

# Coordinator of Youth Guidance Centres (One-Stop-Shops)

Managing multi-competent teams – a new profession with a tailor-made education

## WORKSHOP

# Hosts

- Local Government (Denmark)
- VIA University College (Denmark)
- Jyväskylän University of Applied Sciences (Finland)
- City of Jyväskylä / Youth Guidance Centre (Finland)
- Employment Services Under the Ministry of Social Security and Labour (Lithuania)
- City of Östersund / Youth Guidance Centre (Sweden)
- Norden Association (Sweden)



# CTP

**Coordinator Training Program**

Multi-professional guidance for youth

Co-funded by the  
Erasmus+ Programme  
of the European Union



# Programme

# CTP

**Coordinator Training Program**  
Multi-professional guidance for youth

- 13.00 Welcome and introduction to the wider context
- 13.20 Youth Guidance Centres – an introduction
- 13.50 Preparing for the work in smaller groups - introduction to MURAL
- 13.55 A short break
- 14.00 A pilot training programme with 4 modules
- 14.20 Reflections in smaller groups using MURAL - a digital whiteboard
- 14.55 Closing

**Welcome to use the chat for questions and reflections**



Co-funded by the  
Erasmus+ Programme  
of the European Union





**Europe is in a time of transition.**

## Why are macro-regional strategies needed?

- **Complexity of issues** that can't be tackled by single actor or a single project.
- **Long term** collaboration.
- **Moving targets and goals** – new dynamic, calls for agility.
- **Need to engage stakeholders** who can contribute and who can bring about change.
- **Participation** as a democratic value.
- **Co-creative action formats** – collaborative platforms, learning in-action, networks.
- **Action-informed policy creation** – policy to action to policy (loops).
- **Facilitation of multi-party initiatives** – a must-have competence.
- **Outcomes** – policy gets enacted.



**Macro-regional strategies co-  
create solutions and implement  
actions to respond to the  
challenges we face in today's  
Europe!**



**Collaboration is vital for creating more targeted solutions.**

# What are macro-regional strategies?



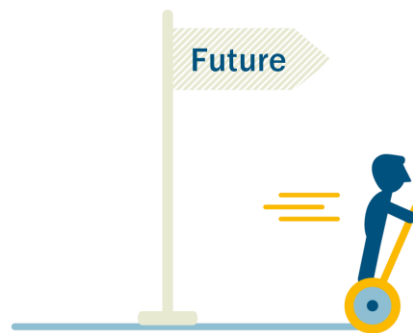


# What are macro-regional strategies addressing?

## Societal challenges with a macro-regional added value...

- Action Plans accompanying the Strategies define objectives and priorities for work, targets and indicators for monitoring and evaluation;
- Action Plans are aligned with EU policy documents such as the European Green Deal and the European Pillar on Social Rights, others.

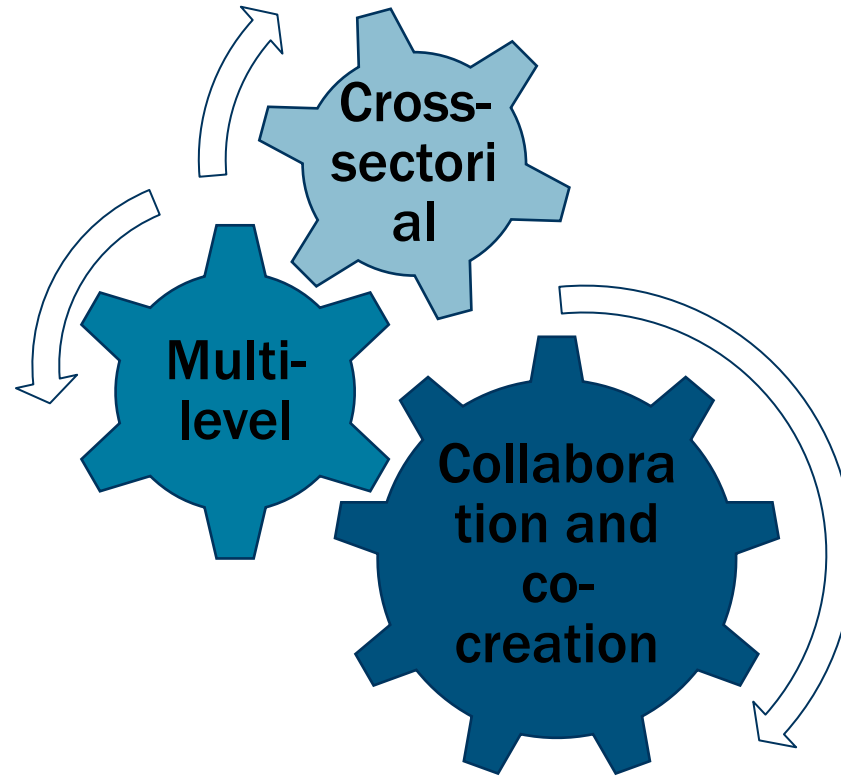
... providing opportunities for more efficient solving of common issues.





**Macro-regional strategies are open and agile frameworks for long-term strategic collaboration.**

## What is in a core of macro-regional work?

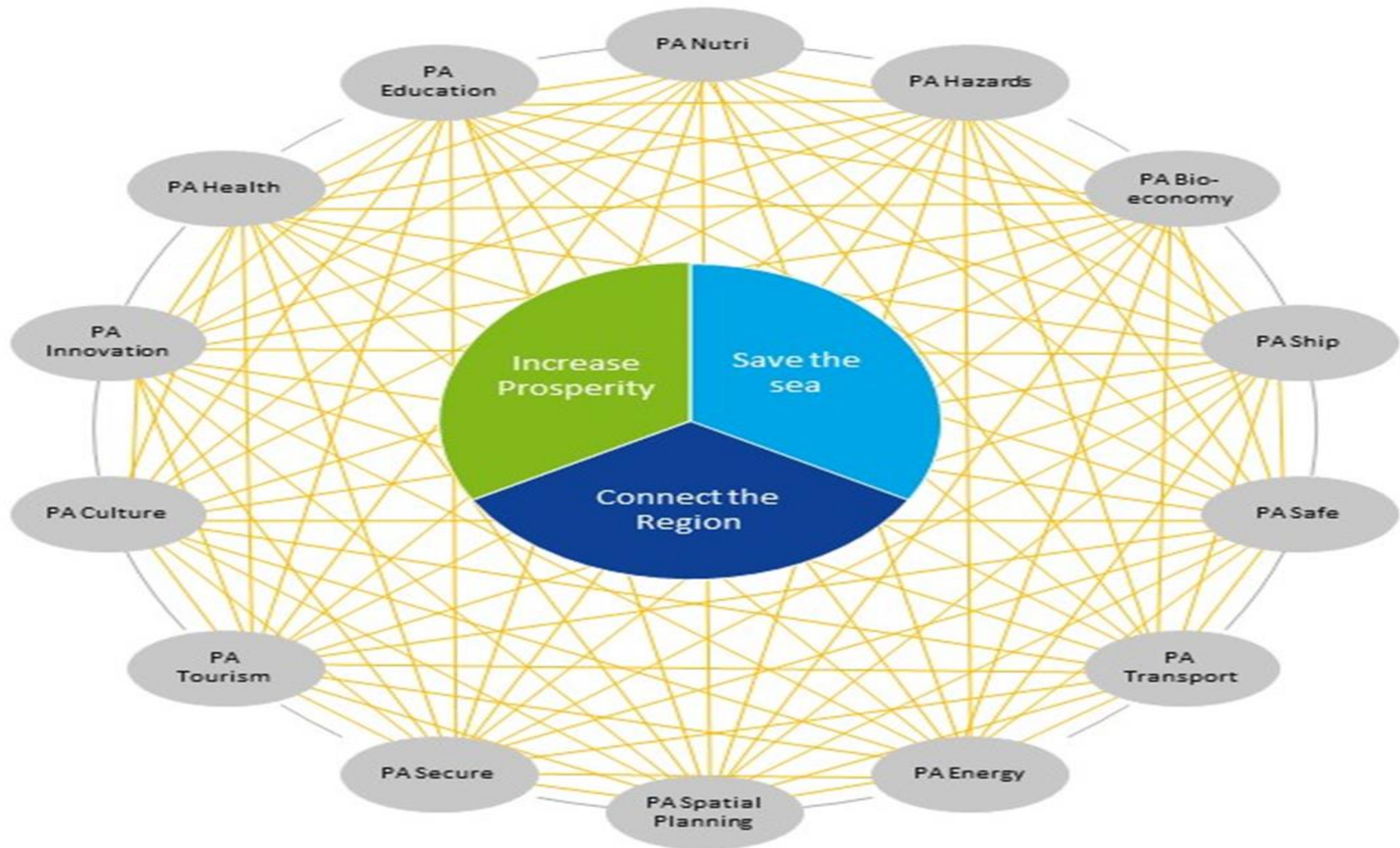


# EU Strategy for the Baltic Sea Region



this year with a new Action Plan

- **Shorter and easier to communicate**
- **New targets and indicators aligned with SDGs and EU policy frameworks**
- **Clear division of responsibilities**
- **Widen participation with focus on civil society, youth and businesses**
- **"Baltic Sea Strategy Point" – a support structure**



## Flagships

- A flagship is a **process** that pursues an agreed policy impact in response to complex macro-regional challenge
- **Thematic policy-action processes** bring together larger group of multi-level stakeholders, projects and policy-making processes. Engage stakeholders from various levels and sectors
- A single project (or flagship project) is rarely enough to achieve the thematic objectives of the EU Strategy for the Baltic Sea Region
- Flagship in build on three key pillars: **processes, stakeholders, deliverables**





# SCHOOL TO WORK

A flagship within the Baltic Sea Strategy

<https://www.s2wflagship.eu/>

Gunnar Anderzon, SALAR





# MISSION

To improve the members' ability to smoothen the transition for youth from school to work within the Baltic Sea Region, by providing a transnational platform for learning, development and innovation.

## AIMS

- Stimulate transnational understanding and learning
- Provide a platform for developing and testing measures
- Better disseminate successful methods and knowledge
- Inspire to new initiatives, projects and partnerships
- Promote the allocation of funding for transnational activities
- Influence policy and decision makers on local, regional, national and European level.



# ORGANISATION

## Coordinating Group

- SALAR
- Norden Association
- City of Turku

## FLAGSHIP SCHOOL TO WORK

Leader of the Flagship

Swedish Association of Local Authorities and  
Regions (SALAR)

## Advisory Board

- All 8 Member States
- National level
- Mandate

## EDUCATION & TRAINING

EARLY SCHOOL  
LEAVING

INTEGRATE  
NEETs

# MEMBERSHIP AND MORE

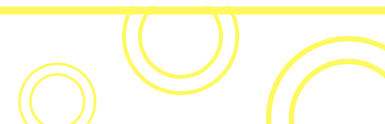
As a member of School to Work you get

- A platform for transnational work
- Invitations to conferences and study visits
- Arenas for contribution to policy making around the Baltic Sea Region and EU
- Contact with projects and practitioners
- A platform to share your projects and other development ideas and good practices

Please join us [www.s2wflagship.eu/join-us/](http://www.s2wflagship.eu/join-us/)

Coming up: Preventing early school leaving – framework, strategy and successful methods

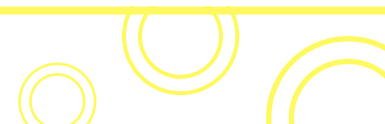
- *May 11, 2021 @ 09:00 - 11:00 CET*



# LET'S TAKE A CLOSER LOOK AT



INTEGRATE  
NEETS



# CTP

## **Coordinator Training Program**

Multi-professional guidance for youth



Co-funded by the  
Erasmus+ Programme  
of the European Union



# Results

- Defined and strengthened the profession as Coordinator of multi-professional Youth Guidance Centres
- Identified key competencies required for the Coordinator function
- Developed a Coordinator training program - a curriculum consisting of modules based on key competencies, with ETAS validation
- 20 trained Coordinators across the Baltic Sea Region
- Spread awareness of the curriculum to stakeholders operating one-stop youth guidance centres in EU

# 4 examples: One-stop Guidance Centres

- Finland  
Marita Räisänen
- Denmark  
Pia Vigh
- Lithuania  
Jolanta Griškonienė
- Sweden  
Håkan Printz

# ONE-STOP GUIDANCE CENTRE

# OHJAAMO JYVÄSKYLÄ

Workshop 14.4.2021

Marita Räisänen, Coordinator





# ONE-STOP GUIDANCE CENTRE - OHJAAMO JYVÄSKYLÄ:

established 2015 with support  
from the European Social Fund  
(ESF)

- ⇒ during this project one of the  
main goal was to make  
Ohjaamo permanent
- ⇒ Ohjaamo Jyväskylä has been  
permanent service since  
autumn 2018
- ⇒ more than 60 Ohjaamos in  
Finland



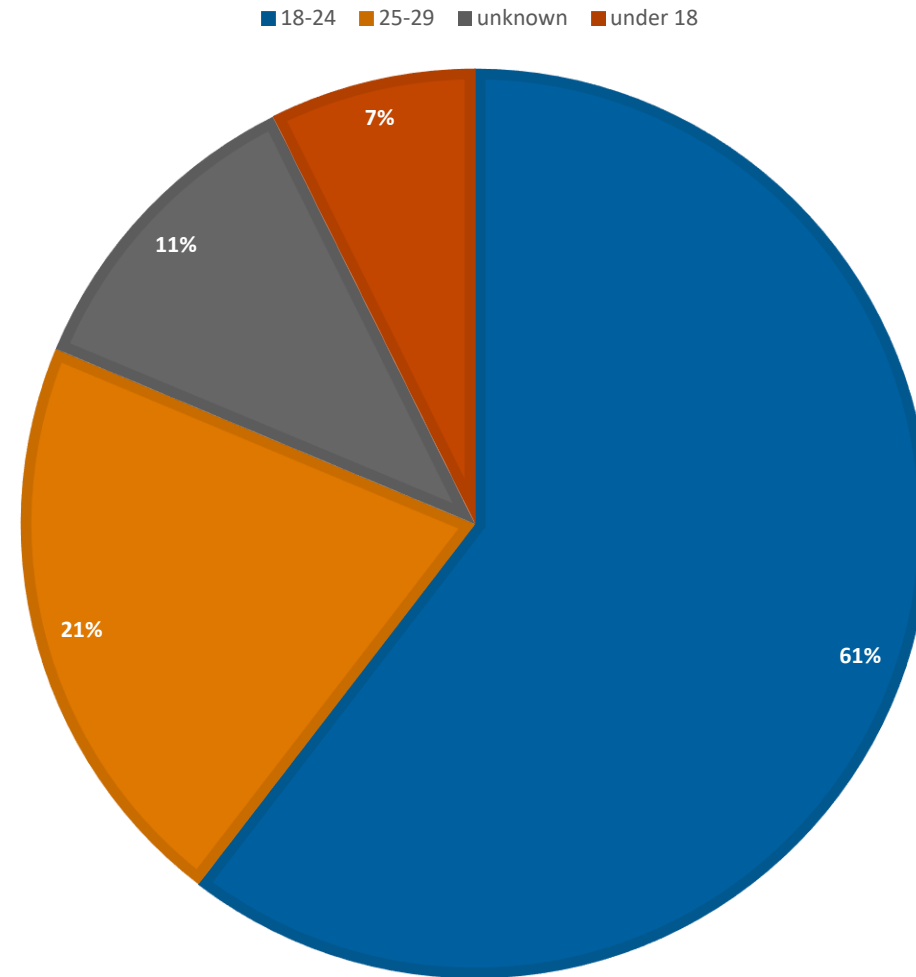
# WHAT IS A ONE-STOP GUIDANCE CENTRE?

- a service point offers information, advice, guidance and support in matters like education & student counselling, employment, housing, money matters, well-being...
- => services under the same roof and by multi-competent (multidisciplinary) teams
- everyone under the age of 30
- => The centres offer services to various groups: pupils, students, employed and unemployed, those on maternity or sick leave etc.
- free of charge
  - The main aim is to prevent youth unemployment

# IF YOU DON'T KNOW WHERE TO START, START AT OHJAAMO!

- very easy to come, have a cup of coffee and ask about anything you have in your mind 😊
- Services with or without an appointment and pop up –services
- come alone, with a friend, with your parents etc.
- gender: approximately half of the visitors are male

## OHJAAMO JYVÄSKYLÄ AGED PROFILE (2019)





# FACE-TO-FACE & ONLINE SERVICES

=> develop both One-Stop Guidance Centers and web based/digital services & guidance

Phone

E-mail

Social media

Chat

What's app

Discord

etc.

Be there where the Youth are!

<https://discord.gg/bxVX8PG>

LÄHETIT KUTSUN PALVELIMELLE

 Keski-Suomen Ohjaamot

4 paikalla

Liity

Päivystys keskiviikkoisin klo 14-15



Rauhallista pääsiäistä kaikille! Ohjaamo Jyväskylä on suljettu ja väki pääsiäisen vietossa 2.-5.4. Palailemme toihin jälle...

Kalpaatko rohkeaa vuorovaikutukseen ja sosiaalisiin tilanteisiin? Haluatko tutustua uusiin ihmisiin?

**KAVERITAITOJA**  
- verkkoryhmät

nuorille ja nuorille aikuisille kääntäytyvät huhtikuussa

Haluaisitko sinä kehittää kaveritaitojasi ja tutustua uusiin ihmisiin? Punainen Risti käynnistää Kaveritaitoja-verkkoryhmiä...

Mitä pitää muistaa kun muuttaa?


Ootko muuttamassa? Tai onko asuntoasiat solmussa? Jos sulla on kysyttävää asumiseen liittyen, oothan huomannut...

Nuorisobarometri on jälleen julkaistu! Nuorisobarometri mittaa vuosittain suomalaisten nuorten arvoja ja asenteita...

Yksi on - monia vastaajia.

@kohtaamo Titta pääsi tsekkaamaan Tuijan ja Maritan kanssa uunituoreen Nuorten talon rolli upin pilpahtaessaan...

Hei nuori! Jos olet esimerkiksi töissä avoimilla työmarkkinoilla, opiskelet päätömisesti muulla kuin...

 @ohjaamojyvaskyla

# NUORISOPAKU



Nuorisopaku kätkee sisäänsä pienen nuorisotilan ja vähän enemmän. Autossa kulkee kahvitervarin lisäksi mukana mm. runsas valikoima perinteikkäitä pihapelejä, minipingis ja RC-autoja. Nuorisopaku kiertää Jyväskylässä haja-asutusalueilla ja alueilla, joissa ei nuorisotilatoimintaa muutoin ole.

Toiminta on suunnattu 5.-lk - 18. vuotiaalle.

Nuorisopakua voi myös toivoa eri puolille Jyväskylää laittamalla viestiä WhatsApp-numeroon 050 537 9911 (käytössä toiminta-aikoina)

Lisätietoja Instagramissa:

<https://www.instagram.com/nuorisopaku/>

JYVÄSKYLÄ   
Nuorisopalvelut

 nuorisopaku  
 nuorisopaku  
 050 537 9911

# ONE DOOR - MANY SERVICES

The aim of the centres is to **bring together different service providers**.

- ⇒ young people can access a wide range of professional support
- ⇒ multi-professional and multidisciplinary work, working & communication with networks and stakeholders
- ⇒ the services provided by the Employment Offices, the social and health care sector, educational institutions, youth services and the third sector.
- ⇒ cooperation with (local) companies and promote youth employment opportunities in regions

Behind the one door:

- career planning, employment services, social counselling, study counselling, financial counselling, job coaching, psycho-social support, support with housing matters...
- individual counselling and guidance, also groups

The services was used (face-to-face or online) more than 4 500 times by the young people in 2019.

Our statistics count number of visits / how many times the services have been used, not individuals!

⇒ no accurate statistics on, for example, percentage of customers getting a job or enter on education because we do not have a common customer information system at Ohjaamo

⇒ how to develop and resolve this issue?

### **The main issues and topics for seeking guidance and support:**

1. Employment
2. Education and training
3. Well-being
4. Financial issues and money matters



- The centres are developed in cooperation with the following ministries:
  - the Ministry of Economic Affairs and Employment
  - the Ministry of Education and Culture
  - the Ministry of Social Affairs and Health
- Funding from municipalities and the state
- Implementation of the Youth Guarantee
- Supporting Youth Employment
- Ohjaamos are supported and coordinated at the national level by the Kohtaamo project (ESF). => this is crucial!



# THANK YOU!

Wish you all a nice  
and sunny Spring  
time 2021!





Enhed for uddannelses- og  
erhvervsvejledning i kommunerne



THE EUROPEAN UNION



The European Social Fund

Investing in your future

## The Danish Consolidation Act on municipal provision for young people under 25

The Acts referred to define seven main aims of guidance:

- help to ensure that the choice of education and career will be of greatest possible benefit to the individual and to society, and that **all young people** complete an education leading to vocational/professional qualifications or a job;
- **particularly target young people who, without specific guidance, would have difficulties in relation to the choice and completion of education or training courses and career choices;**
- take into account the individual's interests, personal qualifications and skills, including informal competencies, previous education and work experience, as well as the projected need for skilled labour and self-employed individuals;
- **contribute to limiting, as much as possible, the number of dropouts** and students changing from one education or training programme to another, and ensuring that the pupil or student completes their chosen education with the greatest possible academic/vocational and personal benefits;
- contribute to improving the individual's ability to seek and use information, including ICT-based information and guidance about the choice of education, educational institution and career;
- help to ensure coherence and progression in the guidance support offered individuals;
- be independent of sectoral and institutional interests. Therefore, **guidance is to be provided by practitioners with an approved guidance qualification** or competencies recognized as being of the same level.



Enhed for uddannelses- og  
erhvervsvejledning i kommunerne



THE EUROPEAN UNION



The European Social Fund

Investing in your future

## Youth Guidance Units

The municipal youth guidance units provide guidance services for young people up to the age of 25 years, focusing on the transition from compulsory to youth education, or, alternatively, to the labour market.

Their main target groups are:

- Pupils in lower secondary school (forms 7 to 9) and pupils attending the optional form 10.
- Young people under the age of 25 who are not attending or have not completed a youth education programme and are not attached to the labour market.
- Other young people under the age of 25 who are seeking guidance in relation to youth education programmes or employment.
- Young people with a special need for guidance concerning the choice of education, vocation and career.

See also: Youth in transition: <https://youth-it.cool/>



## One-stop-shop to ensure career guidance services (1)

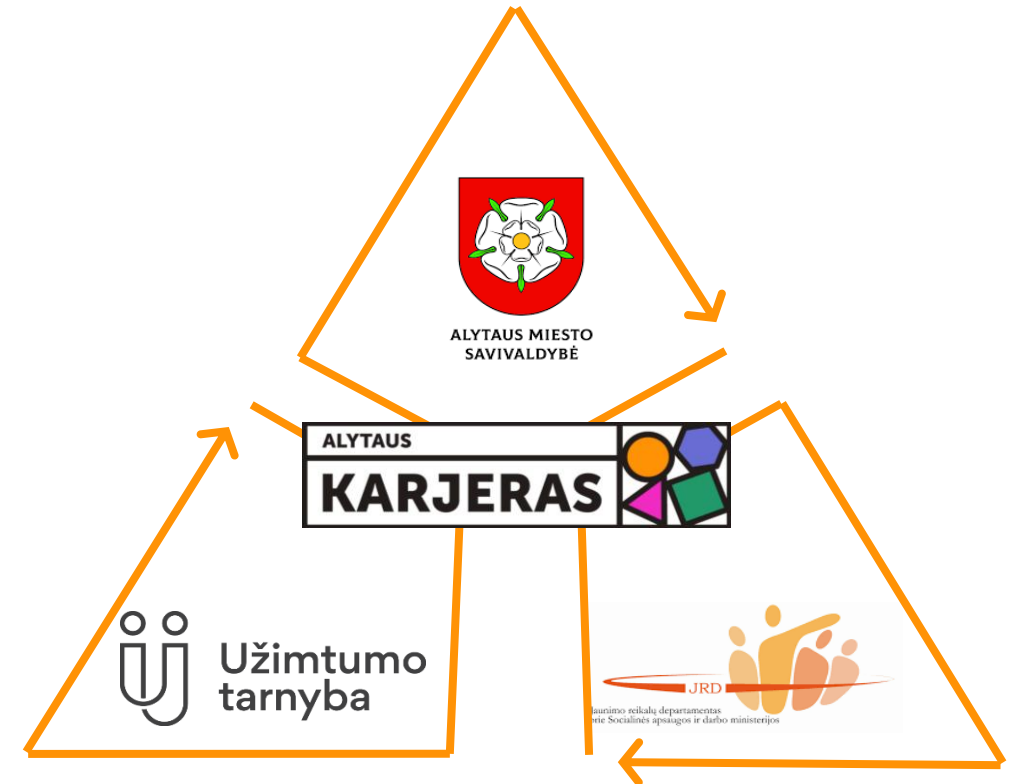
- **Cooperation between social partners** to ensure career advice services – Regional career guidance centre KARJERAS
- **Labour Market Challenge addressed by the partnership** - Insufficient co-ordination of career advice services for young people
- **Goal of partnership** - improved customer service – one-stop-shop approach
- **Target group** – youth
- **Timescale for partnership** - 2 years from April 2019. As project has received a lot of positive feedback, it is planned to open 10 such centres by the end of this year.





## One-stop-shop to ensure career guidance services (2)

- **Tripartite cooperation agreement** – Lithuanian Public Employment services, Alytus city municipality, Department of youth affairs;
- **Funding** - PES provide premises, each partner contributes from own funds;
- **Managing body** – management group composed of representatives from three partners;
- **Results so far** - agreements with 17 employers, constant cooperation with training institutions, 60 events organized, 250 individual counselling sessions performed, 95 career guidance tests, 10 visits to employers.









ÖSTERSUNDS  
KOMMUN  
STAAREN TJELTE



# NAVIGATORCENTRUM

A PATH TO EMPLOYMENT, STUDIES AND A GOOD LIFE



# Navigatorcentrum – Östersund

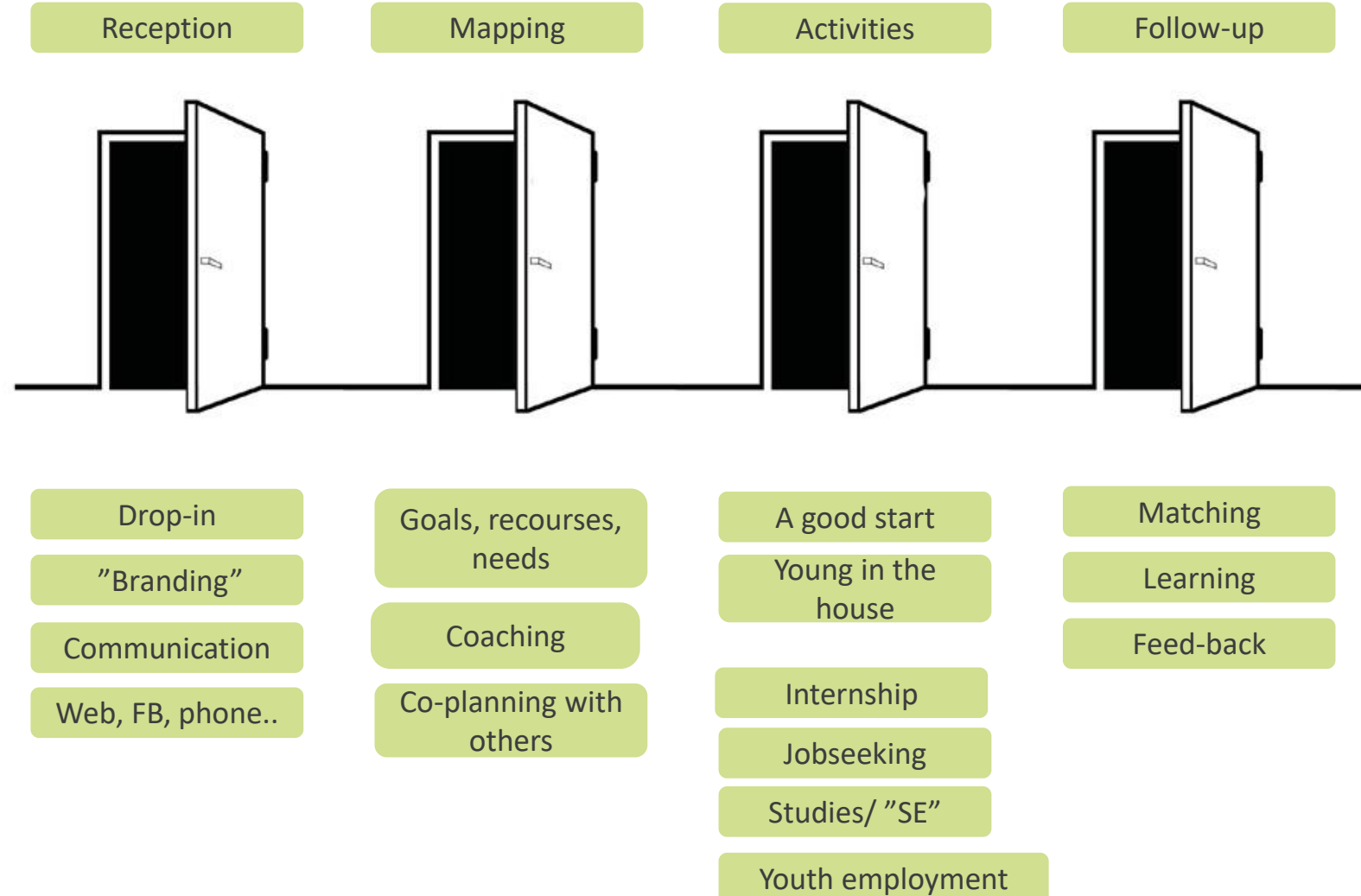
- Background: ESF project 2008 – 2011
- 2011: A permanent Activity
- Informal approach, focus on the individual, cooperation, solution-focus!
- To find, meet and coach NEETS
- Outreach, drop-in, coaching, daily activities, networking, matching
- Sending and receiving European Volunteers
- Working together with others!





# Our model

By own initiative...and/or  
Public Employment Service  
Social Insurance Agency  
Social services  
Outreach work  
Drop outs from school



# Navigatorcentrum

## Inhouse:

- Coaches, labour market-officers, study guidance counsellors, occupational therapist, teacher, study-coach

## Co-work with:

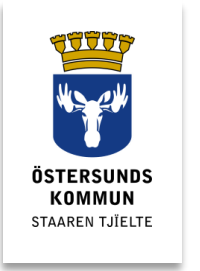
- Social workers, officers from: PES, Social Insurance Agency, Youth psychiatry, etc..

## Challenges now:

- New national labour market policy/ private sector in focus! (The role for the municipality???)
- No national standards for NEET-work/ Navigatorcentrum



# Thank you!



# Coordinator Training Programme:

**Pedagogical ideas**  
**Modules in curriculum**  
**Practical information**

## In the Coordinator Training Programme we work on the basis of:

- **active participation**

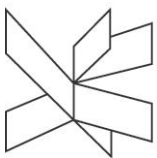
*We expect you to meet the other participants, their context and the curriculum with curiosity, openness, exploration and discussion.*

- **sharing and reflecting on experiences and knowledge**

*We expect you to share experiences, challenges, successes and knowledge from your own context with the other participants, so that we can learn from each other.*

- **cross-context and cross-national dialogues**

*We expect you to have an interest in the diversity and experiences from other contexts, geographically as well as professionally.*



VIA University  
College

**jamk**

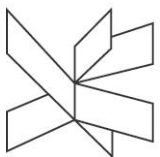
# Modules

**Module 1.** Building One-Stop Guidance Centre

**Module 2.** Delivering the services in a client-centered way

**Module 3.** Managing, coordinating and developing multidisciplinary services and team

**Module 4.** Creating and developing sustainable networks



VIA University  
College

jamk

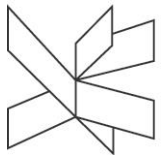


# Module 1. Building One-Stop Guidance Centre

This is an orientating module for all the forthcoming modules. The module offers a general overview to nation specific and common features of OSGC.

## Focusing on

- the concept of OSGC and the needs of the target group
- existing support structures and the services they provide to the target group including legal acts behind the services
- building an accessible guidance centre with targeted services and actions



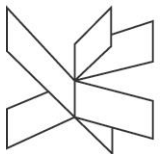


## Module 2. Delivering the services in a client-centered way

The aim of the module is to support participants to deliver the services in a client-centered way to enhance client's agency and integrity.

### Focusing on

- supporting the team to deliver the client-centered services
- the ethical aspects when working with the clients
- present labour market information (LMI) and future trends of the world of work and careers
- raising awareness of guidance centres among clients and developing and coordinating marketing



## **Module 3. Managing, coordinating and developing multidisciplinary services and team**

The module concentrates on multidisciplinary services and multi-professional work in OSGC. Especially the focus is on the role of the coordinator.

### **Focusing on**

- managing and supporting multi-disciplinary services, teams and multi-disciplinary collaboration
- planning, supporting and carrying out multi-stakeholder dialogues; internally with staff and partners, externally with young people, decision-makers and civil society
- indicators set for the services and actions and how to operationalise, monitor, document and evaluate them and their meaning

## Module 4. Creating and developing sustainable networks

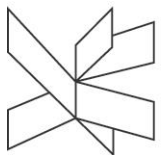
The module discusses the position of OSCG in relation to other service providers. The aim is also to strengthen coordinator's understanding of the significance of the background organisations in OSGC operations.

### Focusing on

- building effective partnerships (competence, relevance) with the help of local, regional and national support structures
- raising awareness and communicate the added-value of guidance centres among background organisations and partner organisations
- strengthening background organisations' commitment to develop and fund services and actions of guidance centres

# Workshop: Questions for the participants

- We would like you to rate the focus points in each module. Please give number 1 to the most important focus point of the module, number 2 to the second-most important focus point, etc.
- What do you find are the key elements in the work of a coordinator, and how do you see them reflected in this programme?
- What would be interesting for you to experience from other countries' systems in regard to one-stop guidance centres?





**CTP**

**Coordinator Training Program**  
Multi-professional guidance for youth

Reflections in smaller groups using MURAL - a digital whiteboard



Co-funded by the  
Erasmus+ Programme  
of the European Union





**CTP**

**Coordinator Training Program**  
Multi-professional guidance for youth

**Thank you for spending 2 hours with us -**

hope you find the concept with one-stop guidance centres interesting

If you would like to follow the development or take part in this in this co-creative process we welcome you as member in the flagship.



Co-funded by the  
Erasmus+ Programme  
of the European Union

