

Services for Jobseekers

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ILO webinar: Supporting people to fulfill their
potential: services for jobseekers

About PES Slovenia

Number of staff and locations:

- 1000 employees, cca. $\frac{3}{4}$ work directly with clients
- 12 Regional offices and 59 local offices

Core bussines:

- Career and job counselling
- Unemployment benefits
- Job broking, matching unemployed with employers
- ALMP providers

During COVID-19:

- main provider of extraordinary anti-Covid measures (temporary UB, short-time work, salary compensations, quarantine compensations)



Obligations before Covid-19 crisis

- Registration into unemployment register and filing in the UB claim within 30 days (in case the person is eligible for UB)
- Participation at the seminar for newly registered unemployed and at the first interview with the employment counsellors – Individual Action plan (IAP)
- Daily and actively seeking new job vacancies in their area of expertise/competencies and location radius (as agreed in the IAP),
- Applying to job vacancies; unemployed has to record his/her activity in order to prove they are actively seeking new employment,
- Responding to PES referrals to employers as well as speed-dating organised by PES
- Informing PES in case of any changes (different address, telephone number, e-mail account, working under civil law contracts etc.),
- Punctual attendance at job counselling sessions upon invitation,
- Actively participating in workshops/education/trainings or any other ALMP if agreed in the IAP.



Covid-19 lockdown (from 16.3.2020 till 18.5.2020)

- Schools and kindergartens closed,
- no public transportation available,
- closed public institutions including PES Slovenia,
- all bars, restaurants, hotels and other accommodations closed,
- our movement was limited to municipality where we live.

OUR MAIN CHALLENGES IN COVID-19 LOCKDOWN

- Suddenly increased stock of unemployed,
- decrease of labour demand, less job vacancies,
- structural changes in labour demand (e.g. labour demand in tourism sector fell, but increased in health and care sector),
- providing information about intervention laws (extraordinary anti-Covid measures) quickly and effectively to the employers and public),
- optimising our organisation to effectively meet the needs of our users in these new circumstances,
- adjusting and staff allocation regarding new circumstances and priorities.



Adjustments made during the epidemic period

- Unemployed could register with PES and file in the UB claims online (eRegistration, eUB claims) , by e-mail or using the paper forms (sending by post or leaving in the boxes installed at the entrances of all Local Offices); personal identification was cancelled;
- all F2F contacts were cancelled, we used other channels for communication and information provisions (PES web pages, Contact Centre, phone, media); the number of staff working in Contact Centre was tripled in order to meet huge demand for information;
- meetings with counsellors were postponed or carried out via phone;
- daily and actively seeking new employment was not monitored by counsellors;
- new temporary UB was introduced for unemployed who lost their job due to the Covid-19 and didn't meet the ordinary UB eligibility criteria.



Circustances now:

- F2F contact are back, but a lot of counselling is still done over the phone, e-counselling via J-S portal Poiščidelo.si or e-mail
- The F2F contacts with clients are organised according to all preventive health measures (safe physical distance, face masks, hand disinfection, etc.)
- job broking is active again - obligations for job seekers as before
- still there are limited number of job-search support workshops for jobseekers carried out by PES, but the training programmes within ALMP as well as other
- ALMP measures (job-subsidies, public works, etc.) are back to normal
- temporary UB has been expired by the end of May

CHALLENGES AND FUTURE ORIENTATION

- Our services are digitalised, but not fully (e.g. personal identification is still needed for those who registered online),
- our staff was partly re-allocated to other tasks (e.g. to provide information via Contact Centre),
- the staff had to adjust quickly to new work conditions (work from home - teleworking,
- replacing F2F contacts and communication with other channels, carrying-out new tasks related to intervention anti-Covid measures, etc. - some of the employee were not equipped enough with skills related to ICT area.

Our strategy is to further digitalise our service model in a way that it will ensure so called

“Digital first principle”



Thanks

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