



“Fast, uncomplicated and case-related”

Advice hotline for employers provides companies with information on all aspects relating to the labour market integration of refugees



IQ GOOD PRACTICE in a nutshell

Addresses for Transfer:

Entrepreneurs, employment services and other labour market stakeholders

Hotline for employers:

The advice hotline for employers provides free, demand-oriented advice on all issues relating to the employment of refugees, regardless of the location. The contact persons of the hotline provide companies with competent support, e.g. with legal questions regarding the employment of people with and without professional qualifications in internships, apprenticeships or jobs as well as funding opportunities in accordance with the German Social Security Code (SGB II and III). The hotline serves as an interface between IQ counselling offers and external counselling offers and arranges contacts between companies and individual counselling centres.

Project:

Counselling hotline for employers

Implementing organisation:

Refugee Council Mecklenburg-Western Pomerania e. V.

Project contact:

Nurchaya Köhler / Goethestr. 75
19053 Schwerin / Tel.: 0385/581 57 90
iq@fluechtlingsrat-mv.de

Offer:

The counselling hotline for employers can be reached via telephone.: +49 (0)385/555 75 140 Tuesdays to Thursdays from 9am to 4pm. At www.mecklenburg-vorpommern.netzwerk-iq.de/2258.html you will find the postcard as well as the flyer with further information ready to download. All previously published IQ Good Practice examples can be found at www.netzwerk-iq.de.

Starting point/challenge

In the context of increasing refugee movements, more complex requirements have arisen for small and medium-sized enterprises since 2015, with regard to the employment of people with a refugee background in Mecklenburg-Western Pomerania. The continuously changing, numerous asylum and residence regulations posed a challenge. Various support frameworks were set up in the federal state, but only a few were able to provide correct technical support to companies. The IQ Network Mecklenburg-Western Pomerania identified the need for fast and effective advice services for labour market stakeholders. Employers in particular were looking for combined and comprehensive answers, especially with regard to questions concerning the employment of refugees. This is where the advice hotline comes in, covering all aspects of the labour market topic.

Implementation of the advice hotline for employers

Together with the Refugee Council of Mecklenburg-Western Pomerania, the coordination of the IQ Network Mecklenburg-Western Pomerania initiated the project Advice Hotline For Employers - Information On The Labour Market Integration Of Refugees. A low access threshold offer was developed with case-related telephone discussions on questions relating to the employment of people with a refugee or migration background, which is intended to enable sustainable integration into the labour market. The implementation and advice on individual cases require a high degree of flexibility and communicative skills from the three employees. The telephone advice, which can also be requested several times, does not result in any additional costs for the companies, long travel distances or complicated appointment allocation. This ensures individual and demand-oriented support for employers by the employees. The offer includes information



on the legal basis for the employment of asylum seekers as well as on support options according to the German Social Security Code (Book II and III). The employees have access to a large network of contacts both within the IQ Network Mecklenburg-Western Pomerania and to the network “NAFplus - Network Work for Refugees”, with employment agencies, job centres, local educational institutions as well as Chambers of Industry and Commerce and Chambers of Skilled Crafts and Trade. If necessary, the employees arrange contacts with the relevant contact persons on site.

Conclusion

Since July 2016, when the advice hotline became active, several hundred advice sessions have been held. Many enquiries show that there is a high need for advice and that the IQ Network Mecklenburg-Western Pomerania is thus in a pioneering role throughout Germany. Continuously changing legal situations have shown that integration of refugees into the labour market should not be taken for granted and that many companies in Mecklenburg-Western Pomerania urgently need advice services.

Many enquiries require several telephone conversations

High demand for advice due to constantly changing legal situations

The experience of the three employees of the advice hotline for employers has shown that a successful integration of refugees into the labour market requires a high level of advice to companies. The employees benefit in particular from their many years of professional experience in the areas of integration, migration and asylum as well as a special cultural sensitivity and experience in project management in the advice process. The continuously changing legal situations also require a profound knowledge of the respective laws. Especially small and medium-sized enterprises in the hotel and catering industry, as well as craft businesses, use the location-independent and demand-oriented advice of the hotline. In 2017, about

two-thirds (68%) of enquiries related to training or “training tolerance”. Other topics in demand were questions on legal aspects/legislation (7%), employment in companies (9%), employment contracts (7%) and other topics (6%). In addition to the focus on “training tolerance”, employers ask for general information on the



asylum procedure and the resulting decisions. They often require further information on the respective residence permits and the importance for the access to the labour market, especially with regard to funding opportunities. As these vary according to residence status, country of origin and duration of training, many enquiries require several telephone conversations. In addition to answering questions on issues relating to the employment of migrants, the employees also inform companies on intercultural issues and, if interested, refer to the responsible Network IQ service centres, which offer intercultural training for SMEs and advise and accompany companies on their way towards intercultural opening.

Three questions to Nurcahya Köhler, manager of the project Hotline for Employers within the IQ Network Mecklenburg-Western Pomerania

“Accompanying successful labour market integration”



Which aspect of the “hotline for employers” can be described as innovative?

Our advice hotline is adapted to the special requirements of the labour market in Mecklenburg-Western Pomerania. Mecklenburg-Western Pomerania is an area with two independent towns and six administrative districts, four of which are among the largest in Germany. Against this backdrop, no long journeys are required for the advice services. This also keeps costs low. We offer quick and uncomplicated advice or refer clients to the appropriate authorities with regards to the labour market integration of refugees. A look at the advice figures also clearly shows that most enquiries, since the start in July 2016, came from the administrative districts, not the towns.

Can the concept of the advice hotline be easily transferred to other contexts?

It is very possible to implement the hotline in other contexts. Possible topics could cover training opportunities for employees, intercultural opening processes for companies as well as complaint management and anti-discrimination.

Which lasting effects could the advice hotline bring about?

The hotline acts as an interface between IQ counselling services and beyond. It also helps to arrange contact between companies and individual advice centres. Complex questions that cannot be clarified by a one-time call require long-term advice. We can answer difficult questions of this nature individually and on a case-by-case basis in order to reduce uncertainties amongst employers and thus support them positively in their decision to hire people with a refugee background.

Imprint

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Network IQ

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