

Novi Sad, 18.3.2024.

## PUBLIC CALL FOR OFFERS

As part of the project "Social mentoring as a work integration approach for disadvantaged groups in Serbia", the Novi Sad Humanitarian Center (NSHC) is looking for social mentors to **provide social mentoring services to people from vulnerable groups**. The project is supported by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in the period from 1.12.2023 until 30.11.2024.

Social mentoring services should be provided in the period April - November 2024 for a **total duration of 6 months for each mentored person**. Services include the following activities (taken from the guide "Social mentoring: Guidelines for work integration approach for vulnerable groups", Public, 2019):

**Phase 1:** Preparatory phase - in this phase, the social mentor should have access to data about the mentee, such as: feedback from institutions that have been in contact with that person (for example, a case manager in CSW), from other colleagues, employers, social contacts, etc. In this phase, all secondary sources of data obtained from other institutions that were in communication with the person, such as the Employment Office, etc., are used.

**Phase 2:** Meetings of the social mentor and mentee - meetings where needs, interests, strengths and weaknesses, work experiences and ideas for future employment are discussed. The number of meetings depends on the dynamics of the relationship between the social mentor and the mentee, openness in terms of identifying needs, interests, strengths and weaknesses, readiness to learn, urgency of the situation, context, etc. At these meetings, data related to the social and work history of the person is rejected (social work analysis). In this sense, all secondary sources of data obtained from other institutions that were in communication with the person are also used.

**Phase 3:** Work readiness assessment phase - The social mentor uses a set of psychometric instruments to assess the person's needs, skills and professional orientation. At this stage, it is necessary to carry out an ASSESSMENT OF READINESS FOR WORK and make a professional profiling of the person using the Battery of Tests for Professional Interests (BIPO), RIASEC (...)

**Phase 4:** Preparation of the IDEP - the social mentor in cooperation with the mentee creates an individual development and employment plan (IDEP). IDEP uses a concept that emphasizes conversation, exchange and encouraging individual responsibility in decision-making, with the support of a social mentor in a development-oriented process. Each IDEP is developed specifically for each mentee and corresponds to their needs and future intentions. Each IDEP is a personal action plan agreed between the person and the social mentor. It contains short-term and long-term goals, training and other interventions to develop and acquire knowledge and skills that will help a person get and keep a job. Each IDEP has a timeline and identifies stakeholders who can help the person achieve the goals.

**Phase 5:** Implementation of the IDEP - undertaking the actions foreseen in the IDEP, as well as during the employment relationship - communication with a professional mentor and assessment of adaptation at the workplace, which does not only refer to the professional performance of the work and the assigned tasks, but also includes: communication with the team, communication with the manager, compliance with organizational rules (working hours, dress code, sick leave and days off), etc. A report on this is completed by a professional mentor, as well as an instrument for assessing workplace adaptation.

**Phase 6:** Monitoring and evaluation of the change process - the social mentor evaluates the usefulness of implemented actions and development experiences and suggests appropriate adaptations and corrective measures. Evaluation of success is carried out by the supervisor, social mentor and mentees. Additionally, if necessary, during the social mentoring process, the IDEP can be revised. This review should be seriously considered and done without feelings of hurt or failure. It is important that both the mentor and mentees are satisfied that they gave their best in this process. For this purpose, it is necessary to have the original IDEP in front of you and give the mentee the opportunity to speak freely and evaluate the set goals, their usefulness and the way to achieve them.

**Phase 7:** Development of a scale of professional development in the workplace and career development (if the person shows interest in it) (...)

**Phase 8:** Self-evaluation of the social mentor - the successful work integration of the person depends on the social mentor's assessment of how successful he was in the given mentoring task and where he could have been better. The desire of the social mentor and mentee to develop through the learning process is an important factor in their joint work. For this purpose, it is necessary to provide support to the social mentor in professional development at the workplace.

**Phase 9:** Social mentor supervision plan - in addition to self-evaluation, the work integration process should be supervised by a person who is not directly involved in the work in order to identify all external barriers and threats to integration, the process as well as internal barriers (mentor-mentee relationship). Supervision can provide new insights for future cases of social mentoring, and give suggestions on how to change the way of mentoring the same person, if certain interventions do not produce the desired results.

**Phase 10:** Feedback to relevant institutions - it is necessary to follow the development process of mentees in detail and forward information to relevant institutions, primarily the Employment Office and other public institutions that could benefit from such information. Privacy and confidentiality are imperative when information is shared for research or policy-making purposes and must therefore be approved by the mentor.

PHASE	ACTIVITY	DURATION
ESTIMATE	Preparatory meetings	2 meetings
	VIQ/RIASEC	1 meeting
	Preparing IDEP and supervision plan	1 meeting
	Implementation of IDEP	2 months
WORK INTEGRATION	Employment	3 months

## Expectations

Completed training on social mentoring (at least modules 1, 2, 3 and an introductory module) sufficient for the start of work with mentees is **mandatory**.

Academic qualifications: higher education in psychology, social work, pedagogy, special education, psychological counseling, career counseling, human resources or other social sciences relevant to the field of social services, employment, psychosocial and career support, etc.

## How to apply

Interested candidates should submit their **CVs** and **financial offers** to: [danijela.nshc@gmail.com](mailto:danijela.nshc@gmail.com), no later than **01.04.2024**.