

Jobservice Tirol, Itworks



Logo Itworks
Copyright: itworks

Location

Tyrol



Country

Austria

Short summarizing description

Jobservice Tirol supports recognized (official) refugees in their job search. Participants could be counseled up to 6 months by Case Managers on a weekly basis. Their status is divided into different phases. During the counseling period, the case manager will write a Perspective Plan based on the refugee's expectations but also on the reality of the Austrian job market. Each participant has the possibility to take German classes as well as to have his/her individual competences evaluated. When suitable, he/she will be able to take training which fits the Tirolian job market possibilities. Sometimes participants come with personal problems which hinder them in their job search (i.e. homelessness, illness, ...). The case manager will advise the participants on possible solutions that our region offers to help with these problems. After a participant has found a job, he/she will continue to be counseled for another 3 months in order to ensure his/her job stability.

Key Terms

Empowering, integrating, transcultural

Context and background, Which problems/challenges does your measure try to solve/cope with?

The people who flee to Austria often do not know much about the Austrian system. They have little or no knowledge about the Austrian job search customs, job possibilities and how the education and training system functions. Therefore, they must be advised on this information during counseling. Many people who come to Austria as refugees lack sufficient job experience or specialized training; and very often they have minimal school education, or the training/education they have completed in their home country is not recognized in Austria or is not comparable to that in Austria. These are the very basic reasons that complicate the job search. In addition, mastering enough German to be able to integrate the labor market is a long process.

Which are the key objectives of your measure?

The main objective of Job Service Tirol's program is long-term and sustainable placement of the participants with an employer. Another goal is to advise participants to undergo training in order to have better opportunities in the job market. Moreover, the Case Managers assist participants to solve personal problems that could hinder successful placement in employment.

Who are the main target groups and beneficiaries of your measure?

Jobservice Tirol's purpose is to support and counsel refugees who have fled to Austria. Participants must either have a residence permit called "anerkannter Flüchtling" or "subsidiär Schutzberechtigter". Furthermore, they must be at least 18 years of age. Priority is given to those who have arrived in Austria within the last 2 years. Demographically, over 80% of the participants are men with the majority of them being under 30 years old.

Which actions have already been implemented and which results have been achieved so far?

For rapid improvement of participants' language skills, it was important to offer free and regular language courses. In this area we received very strong support from the AMS (Austria's Employment Service) in recent months. Furthermore, developing strong relationships with companies was essential: we needed direct personal contact with them to understand specific needs and facilitate our participants' placement. Therefore, we have created our own corporate service to support on-going relationships with current and new companies. In collaboration with the "Chamber of Commerce" and the "AMS", we organized two professional fairs in 2017 to bring together refugees and Tirolean companies. Although currently the official results are not yet published, we can share that within the first year at least 40% of Jobservice Tirol participants were placed in long-term employment (minimum of 3 months). This is the result of our innovative and sustained efforts.

Which were the main problems and challenges you were/are facing when implementing the project and how did/do you (try to) overcome them?

The main reason why companies have reservations about employing refugees is that they are uncertain about Austrian legal and administrative prerequisites for them. In cooperation with companies and through professional fairs, we provide information regarding the latter for a better understanding of the benefits of hiring from our target group. Moreover, building trust with participants and motivating them is our leitmotif. In order to facilitate communication with participants Jobservice Tirol has hired Case Managers with diverse language skills and cultural backgrounds.

Link to website

<https://www.itworks.co.at/kompetenzen/beratungs-und-betreuungseinrichtungen/jobservice-tirol.html>

Starting date

2016-12-01

Duration

24

Regional scale

3 - big region (Bundesland, Region, Département/Province, Kanton etc.)

Other involved partners

AMS (austrian employment service)

Contact person

ESF, european social funds

Michaela Mag.a Kogler

michaela.kogler@tirol.gv.at

Category 2: Integrating migrants into the local/,regional labour market

We process our participants in three phases: The first called "Clearing" determines in 2-3 sessions each participant's problems, actions can be taken and to decide what solutions are the best for him/her. The second phase, called "Coaching" implements the discussed actions, i.e., a German course or qualification courses (this time is not included in the supervision time). The case manager is in frequent contact with participants to ensure they are attending classes and if they have any questions. The third phase is called "Intensive": the case manager meets the participant weekly to actively evaluate job opportunities, creating job application documents, actively encouraging him/her in contacting employers and preparing for job interviews. When the participant is hired, the case manager will stay in contact with him/her over a period of 3 months in order to be able to solve problems in the job at an early stage, and ensure his/her long-term job stability.

Further Information



consulting situation in Innsbruck
Copyright: Itworks

[Infoblatt JobserviceTirol.pdf](#) — 90Kb

Clients Information (in german)

[A3 Plakat Word esf.dotx](#) — 1591Kb

poster itworks esf