

REPORT

CONCEPT OF PILOT ACTION

D.T3.1.1

04 2021





KEY FACTS

Project partner	PP9, Caritas Vienna
City, Country	Vienna, Austria
Contact person (for pilot action)	Florian Rautner florian.rautner@caritas-wien.at 0664 85 72 588
Name of pilot (as in application form)	Volunteers for Volunteers (In application form: Magdas Kantine)
Focus of the pilot (as in application form)	<input checked="" type="checkbox"/> Labour market integration <input type="checkbox"/> Social integration and cohesion <input type="checkbox"/> both
Planned duration of pilot	Start date: 01.04.2021 End date: 30.09.2021
Short summary of the concept (max. 500 characters)	<p>The focus of the pilot action is a training of 10-12 volunteers (with migrant or refugee background). They will receive information on "Labour market integration of refugees and migrants" during five training workshops. Five experienced volunteers from "Grätzeleltern / Community Buddies", the team of Caritas Vienna Stadtteilarbeit / Community Work and the team of SiforREF (Caritas Vienna) will design, organize and implement the training concept and the curriculum.</p> <p>After completing the training, the trained volunteers pass on the knowledge they have acquired to migrants and refugees and directly improve the situations of migrants and refugees in Vienna.</p>



CONTENT

1. Description of the existing situation / Contextualization of the process (max. 2000 characters)

- What is the existing situation?
- Which problem, challenge, and observation does the pilot react to?
- Is the pilot a new project/service or implemented with an already existing project/service? If implemented: What is the added value?

The French sociologist Robert Castel assumes that regular, socially secure and stable gainful employment is an irreducible anchor of integration. In Austria, too, this form of **gainful employment is still the central dimension of integration**. This also affects migrants and refugees who migrate to Austria or seeking asylum in Austria. On the one hand, there are enormous expectations (from the host society) that migrants and refugees enter the labour market as quickly as possible. On the other hand, people who migrate to Europe face a variety of challenges in the host countries. There are many barriers for newcomers like a lack of language skills, a lack of networks and a lack of knowledge about the national or regional specifics of the host country.

The project "**Grätzeleltern / Community Buddies**" (Caritas Vienna, Community Work) recognized these challenges and **is training volunteers from different migrant and refugee communities since 2012**. So far, experts (social workers, legal advisers, etc.) trained 65 volunteers. The trained volunteers from different ethnic communities act as "Grätzeleltern / Community Buddies" and offer orientation for newly arrived migrants/refugees from third-countries. They share knowledge about everyday life and build bridges to services in different areas. Some of the volunteers have migration backgrounds themselves and therefore can support in an authentic way based on their own experiences. Some of the volunteers come from the autochthon population and therefore have a wide knowledge about different aspects of everyday life in their country. The "Grätzeleltern / Community Buddies" are well connected in different communities and reach newly arrived migrants or refugees through personal contacts.

The added value will now be a program in which **long-term and experienced volunteers train other volunteers**. As a result, the experienced volunteers get a new role and pass on the knowledge they have acquired over the years to new volunteers. This social innovation will create a multiplier effect, which in turn will pass on to the migrant and refugee communities. In addition, there will be a special focus on labour market integration.

2. Definition of the target group(s) (max. 1500 characters)

- Who does the pilot want to reach (e.g. refugees, locals, as well as other stakeholders)?
- What are the special needs of the target group?
- How can a diversity of stakeholders be involved?
- How are the target group(s) reached?

There are different levels of target groups:

First, we want to involve long-term experienced volunteers from the project "Grätzeleltern / Community Buddies", who are willing to take on a new role in the project. We want to find **five experienced volunteers** who will **pass on their experiences and knowledge to 10-12 new volunteers**. Most of the experienced volunteers are refugees and migrants themselves. Together



with us, they will **design a curriculum on the subject of "Labour market integration of refugees", organize the workshops and serve as trainers**. This not only gives the experienced volunteers recognition, but also helps them develop their own skills. After the pilot action, they will be able to design, organize and hold their own workshops.

Second, we want to reach **10-12 new volunteers who take part at the training and become "Community Buddies"**. Therefore, we aim at reaching diverse groups and communities but focus on refugees and migrants. The new volunteers who act as "Community Buddies" will have different backgrounds and be able to reach people from different ethnic and language groups. The acquisition of the new volunteers happens mainly through the existing networks of the project partner "Grätzeleltern / Community Buddies" as well as through Caritas Vienna. Caritas Vienna has its own department for voluntary engagement, through which new volunteers can be found.

Thirdly, after the training, the new volunteers will act as multipliers and pass on the knowledge they have acquired to migrants and refugees. This is intended to improve the real life situations of migrants and refugees in Vienna. Because of the focus on labour market integration, improvements are expected in this area in particular.

3. Description of the pilot (max. 2000 characters)

- Which kind of pilot action was chosen?
- How is the agency of refugees respected?
- How refugees are concretely involved and made protagonists? How is the access to resources and the voice of refugees enabled?

The pilot action **focuses on training and labour market integration**. Together with five experienced volunteers, we create a training curriculum for new volunteers. Most of the volunteers (experienced and new) have a migration or refugee background. Between April and May 2021, a co-creation process designs the **curriculum for the training**. Because of the focus on co-creation, we will guarantee that the pilot action respects the agency of refugees and migrants. In preliminary discussions with the experienced volunteers, **five workshop topics** have already been determined, which cover different aspects of labour market integration for migrants and refugees (the exact content is work in progress with the experienced volunteers):

1. **Communication:** Since communication is essential for all areas of society, it is also a major skill for entering the job market. At the same time, communication is also essential for working as a multiplier, as knowledge can only be passed on through communication. Possible contents are basic rules for communication, communication during job interviews, dealing with conflicts, etc.
2. **Education & qualification:** The Austrian labour market is highly regulated, qualifications and related certificates are essential. Possible contents are knowledge of the Austrian school system, opportunities for training and further education, recognition of qualifications acquired abroad, etc.
3. **Labour market:** During this workshop, the volunteers get important information about the Austrian labour market. This can be theoretical aspects such as societal developments, but also practical training such as job coaching.
4. **Social entrepreneurship:** This workshop is a counterpart to labour market integration as an employee and gives insights into the topic of social entrepreneurship. The volunteers receive basic information on entrepreneurship in Austria, legal provisions and contact points. It is particularly exciting that asylum seekers are not allowed to work during an ongoing asylum procedure, but are allowed to set up a company.



5. **Role as multiplier:** The final workshop prepares the volunteers for their role as multipliers. They also get a certificate.

The first training block will take place on May 28th and 29th, 2021. The other training blocks will take place between June and September 2021. After the training, the experienced volunteers have developed and tested new skills. They can also use these skills for further training. The trained volunteers can work as multipliers and pass on the knowledge they have acquired to other migrants and refugees.

4. Goals of the pilot (max. 1500 characters)

- What are the goals of the pilot?

Goals can be identified at **different levels:**

- **Co-creation of training concept & curriculum:** Five experienced volunteers from the project “Grätzeleltern” (mostly with refugee and migrant biography) will design in a co-creation process a curriculum on the subject of “Labour market integration of refugees”. This curriculum can be used for future trainings.
- **Enhancing the skills of experienced volunteers:** The experienced volunteers get a new role in the project “Grätzeleltern”. This not only gives them recognition, but also helps them develop their own skills. After the pilot action, they will be able to design, organize and hold their own workshops.
- **Qualification of new volunteers:** 10-12 new volunteers (with migrant and refugee biography) are recruited and trained. The training includes five workshops, expands knowledge, and strengthens the skills of the volunteers.
- **Multiplier effect:** After the training, the trained volunteers are able to pass on the knowledge they have acquired to other migrants and refugees. This improves the real life situations of migrants and refugees in Vienna, particular in the area of labour market integration.

5. Measures and activities (max. 2000 characters)

- What measures are taken to achieve the goals?
- What are success indicators, key figures, milestones? How can the results of the pilot be measured?
- Which sequence of steps are to be taken?

- **WP1: Acquisition of 5 experienced volunteers** (until mid-April 2021):
We already had preliminary talks with experienced volunteers from “Grätzeleltern / Community Buddies”. The talks went well and the volunteers expressed interest. In addition, the volunteers shared their first ideas about the training/curriculum.
Success indicator: By mid-April, five experienced volunteers have been found who will take part in the co-creation process and help organize workshops.
- **WP2: Co-creation of training concept & curriculum** (until mid-May 2021):
The training concept and curriculum are designed together with the five experienced volunteers. The curriculum includes five workshops that include different dimensions of labour market integration.
Success indicator: By mid-May, the training concept & the curriculum are finished.
- **WP3: Acquisition of 10-12 new volunteers** with migrant and refugee background (until mid-May 2021):



We are looking for 10-12 new volunteers. On the one hand, we use the already existing network of the project "Grätzelelern" to find new volunteers. On the other hand, the network of Caritas Vienna and the department for voluntary engagement is also used. The new volunteers are characterized by a high degree of diversity (different countries of origin, languages, qualifications, etc.).

Success indicator: By mid-May, 10-12 new volunteers are found. We have their commitment that they will do the training.

- **WP4: Organization and implementation of 5 training workshops** (between end of May and September 2021):

Based on the training concept and curriculum, five workshops on the subject of "Labour market integration of refugees" will take place.

Success indicator: Between end of May and September 5 training workshops are organized and implemented.

- **WP5: Completion of training and start of multiplier activity** (end of September 2021):

Success indicator: By end of September, the new volunteers have successfully completed the training and are starting their work as multipliers.

- **WP6: Documentation and quality management** (end of October 2021):

We prepare written records to document the pilot action. There will also be a film about the pilot action. At the end, everything is reported by a deliverable.

Success indicator: By end of October, the short film about the pilot action and the content report (deliverable) are finished.






6. Timeline

- Include a schedule of the pilot (including milestones)

Timeline "Volunteers for Volunteers" (Caritas Vienna)

Year	2021						
Month	A	M	J	J	A	S	O
Work packages							
WP1	Acquisition of 5 experienced volunteers						
A1.1	Acquisition of 5 experienced volunteers						
M1.1	5 experienced volunteers are found						
WP2	Co-creation of training concept and curriculum						
A2.1	Co-creation of training concept and curriculum						
M2.1	The training concept and curriculum are finished						
WP3	Acquisition of 10-12 new volunteers						
A3.1	Acquisition of 10-12 new volunteers						
M3.1	10-12 new volunteers are found						
WP4	Organization and implementation of 5 training workshops						
A4.1	Organization and implementation of 5 training workshops						
M4.1	5 training workshops are organized and implemented						
WP5	Completion of training and start of multiplier activity						
A5.1	Completion of training and start of multiplier activity						
M5.1	New volunteers completed training and start multiplier activity						
WP6	Documentation and quality management						
A5.1	Documentation of co-creation process and training						
A5.2	Creation of short film						
M5.1	Pilot action is reported and deliverable is finished						
M5.1	Short film is finished						

WP1, WP2,...	Work packages
A1, A2,...	Activity
M1, M2,...	Milestones (Success indicators)
	Event (big impact)
	Event (small impact)
	Ongoing Activity

7. Definition of responsible actors (max. 1500 characters)

- Which actors are responsible for the pilot?
- Who will implement the pilot?
- Are there cooperation partners?

Florian Rautner (Caritas Vienna / SiforREF) coordinates the pilot action. He works closely with the team of "Grätzeleltern". "Grätzeleltern" is an internal project partner of Caritas Vienna.

Florian Rautner and the team of "Grätzeleltern" acquire 5 experienced volunteers. Together they will develop, organize and implement a training concept and curriculum.

Florian Rautner and the team of "Grätzeleltern" acquire 10-12 new volunteers. Together with the experienced volunteers, they will train the new volunteers.



8. Possible problems or difficulties (max. 1500 characters)

- Which problems or difficulties are possible when implementing the pilot?
- How does COVID-19 affect the pilot? Is a Plan B necessary?

There are potential problems or difficulties:

- **Unpredictable decisions/circumstances by the project partner "Grätzeltern"**: The project partner is very reliable, but unforeseeable circumstances can shake the cooperation. However, good communication will prevent bigger problems.
- **Not enough volunteers (experienced as well as new) are found**: The pilot action is based on volunteers. Failure to find volunteers can lead to major problems in achieving the goals. Fortunately, there are already some volunteer commitments. The desired number of volunteers should be reached without any problems.
- **COVID-19 as killjoy**: COVID-19 and especially the measures to contain COVID-19 have repeatedly been a problem in the implementation of activities over the past year. The training workshops are planned as physical on-site events. It may not be possible stick to this plan. In this case, we have to adapt the workshops and create online workshops.

9. Sustainability (max. 1500 characters)

- What is the sustainability of the pilot?
- How can the pilot or the methods be used after the end of the pilot or the project?

The pilot action is very sustainable. Firstly, the **developed training concept and curriculum can be used again** for future training courses. This applies to the project partner "Grätzeltern", but also to other projects that train multipliers. The content can be adapted depending on the thematic focus. The scope of the training can also be adjusted as required.

Second, the **experienced volunteers acquire skills**. These skills will support them in their future professional development. In addition, the experienced volunteers can use their acquired skills as multipliers. In the best-case scenario, they organize their own workshops in the future and pass on their knowledge to other migrants and refugees.

Thirdly, the **new volunteers start their multiplier activity** after the training. The trained volunteers pass on the knowledge they have acquired to migrants and refugees and directly improve the situations of migrants and refugees in Vienna. The project team of Caritas Vienna ("Grätzeltern") continuously supports the volunteers in their work as multipliers.

10. Transferability (max. 1500 characters)

- How can the results or the experiences of the pilot be transferred to policymakers, general public like citizens, experts, etc.?

The results and experiences of the pilot action are discussed with stakeholders, policy makers, experts, etc. timely after the pilot action. A round table is organized for this purpose. In addition, the training concept is advertised on the website of Caritas Stadtteilarbeit (Caritas Community Work). The short film that will be produced during the pilot action will be posted on the website. This will introduce those who are interested to the topic and the pilot action.



11. Short film (video) (max. 1500 characters)

- Which steps are planned to create the short film of the pilot?

A professional filmmaker is hired to create the short film (until mid-May 2021). The filmmaker will film selectively at the workshops. In addition, at the end of the pilot action, there will also be a day of filming where volunteers and the project team will be interviewed.