



ЦЕНТАР ЗА ПРУЖАЊЕ УСЛУГА  
СОЦИЈАЛНЕ ЗАШТИТЕ  
ГРАДА ЗРЕЊАНИНА

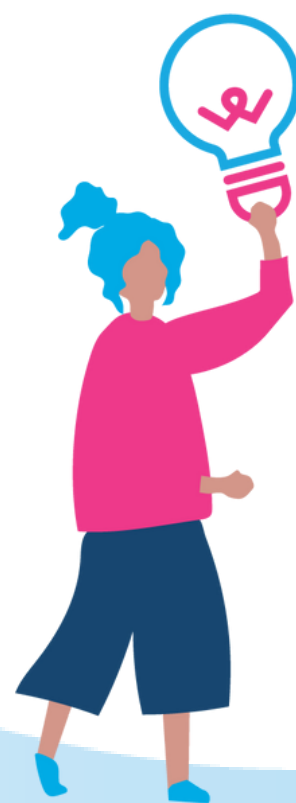
Practical Training for Practitioners:  
**Enhancing Employment Outcomes for Safe House Beneficiaries**

This Program was created as a result of cooperation between **Caritas Serbia**, the Your Job Project and **Safe house**.

The goal of the Your job project is the long-term employment of social service users.

As part of the Program, a HANDBOOK was also created: **Training for employment of Safe House users**. Written by Andrijana Stojanović, social worker and Milica Bogdanov, career counselor.

This program was winner of the Tempus award for an example of good practice.



**For the Safe House beneficiaries, training for employment includes activities related to psychosocial support, for the purpose of empowering them to exit the circle of violence notably by developing activation and self-confidence**

**A general goal of this Programme is to make beneficiaries able to get employed, through the achievement of some specific objectives:**

1. Activation and boosting self-confidence of beneficiaries by identifying their knowledge, skills and abilities
2. Training in job seeking skills by identifying opportunities in the local labour market and learning how to apply for a job
3. Training in business behaviour and business communication skills
4. Empowering beneficiaries to keep a job

## **The programme is divided in five parts (workshops):**

**Activation and  
self-confidence**

**Job seeking**

**Business behaviour**

**Keeping a job**

**Other support programs**

In the Programme implementation process, group work in a form of a workshop is applied. A workshop is a form of an active, experienced, experiential learning through exchanges at the level of a whole group, with a planned guidance of the educational contents by the programme facilitator

**In ideal conditions, the whole programme lasts for 5 days, which means one workshop per a day.**

**Each workshop lasts for about 90 minutes. Depending on the beneficiaries needs and the trainer's assessment, there might be a break during a workshop.**

**After finalizing the programme, it is recommendable to keep the beneficiaries activation in the forthcoming days through consultations and by monitoring job applications results.**

## Workshop I

### ACTIVATION AND SELF-CONFIDENCE

Negative inner voice

- I will never find a job.
- No one will hire me.

Affirmative form

- If I apply for a job I will find out what it is like to look for a job.
- I will leave a good impression at the job interview.



*Beneficiary activation mechanism*

## How to identify competencies from personal everyday life?

### **Example 1: *While driving on a bus I often find myself talking to other passengers***

I find it easy to make people's acquaintance - make contacts

I know which topics we could talk about - communication skills

I can understand other people's problems - compassion, empathy

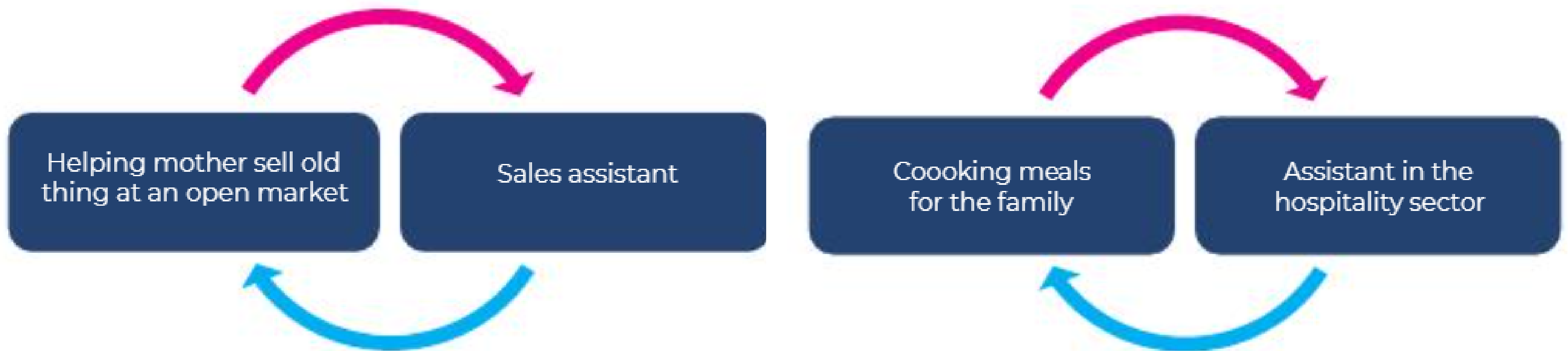
### **Example 2: *When I go shopping, I make a shopping list***

This can indicate the following abilities: systematic, responsible spending, planning, organisational skills

After giving concrete examples, you should encourage the beneficiaries to give examples from their own lives. Each beneficiary chooses at least 5 competences that could apply to her.



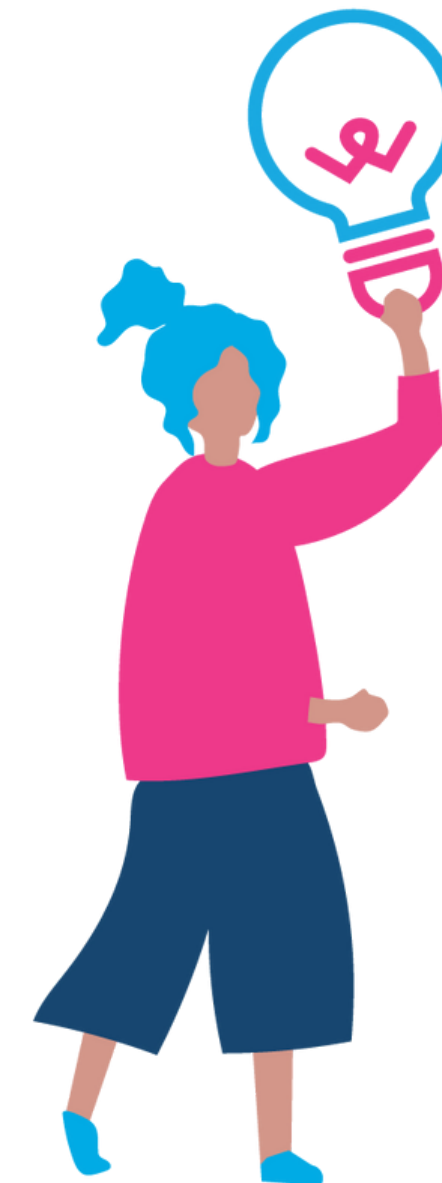
# Identifying personal competencies for the needs of the local labor market



Exercise: What I know, what I can, what I am able to do?

Examples	What do you recognise?	Which job could you do?
While driving on a bus I often start a conversation to other passengers.		
When I go shopping, I make a shopping list. I know which shops give discounts on certain products.		
When a household appliance stops working, I can see for myself which part is broken and I often buy and replace the part myself.		
I finished school on time and I always had an 'A' in English.		
I managed to clean up my entire house in one day.		
I prepare birthday parties myself, I love decorating the room for celebration, to make food and beverage arrangements and decorations.		
I have three small kids and I manage to do all the housework by myself.		
I love drawing dresses; I can sew any creation you like.		
I can make cookies and cakes and decorate them nicely.		
If I worked in an open market, I would be very fast, because I always had an 'A' in maths.		
I managed to calm down my neighbour who was upset and having a row.		
At school, I always did my homework in time and I was prepared for tests and examinations.		
I respect other people's time and I am never late.		

**Try to recognize the key competencies from the suggested examples of different daily activities**



## Workshop III

# **BUSINESS BEHAVIOUR**

*Employers claim that appropriate business behaviour is the most desirable skill they expect from their employee*

**The workshop goal is to develop business behaviour and business communication skills**

**PART I – Job interview**

**PART II – Sending a job application**

## Workshop IV

### KEEPING A JOB



<b>GOOD ADVICE</b>	<b>BAD ADVICE</b>
<b>You should always arrive to work on time or a bit earlier</b>	There is no need to come to work on time. You can always be a little late
<b>Be ready for a teamwork</b>	Work only for yourself, don't pay attention to the others
<b>You should look professional at work</b>	Wear whatever you like to work, it doesn't matter
<b>Follow the instructions of your superiors</b>	Nobody should tell you what to do
<b>Show you have the will to work</b>	You should not show the will to work. This will result in getting less work
<b>Make a break only during the break time</b>	Make a break whenever you wish
<b>If you cannot perform a task, ask for help</b>	If you cannot perform a task, don't do it at all
<b>Ask for a day off only if necessary</b>	Ask for a day off whenever you wish

## Workshop V

### **Information about additional measures to support employment and additional education**

- Additional career counseling
- Professional practice programs
- Job search clubs
- Professional courses
- Other trainings

## Some comments about the Program

*The Handbook may have very positive effects on beneficiaries, as a means towards encouraging them, instructing them to dedicate to themselves and their needs, to become financially independent, without relying on their partners and their assistance.*

*This Programme will ensure safety in finding a job.*

Jelka M., social worker at Safe House

*The Handbook significantly contributes to motivation, empowerment, increasing will and desire to find employment and actively participate in creating their lives and destiny.*

Sladana Đ., social worker at Safe House

**Thank you for your attention**

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