

Information Materials for Volunteers

Helpful practical handouts to support volunteers with the integration of refugees into the labour market



iq | GOOD PRACTICE To the point

Addressees for Transfer:

Employment agencies and job centres, citizens volunteering and information centres

Information material for volunteers regarding the integration of refugees into the labour market:

Volunteers who want to help people with a refugee background on their way into the German labour market, need to have in-depth knowledge in order to provide support. The information materials available for this purpose, focus on four different topics: "Recognition of foreign qualifications", "Access for refugees to the labour market", "Participation in intergration and work related German courses", and "Dealing with post-traumatic stress". This information is summarised in the brochure "Integration of Refugees into the Labour Market – Information for Volunteers".

Project:

Volunteers in Network IQ

Implementing Organisation:

Tür an Tür – Integrationsprojekte gGmbH

Project contact:

Nathalie Schönberger / Wertachstraße 29
86153 Augsburg /
Tel.: (+49) 0821/907 99 86
nathalie.schoenberger@tuerantuer.de

Offer:

The brochure "Integration of Refugees into the Labour Market" can be downloaded at www.migranet.org/ehrenamt. Facilitators of the Network IQ are given access to the "Volunteer Methods Kit" alongside numerous other information materials. All IQ Good Practice examples created, so far, can be found at www.netzwerk-iq.de.

Starting Position/Challenge

In addition to counselling services provided by both public and private sectors, such as public authorities, government agencies, schools and companies, volunteers play an important role in the early integration of refugees into the labour market. In order to make the cooperation of full-time and voluntary staff effective and goal-oriented, the provision and dissemination of relevant information materials for volunteers, on the topics of labour market integration, is essential. In Network IQ, it became apparent that there is a need to constantly update and review support materials for this target group. In order to bridge this gap, target group-oriented information materials were developed by the project "Volunteers in Network IQ" of the organisation "Tür an Tür Integrationsprojekte gGmbH" of MigraNet – Network IQ Bavaria.

Implementation

The focus of the information sheets was on four specialised topics. The practical handouts on the subject of "Recognition of foreign qualifications", summarise the legal basis, responsibilities, costs and support options of the recognition procedure. The section "Legal regulations on access to the labour market for refugees" contains questionnaires and information sheets regarding residency status, language proficiency, job situation, internships and training as well as an overview of the responsibilities of relevant authorities. Additionally, three documents provide answers to questions regarding "integration and work-related German language courses". There, voluntary and compulsory participation in these courses, costs and reimbursement of costs, registration as well as the running of the courses, are discussed. The recommendations for action on "Dealing with refugees with trauma-related disorders" help volunteers to



consider the limits of their support options. The information sheets were prepared by experts in close cooperation with the respective IQ Competence Centres. These practical handouts are summarised in the brochure "Integration of Refugees into the Labour Market". This publication also contains detailed lists of the relevant competent authorities as well as links to current consulting services. Additionally, a "Volunteer Methods Kit" is provided as part of the project, which contains further useful information materials. It offers facilitators from the Network IQ access to materials and information to support volunteers. All information materials that are uniform at federal level are made available for download centrally.

Conclusion

The handouts and the brochure have received a wide range of response within a short period of time as organisations working with volunteers requested hundreds of copies within two months of the first publication.

Considering Personal Limits when Consulting

Valuable information on the recognition of foreign qualifications and on dealing with traumatised refugees

One challenge in developing information materials, was to make it clear to volunteers that all consulting cases must be understood as individual processes. The recognition of existing foreign qualifications always plays a key role in successful labour market integration. However, experience has demonstrated that this topic is difficult for volunteers and is therefore a focus of the brochure "Integration of Refugees into the Labour Market". "With the information leaflets on the subject, we would like to offer a general introduction on the topic of recognition of foreign qualifications to volunteers", explains Nathalie Schönberger, contact person for the project "Volunteers in Network IQ". Another focus of the information material is the chapter, "Dealing with refugees with

trauma-related disorders", which was prepared by Refugio Munich. The brochure provides numerous valuable tips for dealing with refugees who may have suffered from trauma. If the fate of the refugee raises a great deal of concern amongst volunteers, it



is advised to contact professional institutions that can provide appropriate support. For questions about the situation of refugees, there are refugee councils in larger cities, some of which also offer further training for volunteers. Also, the contact with welfare institutions and/or cities and municipalities can be helpful. It is also important to consider personal limits and not to measure yourself against other volunteers. Nathalie Schönberger: "Overall, the involvement should be associated with joy and satisfaction, positive self-awareness and the establishment of social contacts and the feeling of doing something good. It is important to provide knowledge on full-time institutions and expert counselling services to volunteers."

Three questions for Nathalie Schönberger, contact person for the project "Volunteers in Network IQ" in MigraNet – Network IQ Bavaria

"Communicating complex information in an understandable way"



What is innovative about the information materials for volunteers?

Various studies around the subject show that volunteers spend a lot of time on organising, coordinating and publicising their work. Our "pre-made" materials are available to all full time staff, volunteers, communities and organisations, so that volunteers in particular, can spend more time and concentration on their main

task, the so-called "learning and shaping together". Volunteers receive orientation and transparency from the brochure, so they can handle their refugee support service. Extremely complex information is communicated to them in an easily understandable way through a target group-oriented manner.

Is it possible to use this information elsewhere?

The information sheets and the brochure are general and not specific to a particular region. Nationwide use is possible, for example by Network IQ's counselling offices. A small network of volunteer coordinators has already been created to exchange experiences with the brochure and the Toolkit. The material provided serves to support existing volunteer projects on site, but can also be used flexibly and be transferred to different frameworks. The central provision of information facilitates its dissemination and enables continuous updating by the IQ Competence Centres.

How can the information materials have a lasting effect?

They have a long-term positive effect on volunteer work in labour market integration, while simultaneously taking into account the needs of volunteers and refugees. All materials are available exclusively in digital form, as constant updates and adaptations to local conditions and changes in the legal frameworks are necessary.

Imprint

The project is funded as part of the Network IQ. It is a sub-project of the Network IQ Bavaria – MigraNet.

Authors: Christian Zingel, Nathalie Schöneberger

Editors: Christian Zingel, Canan Ulug, ebb GmbH

Photos/Illustration: netzwerk4A/Tür an Tür – Integrationsprojekte gGmbH, Andreas Bärnreuther, Julia Schlax (RockAByte GmbH)

Layout: Gereon Nolte, ZWH e. V.

Version: 2018

www.netzwerk-iq.de

Network IQ

The Network "Integration through Qualification (IQ)" aims at sustainable improvements in the labour market's integration of adults with a migration background. The programme is funded by the German Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF). Strategic partners in implementing the programme are the German Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency (BA).

The Network "Integration through Qualification (IQ)" is a programme funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF).



In cooperation with:

