sphere of social work, psychology, management)
- Good computer skills (word, excel, power point)
- Good communication and listening skills
- Ability to analyse and generalize information, provide conclusions in written form
- Ability to work independently and in a team, operative decision making
- Experience in training programs, presentation delivery, leading of trainings
- Good skills of English
- Driving license and car

ADDITIONAL SKILLS AND EXPERIENCE

- Knowledge of Russian language
- Work experience with socially excluded groups
- Knowledge of labour code and related legal acts,
- Good knowledge of labour market situation
- Understanding the needs of employers

SELECTION PROCEDURE TO THE POSITION OF THE SOCIAL JOB COACH



CV SCREENING

Screening CVs and motivation letters and selection of candidates for interview

Selection criteria:

- Personal motivation (represented in the letter of motivation and answers to the questions)
- Work experience
- Basic requirements (English language, driving licence)

1ST JOB INTERVIEW

- General questions about work/life experiences, education etc.
- The work of job coach is presented by giving practical examples and difficulties from the work of job coaches.
- Candidate is asked to provide solutions to the situation based on real work examples of SOPA job coaches. The example of the situation is given below:

SAMPLE SITUATION

You work in our company as a job coach. Five times you are trying to meet your client to talk about his career choices and he doesn't appear to the consultation. Each time he finds an excuse for not coming (e.g. being ill, has to look after his little child, has to participate in funeral of his relative, hasn't got transport ticket to come etc.). Meanwhile, you got a good job offer which you think could be attractive for your client. But you have to give prompt answer to the employer. The employer is a big client, you have the first contact with him so it's important to make a good impression of your work.

What would you do? What would you say to your client? How would you present the job seeker (client) to the employer?

Candidate is provided with the written description of the client. In a written form he/she has to make assessment of strong and weak points of the client, opportunities in the labour market and steps what candidate would take being a job coach.

HOMEWORK

For the homework candidate is asked to write the letter to the employer presenting the client and job coaching service and e-mail it to SOPA.

2ND JOB INTERVIEW

During the second job interview the most important personal qualities of the potential employee are clarified, such as initiative, flexibility, negotiation, teamwork, work planning and organisation. It is done by asking questions about the candidates experience.

SAMPLE QUESTIONS TO IDENTIFY THE PERSONAL QUALITIES

- Would you please remember the situation when you had to inspire the team members to do the job which was not interesting for them?
- What was the situation?
- What was your role in it?
- How did you feel?

MINIMUM QUALIFICATIONS

EDUCATION:

Master`s degree (or equivalent) in economics or social science fields.

EXPERIENCE:

Over 5 years of extensive development experience that combines intellectual, strategic and managerial leaderships either with special population groups such as disadvantaged persons, long term unemployed people, disabled, seniors, etc., or in the field of communication, marketing or journalism .

LANGUAGE:

Perfect knowledge of the local language, written and spoken.

DUTIES AND RESPONSIBILITIES OF SOCIAL JOB COACH

- Coaching and mentoring unemployed people in the aim of empowering them to enter and stay in the labor market.
- Identify opportunities and challenges for unemployed people looking for a job, a vocational training course or the possibility to get a school diploma.
- Provide direction, guidance, strategic development and preparation of unemployed persons keen on entering the labour market, or attending a training or a school course, through regular face-to-face supportive meetings.
- Participate actively as a member of a team to ensure that gender equality and people empowerment are well integrated into each step of the professional processes.
- Help to raise awareness and stimulate action to advance gender equality and facilitate low employability persons to enter the labour market. In particular towards entrepreneurs and employees.
- Provide advice to the unemployed people on the strategy, direction and plans of action to be taken in order to get a permanent job or to attend a training course.
- Provide technical support (juridical or financial) to employers to facilitate the hiring of beneficiaries and the solution of any conflict that may arise.
- Assure quality control in the implementation of results-based actions.
- Ensure unemployed persons' strategic and technical support to succeed a job interview or a work placement.
- Use corporate monitoring and oversight tools to identify the areas in which people need improvement.
- Write cover letters, curricula and select appropriate vacancies for the beneficiaries of its action.

IMPACT OF RESULTS

The result of the work of the Social Job coach is the empowerment of unemployed people in search for a job, a diploma or a training course, as well as the raising awareness of the employers on disadvantaged people needs and potentials on the labor market.

CORE VALUES AND GUIDING PRINCIPLES

- Integrity: demonstrating consistency in upholding and promoting the disadvantaged people into the labor market.
- Cultural sensitivity: demonstrating an appreciation of the multicultural nature of the job and the diversity of the people in charge. Demonstrating an empathic outlook, appreciating differences in values and learning from people diversity.

EQUAL OPPORTUNITY EMPLOYER

This hiring agency do not discriminate on the basis of race, color, national origin, gender, genetics, religion, age, or disability in employment or the provision of services.

CORE COMPETENCIES

- Promote ethics and integrity.
- Communicating information and ideas.
- Creating and promoting enabling environment for open communication.
- Self-management and emotional intelligence.
- Conflict management.
- Negotiating and resolving disagreements.
- Leveraging conflict in the interests of the disadvantaged people.
- Knowledge sharing.
- Sharing knowledge across the organization and building a culture of knowledge sharing and learning.
- Appropriate and transparent decision making.
- Fair and transparent decision-making; calculated risk-taking.

FUNCTIONAL COMPETENCIES

- Excellent managerial, intellectual and technical skills in people development.
- Demonstrates intellectual capacity in representing the organization and to promote organizational priorities, initiatives and a better understanding of the organizational strategic agenda and to build consensus;
- Effective leadership in building partnerships especially with entrepreneurs.

INFORMATION ABOUT THE EMPLOYER

Picos is active since 2001. It's mission is to support people in finding a job. Meanwhile, the organisation has grown to 20+ employees who are active from multiple locations throughout Brabant and Central- and South Gelderland.

At this moment there is a place for an experienced employee, who is an energetic and pro-active coach.

TASKS

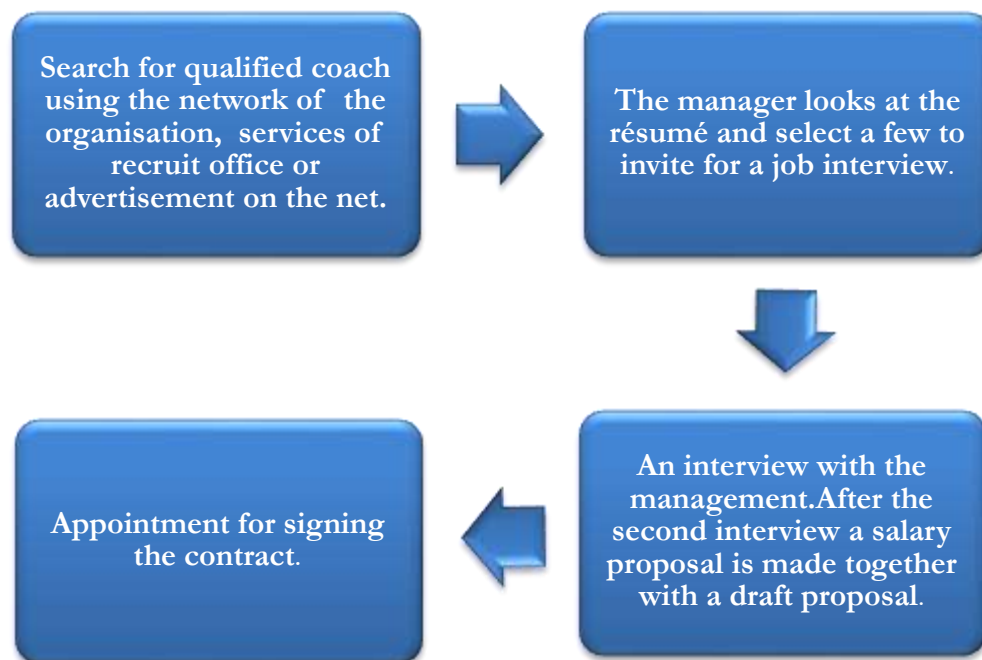
- To coach people by developing skills and creating more insight in strengths and areas of development
- Coaching of behaviour
- Job coaching
- Relationship management
- Administration of own cases

JOB REQUIREMENTS

- Higher Vocational Educated work and thinking level
- Minimum of 2 year experience in a same kind of function
- Knowledge of the social law /legislation
- Strong affinity with people
- Excellent communication skills
- Working with passion for the candidate and the profession of coaching
- Result-, customer- and marked oriented
- No 9 till 5 mentality – flexible attitude
- Drivers licence and ownership of a car

TERMS OF EMPLOYMENT

- Fulltime (32 till 36 hours a week)
- A temporary contract, after shown suitability is converted to a contract for an indefinite period
- Salary indication (36 our) min 2200 euro max 3400 gross a month
- Work location: region middle Brabant



**Screening CVs, motivation letters and interviewing candidates.
Selection criteria:**

- Education - second level of university degree in related area or a secondary education degree, as well as skills and knowledge in following areas:
- Knowledge of target group
- Communication skills and motivation
- Experiences in work with clients
- Experiences in work with employers
- Knowledge in integration processes, systems and law
- English languages is available



Interview

- General and job background of the candidates
- Knowledge about this work and experiences
- Motivation to do this work
- Involving candidate to the activities on voluntary work /Radnička Market, etc/



3 month training, studying and supervised work with senior counsellor in SE
Working according to the Quality Standards in SE



Education in SE according to the Quality Standards – certificated education by Ministry of Education provided by Slovak Union of SE/4 modules / - no later than 1 year after starting to work case.

PROFESSIONAL PROFILE OF COUNSELOR FOR SUPPORTED EMPLOYMENT

Professional Profile / Job description can be divided into four chapters:

- I. General information
- II. Definition of activities within profession (role of profession)
- III. Professional abilities (eligibility in the area of qualification)
- IV. Personal requirements; however, it needs to be re-consider
 - (a) whether to include them into professional profile
 - (b) whether they can be set up in an objective way.

I. 1 IDENTIFICATION OF A PROFESSION	Counsellor for Supported Employment /alternative – specialist for a job integration)
I. 2 FUNCTION	Goal of this Job Profile is to inform especially disabled and long-term unemployed people, funding organizations, employers, ministries, and specialists, as well as wide public about tasks and qualifications of counsellors for job integration and to define minimum requirements for performance of this profession.
I. 3 BASIC QUALIFICATION	Counsellor for supported employment has a second level of university degree in related area or a secondary education degree, as well as skills and knowledge in following areas:
I. 4 BASIC SKILLS AND CAPABILITIES	<ul style="list-style-type: none"> • Knowledge of target group • Communication skills • Work with clients • Work with employers • Integration systems and law
II. TARGET GROUP	The role of counsellor for supported employment is to support disabled and long-term unemployed people to find or sustain a job position.
III. 1 COMMUNICATION SKILLS	<ul style="list-style-type: none"> • Can lead effective and efficient interviews (task related) with employers and people with altered work capacity; • Have practical communication experience in social sphere; • Create networks with the goal to enable supported employment of people with altered work capacity; • Efficiently present agencies for supported employment in the public – especially toward employers; • Work in team so that they can mediate supported employment to disabled and long- term unemployed people.
III.2 WORK WITH CLIENTS	<ul style="list-style-type: none"> • Are able to set up the first diagnosis of ability to get employed, of social situation and special needs for place of work related to disabled and long-term unemployed people • Cooperate with information centers and Counselling-Information Centers especially in order to particularize diagnosing of work capacity of disabled and long-term unemployed people • Can set up individual integration and action plans for disabled and

	<p>long-term unemployed people and help to implement them;</p> <ul style="list-style-type: none"> • Can provide special counselling to all participants in the area of supported employment; • Create necessary contacts with other social services necessary for entering or sustaining of a job position; • Implement effective interventions in crisis situations.
III. 3 WORK WITH EMPLOYERS	<ul style="list-style-type: none"> • Can provide counselling to employers related to all important issues within supported employment / sheltered workshops – especially about support, problems connected with establishment of work places and work organization (in the cooperation with information centres of Labour Offices and Counselling-Information Centres), intervene in legal issues and crisis situation in order to find solution; • Create networks of employers for stimulation of quality of supported employment and increase of offer of job positions; • Support employers in their efforts to find appropriate manpower (disabled and long-term unemployed people) for available job positions; • Support integration of disabled people at the work place through counselling and accompanying.
III. 4 INTEGRATION SYSTEMS AND LAW	<ul style="list-style-type: none"> • Know the system of social help of Slovak republic and use this knowledge for the benefit of disabled and long-term unemployed people • Know legal background related to social field in Slovakia (social help, social insurance, law on employment, labour law, revenue act, corporation law) and can provide counselling to disabled and long-term unemployed people in these areas; • Are informed about the system of employment and education in Slovakia and can use this knowledge for the benefit of disabled and long-term unemployed people
IV. (PERSONAL CHARACTERISTIC)	<ul style="list-style-type: none"> • Resistance to stress • Rational activity orientation • Optimistic performance • Persistency • Resistance to frustration • Creativity • Responsibility toward client and agency • Ability to be a part of a team • Self-management

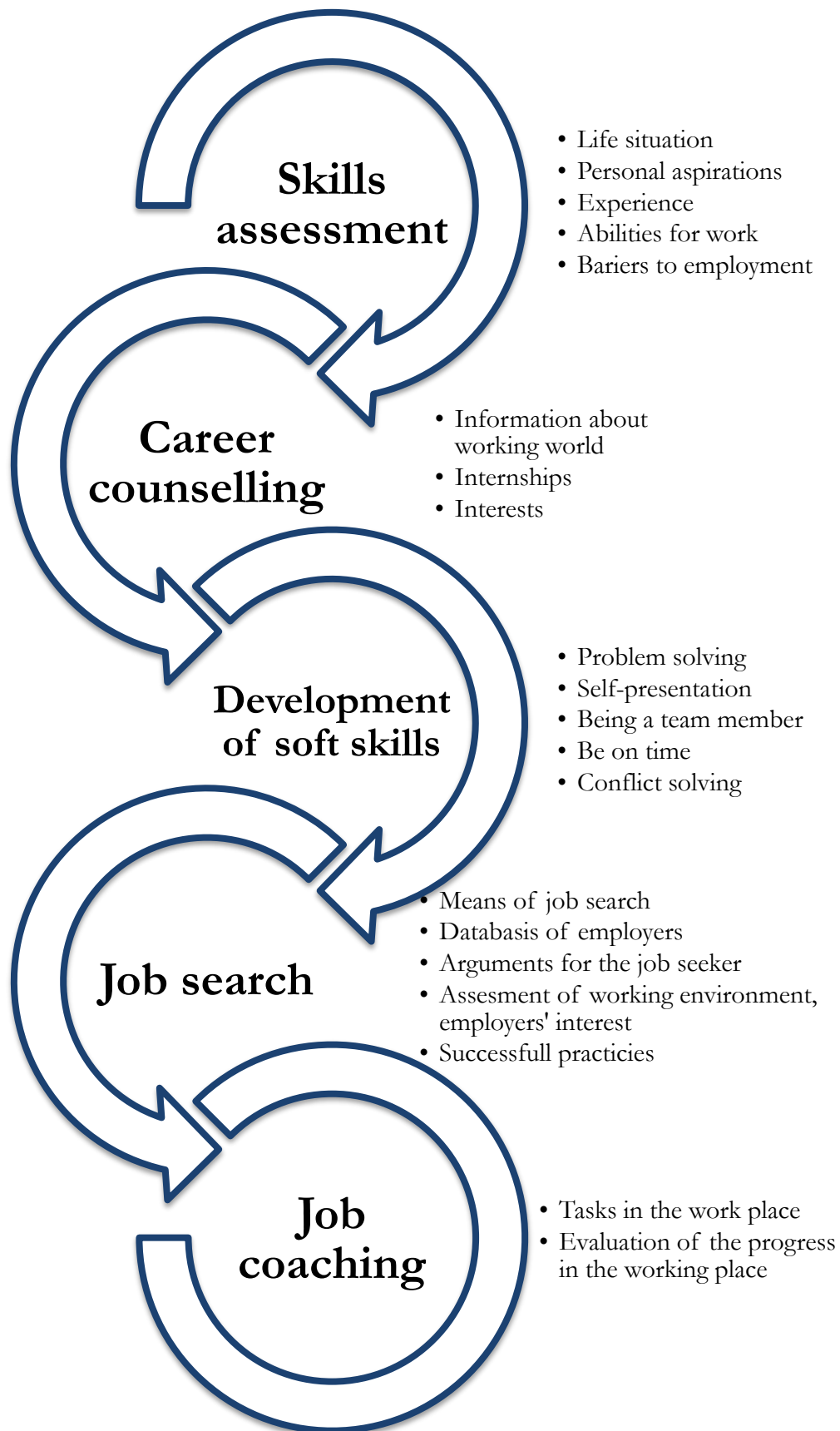
Professional profile of a counsellor for supported employment present high and demanding requirements. However, these requirements are legitimate – on one hand because of comparability with Europe and on the other hand for particular difficulties in which job assistance, respectively support of supported employment in Slovak republic occurs.

PROCESS OF CREATION OF PROFESSIONAL PROFILE:

Professional profile was created during 2002 -2003 especially thanks to participation of representatives of Agencies for Supported Employment - APZ Bratislava, APZ Vranov nad Topľou , APZ Banská Bystrica and APZ Agaut Bratislava led by Univ.-Doz. Mag. Dr. Walter Blumberger. Within this period, they published material called Slovak „Professional Profile Of A Job Assistant For Supported Employment (Special Manforce For Job Integration)“ and key areas for curriculum of post-gradual education and education for study alongside work. This document was a basis for our work within the EQUAL project called **Quality in Supported employment**.

Participants of educational courses, professionals from the Ministry of Labor, Social Affairs, and Family and Central Office of Labor, Social Affairs, and Family and partner organization of the project participated at creation of this profile.

WORKING PROCESS



The *Social Job Coach* working process can be divided in different working phases. Each working phase represents a stage towards a working placement that has to be reached through the development of specific skills.

TRAINING UNIT “SKILLS ASSESSMENT AND CARER COUNSELLING TOOLS”

The tools in the first working phase will be used by *Social Job Coach* to help the client to acquire awareness on his/her personal and professional resources that can be used and transformed in professional competences. This is an initial assessment phase that represents the first step toward job seeking.

TRAINING UNIT “TOOLS FOR DEVELOPMENT OF SOFT SKILLS”

Besides the professional skills, it is more and more necessary to contribute to the development of soft skills. The tools of this training unit enclose a big range of soft skills to let the *Social Job Coach* decide what is the most convenient tool to use: how to face a phone interview, how to manage relationships with colleagues, main rules on clothing and hygiene but also some useful exercises that has to be practiced in small working groups in order to face the first contact with colleagues and then to introduce yourself in the new job environment.

TRAINING UNIT “TOOLS FOR EFFECTIVE JOB SEARCH AND NETWORKING WITH EMPLOYERS”

One of the most difficult tasks of *Social Job Coach* is to build and maintain a network of enterprises that can be a point of reference for his/her job in the phase of job placement and that can let him/her understand better what are the company needs. The tools of these training units are useful instructions to get first connections with companies, to organize some meeting to promote different initiatives, to collect some information that will allow him/her to match company job demand to *Social Job Coach* offer (the client).

TRAINING UNIT “JOB COACHING TOOLS”

The *Social Job Coach* goal has been reached: the client has been placed in a company but the tutoring and counselling of *Social Job Coach* has not ended.

In fact he/she has to continue his/her coaching not only on the client but also on the company: the enterprise does not have to feel neglected in the management of a new worker that has some weak points.

The tools we have identified are then instructions, hints and support charts to supervise and monitor the placement of the client in the company.

CONCLUSIONS

With more than 26 million people without a job, the unemployment rate in the European Union was 10,9% in February 2013, according to the statistical data published on April 2nd, 2013, by EUROSTAT.

Therefore, the number of unemployed people in the EU increased of about 76 000 persons between January and February 2013. On the whole, 1.805 million people lost their job in a year span.

Yet, the Eurozone does not do any better and the unemployment rate has hit a record with much as 12% of people out of the market.

Nevertheless, the European situation is far from being the same everywhere.

Countries like Austria, Germany, Luxemburg or Holland register low unemployment rate, as it is for Spain and Greece, the highest, ever.

In this tormented situation the *Social Job Coach* has become a key figure to fight against unemployment or to prevent it.

The tools, examples and methods illustrated and presented to enrich this relatively new (at least for its naming) profession, are meant to contribute to the definition of its role and to the enlargement of its practices.

Moreover, the 6 partners that took part in this project still consider that the *Social Job Coach* profession is still subjected to a continuously progressing evolution. They do also imagine that the years to come will mark the need for training of specialists on employment matters, both in the public and in the private sector. And this is a respond to the many challenges of the changing labour market.

For all this reasons, the toolkit may still be enriched by new contributions, new tools and methods, in future, although the experimented activities brought about stay valuable in this highly competitive environment.