



Overview of key features of services for jobseekers

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Director and Programme Manager

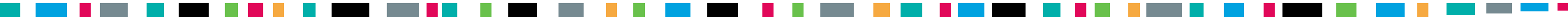
11 September 2020

Slide 1

ICF22

Title and date updated on this slide

Helen Metcalfe, 04/09/2020



Agenda

- **Core PES services – how to services for jobseekers fit with other services?**

ICF11

- **Key services for jobseekers to assist with labour market transitions**
- **Supporting jobseekers: providing income support and social protection**

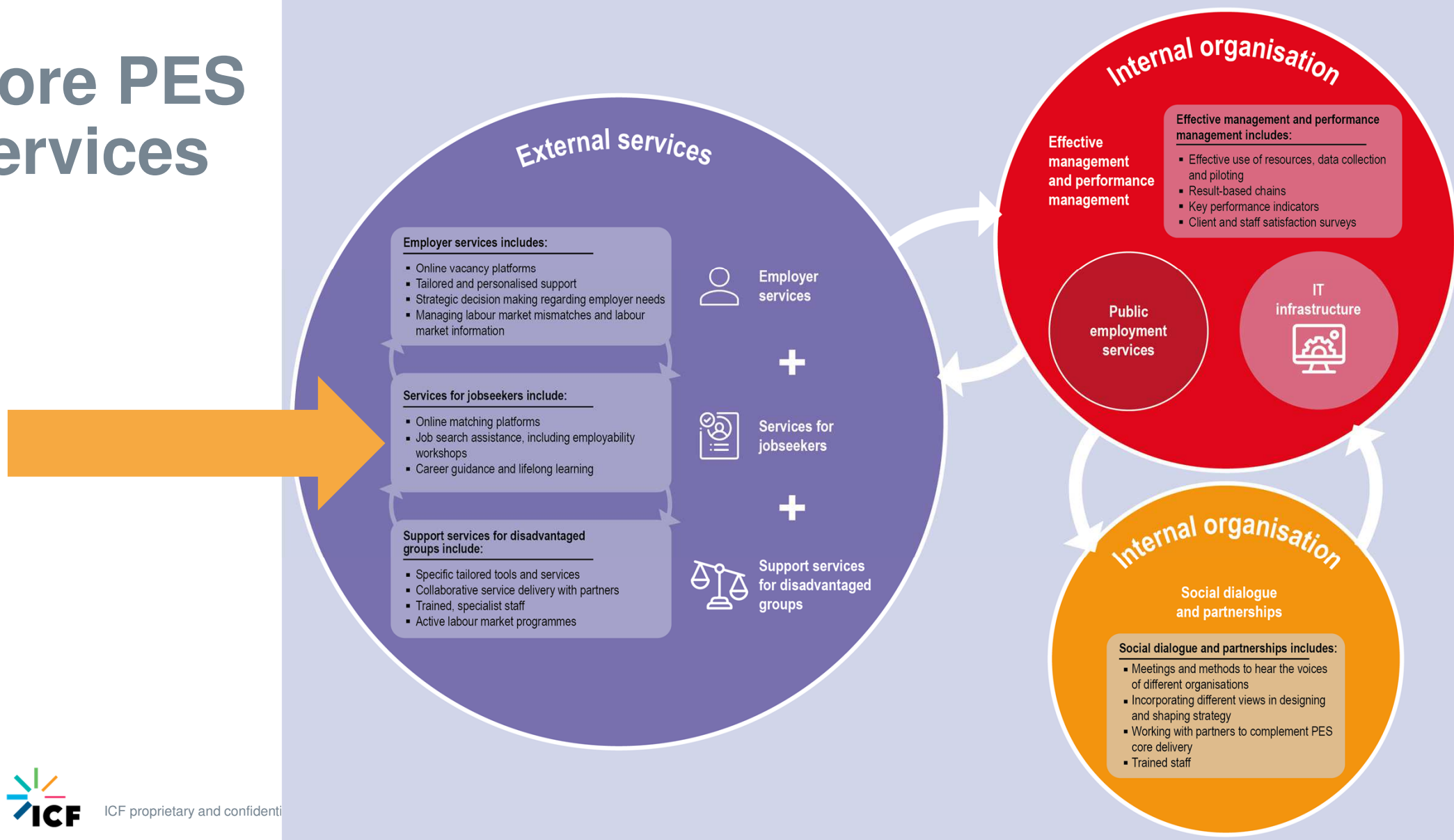
Slide 2

ICF11

Anna, this text is new

Helen Metcalfe, 04/09/2020

Core PES services



Slide 3

ICF26 This slide is new. The diagram is Figure 1.1. (page 7) from the PES manual - you should have this already translated into Russian

Helen Metcalfe, 07/09/2020



we are



Key services for
jobseekers to assist
with labour market
transitions

Slide 4

ICF12 Anna, the text on this has been altered
Helen Metcalfe, 04/09/2020



Poll

Do you have systems (e.g. assessment processes for counsellors to follow, IT tools) in place to help to identify and categorise the needs of jobseekers' in your country?

Possible answers:

Yes – we have something already established

No

We are working ICF15 towards putting something in place

Don't know



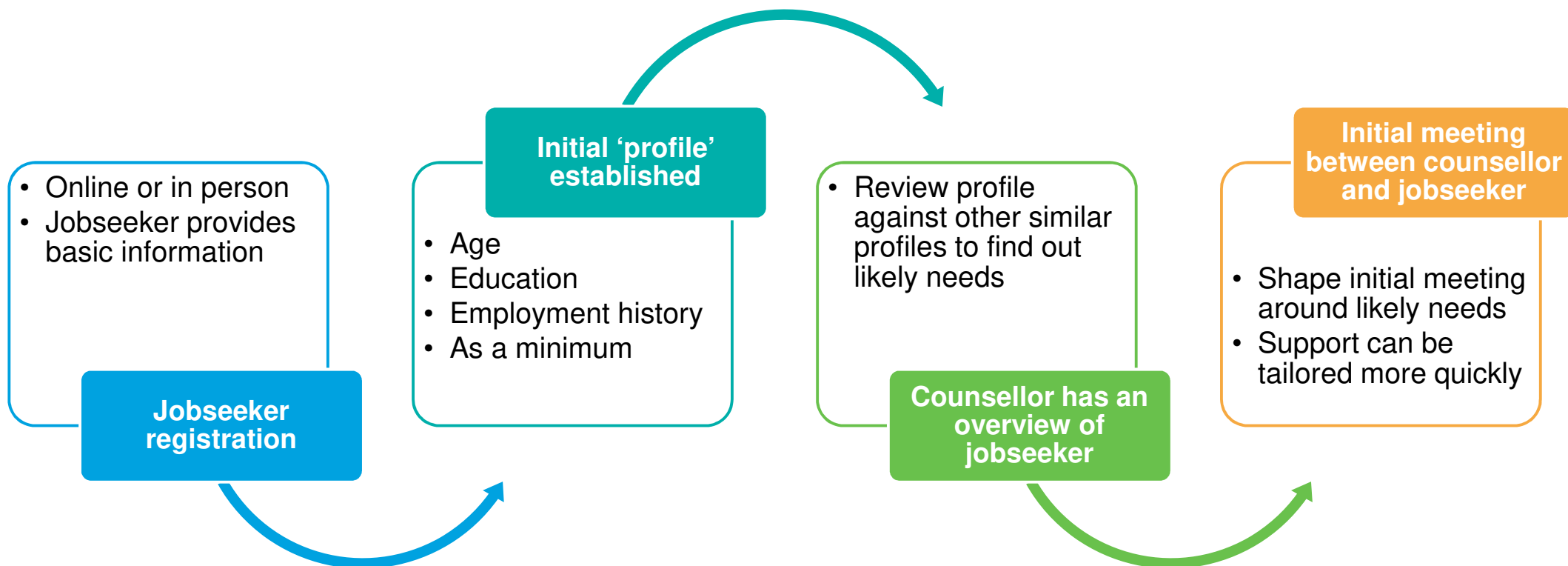
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Slide 5

ICF15 This slide is not for inclusion in the presentation - the question and answers can be loaded into Zoom to use as a poll. Participants can then select one of the answers noted. We can give them 30 seconds to one minute to give a response.

Helen Metcalfe, 04/09/2020

Profiling 1: Collecting information at registration to determine precise support for jobseekers



Slide 6

ICF23

Anna, this is a new slide

Helen Metcalfe, 07/09/2020

Profiling 2: Profiling assessment in detail

- Profiling is an **assessment** undertaken by PES counsellors and can include IT statistical tools (if, and where, available)
- Profiling can help PES to consider **and allocate resources** to those most at risk
- **Skills-based profiling** assists with better matching between labour market skill needs and the skills of individuals
 - Jobseekers' skills and competencies assessed to identify strengths and areas of development
 - Determine transferable skills and identify gaps e.g. where further training would boost employment prospects
- Can be done during **jobseeker registration online or face to face**

Slide 7

ICF24

Anna, the title is new

Helen Metcalfe, 07/09/2020

Skills profiling: Example of Skills Health Check (UK)

- **Online tool** to identify skills and qualifications that jobseekers
- Gathers information on **general and technical skills**
- Three **questionnaires**, 15 minutes maximum each
- Open to **all working age adults** at all levels of ability
- Jobseekers can do this **alone or with a PES counsellor**

Question 1 out of 56

Your skills

Identify activities you're good at

This assessment is about how you see yourself and it can help you explore the skills you have. The answers you give will be used in your report to suggest job families you might be interested in.

Choose the statement that you feel is most like you

☐ I always spend a lot of time making plans

☐ I find change exciting

☐ I look for more work when there is little to do

You must select an answer to continue.

[Continue](#)

Return to this later

[Save my progress](#)

To make sure your skills health check assessments and results will not be lost at any time get a reference code.

[Return to your skills health check](#)

Want to speak to an adviser?

Call 0800 100 900 or
[use webchat](#)
8am to 10pm, 7 days a week

Slide 8

ICF25

Anna, this slide is new

Helen Metcalfe, 07/09/2020

Profiling 3: Profiling can shape the ongoing support to jobseekers



Individual Action Plans

This is an agreement between the PES counsellor and jobseeker. It outlines key actions that the jobseeker will take and what the PES will do to support the individual to gain employment. They are often the focus of the first meeting between the jobseeker and counsellor. They put the client at the centre and can increase ownership of the individual's job search.

Slide 9

ICF17 The dark blue circle has been added and the title to the slide has been changed
Helen Metcalfe, 04/09/2020

Matching process will become more important in the recovery process

- PES core role of placing people into jobs **quickly and efficiently** will be emphasised
- Widen jobseekers' horizons
- Streamlining and **improving systems** to improve matching process
- Work with **partners** to do this more efficiently

PES across the world have taken steps to improve matching:

- Dedicated websites for vacancies where employers have immediate hiring needs
 - United States of America 'Need a Job Now' (<https://needajobnow.usnlx.com/>)
 - UK 'Pick for Britain' (<https://pickforbritain.org.uk/>)
- Highlighting priority vacancies in online vacancy databases with special hashtags
 - Belgium, Germany and Sweden
- Telephone contact with employers to collect information and offer employers advice:
 - Netherlands, Germany, Norway

Slide 10

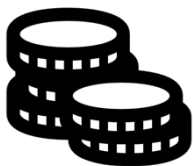
ICF18 This is slide 16 from the June 2020 webinar slide set
Helen Metcalfe, 04/09/2020

Supporting people to fulfil their potential: Work-based learning



- Useful for specific groups **who lack work experience** to have a 'taste' of the work place

- Opportunity to **develop soft-skills** required by enterprises



- PES need to have **established enterprise networks** in place
- Leads to **better labour market outcomes**: employment, salary and return of investment

Work-based learning is learning that includes the **process of undertaking and reflecting on productive work in real workplaces**, paid or unpaid, and which **may or may not lead to formal certification**. It provides individuals **with exposure to real work environments** (or simulated work environments) and it provides opportunities to **develop knowledge and practical skills**.

ILO (2018) 'Does work-based learning facilitate transition to decent work?'



Second chance education and training programmes

- Offered to young people who have not completed compulsory education and disadvantaged in the labour market
- Participants identified by others: schools, social services, youth organisations etc.
- Personalised to participants' needs and barriers
- Single point of contact for participants

European Youth Employment Support: A bridge to jobs for the next generation

ICF16

- Provides young people with a good quality offer of education, training and employment within four months of leaving education or work
- Identification and tracking of young people key
- Links training to needs of companies
- Tailored counselling, guidance and mentoring
- Now available to 15 – 29 years old

Slide 12

ICF16 Anna - the text on the right (in blue and the bullets underneath) is new
Helen Metcalfe, 04/09/2020

- **Support workers through labour market transitions**
- **Empower workers to develop sustainable, agile careers**
- **Offer advice and support from school age to retirement**
- **Anticipate future changes to the labour market**

1. Provide **up-to-date information** on labour market trends
2. Provide **realistic solutions** and advice, based on data
3. Provide training on **job-search techniques** (where needed)
4. Tailor **communication techniques** and create **suitable spaces** for conducive discussions



we are



Supporting
jobseekers: Providing
income support and
social protection

Slide 14

ICF19 The text on this slide has been updated
Helen Metcalfe, 04/09/2020



Poll

Is your PES, or Employment Service, responsible for providing jobseekers with income support and/or social protection?

Possible answers:

Yes

No

Don't know

Adapting unemployment benefits

Some individuals are more affected by the Covid-19 economic crisis than others. Those most affected include:

- **Young people:** often work in sectors most affected and often employed in temporary contracts or precarious forms of work
- **Women:** often over-represented in affected sectors, most likely to have other caring responsibilities
- **Unprotected workers:** including self-employed, casual workers
- **Migrants**



Extending **coverage** of unemployment benefits



Changes to the **conditions** to accessing unemployment benefits

Slide 16

ICF21 This is slide 10 from the June 2020 webinar
Helen Metcalfe, 04/09/2020

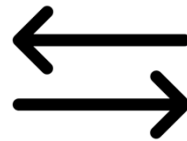
PES have a critical role in the provision of income support



How best respond to the **increased number** of benefit applications?



Free up resources by **cancelling non-essential** activities



Adjust **resources and management** based on real needs



Relax **procedures** for benefit claims



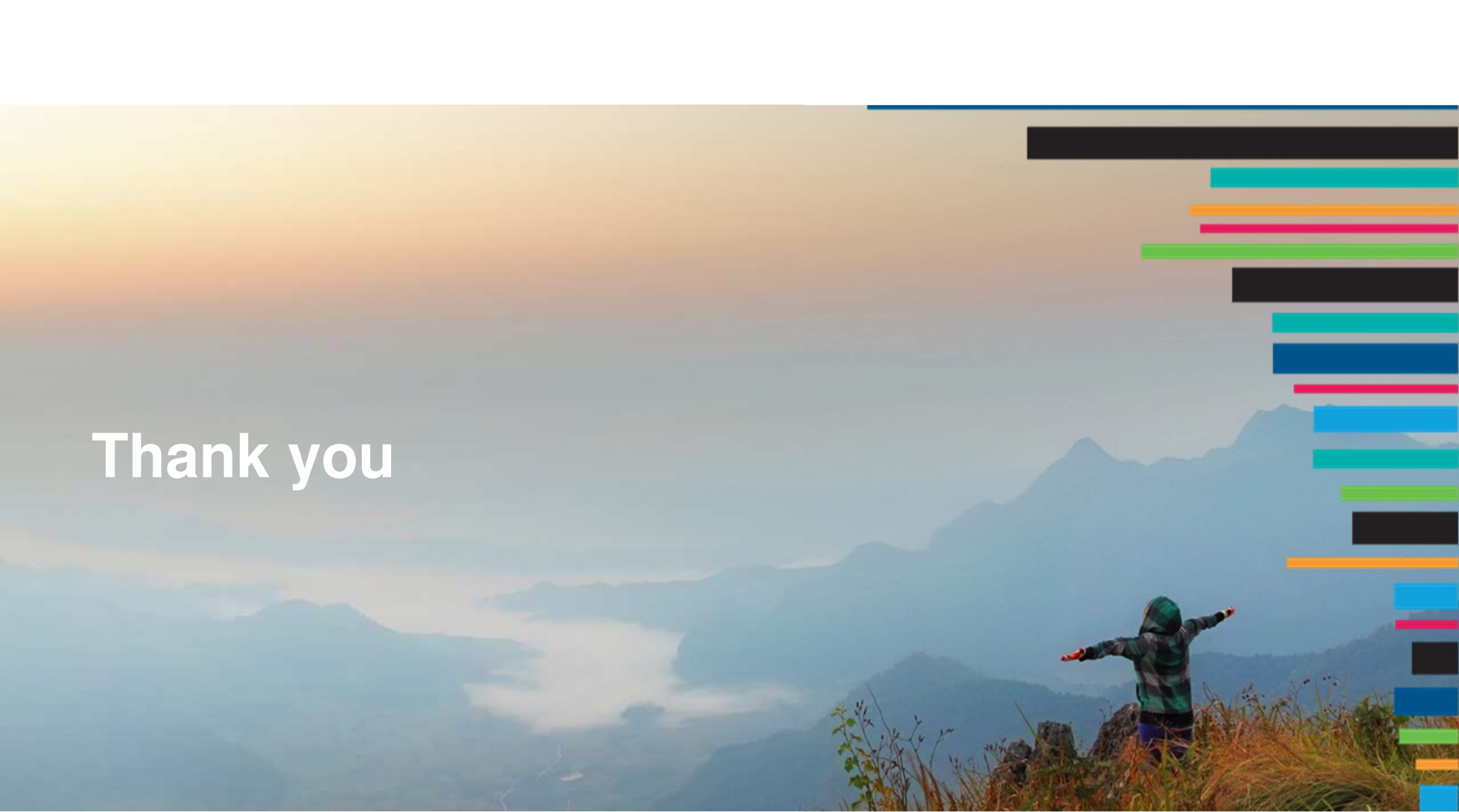
Consider what **services are priority**: scaling down or suspending services



Allow **temporary volunteering** in community (no impact on benefit claims)

Slide 17

ICF20 This is slide 12 from the June 2020 webinar slides
Helen Metcalfe, 04/09/2020



Thank you



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