



Jobsplus Needs vis-à-vis Cultural Mediators

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Asylum, Migration and Integration Fund 2014 - 2020

This project is part-financed by the European Union
Co-financing rate: 75% EU Funds 25% Beneficiary Funds

Sustainable Management of Migration Flows



Employment and its relevance to Objective 1 of AMIF's National Programme

Objective 1 of AMIF's National Programme, Asylum, states that migrants entitled to international protection will initially be integrated through accommodation at open centres. The centres will encourage the integration process and residents will be assisted to move out to independent accommodation within 12 months”

(National Programme AMIF, p. 8).

Employment is one of the key elements for this integration process to take place.

Some background information

- Migrants who acquire a Refugee Status have long been eligible to register with Jobsplus on the Unemployment Register.
- Other categories of migrants, such as those with Subsidiary Protection and Asylum Seekers, had the right to request this type of guidance support on an ad hoc basis. However, migrants requesting this service were minimal. **Jobsplus was not actively seeking jobseekers** under this service.

AMIF 11.01

▶ EMPLOYMENT SUPPORT SERVICES FOR MIGRANTS

The Employment Support Services for Migrants Project

- ▶ Jobsplus signed a Grant Agreement under the Asylum, Migration and Integration Funds (AMIF 2014 -2022) for the **Employment Support Services for Migrants Project**
- ▶ Co-funding of additional services offered to Migrants aimed at facilitating the integration and retention in employment through **professional guidance, upskilling and other professional support services.**

Two new services targeting migrants

- ▶ Under this project, Jobsplus was able to take on a **more active role** in the integration of migrants in society through the launch of two new services.
 - ▶ **Guidance Services** - Jobsplus is now actively reaching out to migrants with Subsidiary Protection and offering them guidance services in order to help them in their job search.
 - ▶ **'Job Brokerage Office'** - facilitates short-term exposure placements. This service is also open to migrants who are still Asylum Seekers, and those that have been granted subsidiary or temporary protection. Basic guidance (e.g. CV drafting) is also offered through this office.

Basic upskilling

- ▶ Two of the main hindrances related to the participation of migrants in the labour market identified by the team of executives working with migrants were the **lack of linguistic ability** and **work ethic**.
- ▶ Based on these observations, Jobsplus, identified training areas of special benefit to migrants in their quest for employment and eventual integration in Maltese society (e.g. Work Readiness and Work Ethics - Understanding Maltese Employers).

The need for additional services

- ▶ Initial piloting of these services highlighted that in order to facilitate the transfer and integration of migrants, these services needed to be enhanced.
- ▶ Therefore the services will no longer be limited to the development of a personalised action plan for employment, but will go beyond in order to ensure a more holistic integration strategy involving also the provision of tailor made support.

Other professional services

- ▶ The project initially included the introduction of a multidisciplinary team :
 - ▶ Interpreters and cultural mediators
 - ▶ Occupational therapists
 - ▶ Psychologists
- ▶ The cultural mediators will also be expected to act as **job coaches** with the aim of helping the migrants integrate on the workplace.
- ▶ The occupational therapists will also focus on the social and community integration of the migrants, taking a more therapeutic approach than the cultural mediators and will act together as a multidisciplinary team.

Publications and their translation

- ▶ Relevant documents will also be translated to Arabic, Tigrinian, Eritrean and Somali, and new marketing and publicity items targeting both potential migrants and employers will be developed.

Staff training

Jobsplus staff working with migrants felt the lack of adequate training in dealing with migrants.

Under this project Jobsplus will also be offering relevant staff suitable training.

This will ensure that staff members have the necessary knowledge and understanding of migration, cultures and traditions in order to guide our jobseekers.

Our Needs and the Migrant's needs

- ▶ Understanding
- ▶ Interpretation
- ▶ Explanation - making things clear and simple for them
- ▶ Language training
- ▶ Knowledge about local services and clear reference points (who to ask for help, which department to go to, when etc...)
- ▶ Information about rights and how to go about things in a culturally accepted way
- ▶ Information about the Maltese Culture and expectations (especially when it comes to employment - Employer expectations and work ethic)
- ▶ Working Regularly and the pit falls of working in the Black Economy
- ▶ Referral to Jobsplus Services

Thank you for your kind attention.

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