Employment Service of Slovenia

Profiling in Employment service Slovenia Employment Service Slovenia

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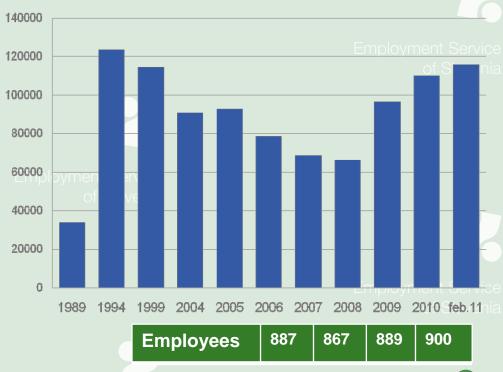
Facts About Slovenia

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Population: 2.05 million Employment Growth, 2010 -2.7%

Unemployment Rate 2010 Employment Service 7.8%, LFS, 4th Quarter 10.7%, Registered Unemployment, end-of-year data, 1989 - 2011 of Slovenia



The Strategic Document 2006, introducing Profiling

1. Reasons:

- 30 to 40 days passed from the registration to the first action plan
- Approximately 40% of newly registered were re-employed in the first three months after registration
- Approach to employment and career counseling varied from the local office to the local office

2. Goals in 2006:

- Early identification of competences and needs, early activation.
- Taylor made service delivery: individualization, based on the unemployed person's needs
- Treatment according to the risk of becoming LTU
- Efficient placement
- Allocation of resources
- Unification of approaches in all local offices



Profiling at the registration

Differentiation between:

- Those who are registered at PES for the first time or after more than one year from being unemployed
- Those who re-registered after less than one year or finished the ALPM program. We continue the treatment as it was planned before the deregistration from PES.



Early Activation – First Profiling at the Registration

Group with low risk to become LTU

- the majority of newly registered
- we assume they are able to be autonomous by searching for the job
- we assume:
 - >they have the career management skills
 - >they possess general and specific competences
 - > they are motivated and persistent in searching for the job

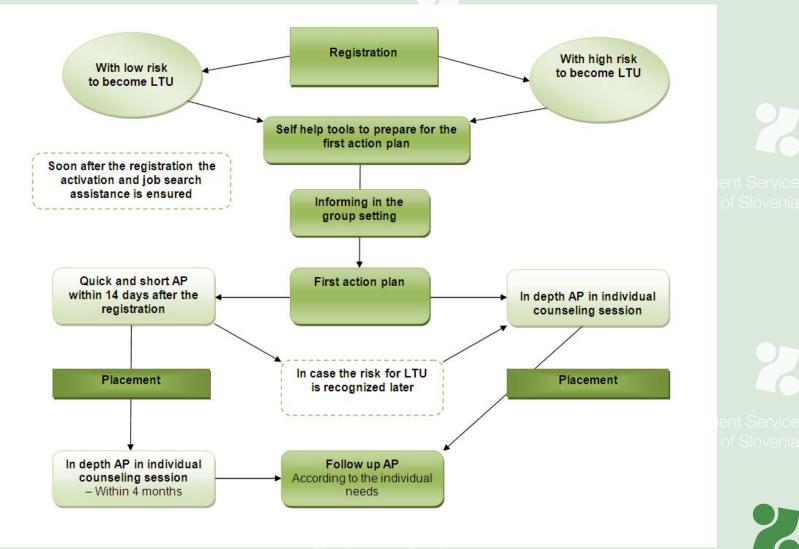
Group with high risk to

- disabled persons,
- minors (<18),
- inactive for a longer period,
- with the health problems
- persons with the behavior that indicates the risk

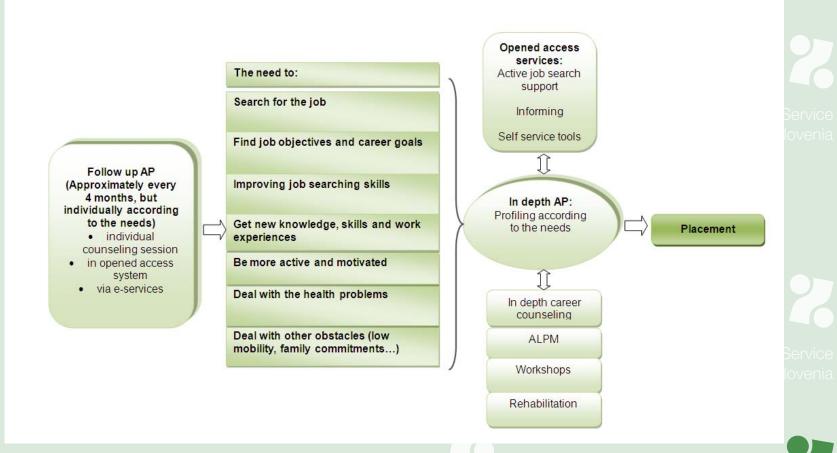
Profiling based on documents (age, activity, last employments...), few standardized questions at the registration and observation of behavior.



The Process of Service Delivery after the Registration



Constant profiling



Tools for constant profiling



Services according to the needs

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Search for the job

Find job objectives and career goals

Improving job searching skills

Get new knowledge, skills and work experiences

Be more active and motivated

Deal with the health problems

Deal with other obstacles (low mobility, family commitments...)

Placement, on line job search tools (vacancies, job seeker data base, e-CV), short job searching skills presentations, labour market information, Contact centre, opened access service

Self service tools (eCounselling), individual career counselling, workshops: career goals



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Workshops: Job search skills, eCounselling, Contact centre enia

ALPM programs (training, education, on the job training....)

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Workshops: Motivation, activation, Individual in depth counselling

Medical opinion, rehabilitation, career counselling of Slovenia

In depth counselling, cooperation with social care



Allocation of resources

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1. More clients are being
of serviced by less
employees in opened
access services, group
settings, online and with Slovenia
Contact centre

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2. Individual counselling is offered to those withoment Service of Slovenia more intensive needs and higher risk to become LTU

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Lessons learned...

- 1. First profiling reduced the activation time from 40 to 10 days after the registration.

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- 2. Constant profiling was not enough evaluated.
 - Quantitative data showed that unemployed persons were actually referred to ALPM
 measures and career counselling, but qualitative overview showed that not all of them were the Service effective enoughvice

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- 3. The employee's knowledge and competences are crucial.
- 4. Enhancing the autonomy and career management skills of our clients is important.

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- 5. The counsellors viewed the both profiling as tools to enhance efficiency and to reach the expected results.
- 6. Customers satisfaction is monitored every year. Average result is 3,6 out evice of Slovenia
 - Results showed that we need to elaborate services for high educated unemployed.



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Thank you

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