

CLIENT-DRIVEN GUIDANCE IN MULTI-ACTOR ENVIRONMENT

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BACKGROUND

Several studies have shown that long-term-unemployed jobseekers need one coaching and coordinating person in order to manage the fragmented service system. Occasionally, clients drop out from the social network as was shown, for example, in the case of decreasing working ability with jobless clients (Määttä, 2011). On the other hand, the clients may create dependency that is based on training, retraining and work-experience (called as an ABM-career). (Nio&Sardas, 2011 Beck&all, 2005). In order to avoid both of those pitfalls there is a need of professional guidance. Some experiences of the working pairs in the multi-actor environment were collected in the project called Transitional Labour markets in Central Finland in 2008-2011 (Era,(ed.) 2011).

CASE A.

Structural unemployment is severe in Central Finland. Competence improvement is one way to reduce it. The guidance team for vocational solutions supported jobless clients. The client, an employment advisor from the employment office and a TLM (Transitional Labour Market) from vocational adult education worked as a team. The TLM -counsellor supported the client's total vocational plan and gave him/her continuing guidance during this training process. The counsellor collaborated with the employment advisor so as to promote the continuity related to the employment activities, employment opportunities and vocational training. Their shared target was to enable client driven, flexible solutions towards better skills and vocational degrees. (Joutsen & all, 2011)

TEAM:

- Client
- Employment advisor
- TLM-counsellor

Services:

- Educational institutes
- Private training providers
- Employment offices
- Apprenticeship Centre
- Employers
- Enterprises
- 3rd sector, NGOs

- 290 participants (aged under 30 years with 6 months of unemployment and aged over 30 years with 12 months of unemployment) started the training and activities with the help of continuing guidance, (2008-2010)
- 21,7% persons started vocational education, which continues
- 16,2% achieved vocational qualifications, but stayed jobless
- 2,1% in work experience
- 8,6% in paid work
- 2,4% in apprenticeship contracts,
- 19,6 % in employment
- 1% started as entrepreneurs
- 6,2% attended activities but stayed jobless
- 7,6% persons had health related problems,
- 1,7% moved to another district and
- 12,9% could not utilise the continuing guidance

CASE B.

The working pair from the social work and employment office worked in a rural area of about 10 000 inhabitants in Central Finland. They offered process guidance to job seekers whose joblessness had lasted more than 500 days. They negotiated with seven different authorities and their clients found solutions and ended up in training courses, paid work, part-time-employment and retirement. (Lääperi, 2011)

TEAM:

- Client
- Employment adviser
- Social worker

Services:

- Social work
- Labour office
- Health Centre
- Social Insurance Institution
- Probation and after Care Association
- Debt advice

- 142 clients participated in 12 different activities and in addition a variety of health related relationships ended up in retirement, employment activities or paid work (2008-2010).
- A sample of 20 clients evaluated service management and their feedback was at a good level, 9 in scale of 4-10. The evaluation concerned professional skills and the utility of the service.

CONCLUSION

The continuing and the process oriented guidance by different authorities/ specialists/institutions supported jobless clients effectively. The combination of the services from different institutions provided individually tailored solutions for the clients but this approach still needs administrative support. In order to overcome certain institutional borderlines the resources and tools for this kind of collaboration would need further development and, secondly, serious attention should be paid to rewarding practices for motivating the service providers to aim at the common results.

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European Union
European Social Fund



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Leverage from
the EU
2007-2013