

PILOT ACTION



VOLUNTEERS FOR VOLUNTEERS

Promoting and empowering migrants to support integration



LABOR MARKET
INTEGRATION



TRAININGS
QUALIFICATIONS
APPRENTICESHIPS

AIM

The aim of the pilot action was to train 12 new volunteers (mostly with migrant or refugee background) and to provide information on “Labour market integration of refugees and migrants” during five training workshops.

APPROACH OF THE PILOT

- The socially innovative approach of the training was that the workshops & curriculum were designed through a co-creation process with experienced volunteers (mostly with refugee and migrant biography).
- Subsequently, six experienced volunteers took on the role of trainers and implemented the workshops, thereby enhancing their own skills and gaining recognition.
- 12 new participants (mostly with migrant and refugee biography as well) were recruited and trained on the topics of: (1) Communication, (2) Education & qualification, (3) Labour market, (4) Social entrepreneurship, (5) Role as multiplier.
- 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.

ACHIEVEMENTS / OUTCOMES

- 12 new volunteers participated in the trainings
- 10 out of 12 new volunteers finished the training programme
- 6 experienced volunteers participated in a co-creation-process, created a training curriculum and implemented the curriculum through 5 workshops
- 5 workshops with a total of 25 workshop hours were implemented
- The number of people supported by the trained volunteers can only be evaluated in the coming months

Interreg
CENTRAL EUROPE



SiforREF

European Union
European Regional
Development Fund



THE PROJECT

Social Innovation for Refugees (SiforREF)

examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. The team consists of researchers, representatives of local government and actors from civil society.

THE PILOT ACTION

The Pilots are concrete actions for the inclusion of refugees into society and labour market. Seven pilots were conducted from April 2021 until September 2021. Each of them addresses a specific challenge, target group, goal and working approach in respect to refugee inclusion.

PARTICIPATING REGIONS

Berlin, Germany (2)
Bologna, Italy (1)
Ljubljana, Slovenia (1)
Parma, Italy (1)
Vienna, Austria (2)

AIM

The findings from each Pilot contribute to develop social innovative and inclusive practices and policies that are mainstream and institutionalised.

PILOT RESPONSIBILITY:

Caritas

PILOT ACTION: [Video link](#)

KEY LEARNINGS FROM THE PILOT

- Accompanying successful co-creation processes takes a lot of time. Sufficient resources should be planned for this.
- People who have had integration experiences themselves are experts in this field. Host societies can make use of this expertise and incorporate it into framework conditions for successful integration.
- In many cases is peer-to-peer counselling a good way to be able to convey content authentically, close to everyday life, relevant, easy to understand and concrete.



Photo Credits: Caritas Vienna

STUMBLING BLOCKS

The workshops could take place on site, but hygiene measures had to be taken to contain COVID-19. For example, participants kept distance and wore masks during the workshops. This made it difficult to interact and communicate with each other.

FACTORS FOR SUCCESS

- Motivated new volunteers
- Experienced volunteers who are willing and ready to take on a new role
- Sufficient resources and good infrastructure
- Experienced and well-established cooperation partner
- Courage to experiment and courage to learn



FUTURE POTENTIAL

- There is a finalised training concept. Also the experienced volunteers have brilliantly adapted the role as trainers. It is very likely that the training concept will be repeated in future.
- After the training, the trained volunteers are able to pass on the knowledge they have acquired to other migrants and refugees.
- Experienced volunteers, some of whom have already served as a trainers, still support the newly trained volunteers over the next few months. Peer-to-peer support will be continued.