

# WORKSHOP: OFFER TO JOBSEEKERS

## Group 1

### Services

- Individualised support - client-centred – focus on individual needs
- Providers need to know about the 'kind' of service (building trust)
- 'Promise' (based on a contract between provider and client) of a job or good chance of a job
- Right kind of support as long as client needs it
- Assessment
- Money advice
- Job search, C.V. writing etc.
- Softer skills development
- Psychological services
- Peer support/confidence building/development of self-efficacy

### What would help?

- More flexibility in rules – advisor discretionary fund
- Stable funding regime
- Enhanced directory
- Timetable of courses and events (with info on client eligibility)
- A quality standard could build trust with clients, but might exclude small/local providers
- Shared definition of employability

## Group 3

### 1. Services

Money advice; basic skills; guidance; assessment; support. Focus on particular jobseekers? Specialist info for specific groups/target areas. Vocational advice. Gap programme. Structured induction. Case management/key worker. Should we call it 'jobseeker offer'? Awareness raising for staff. Mapping services to help clients negotiate through barriers.

### 2. Resources

Way services are funded does not allow risk-taking. Change directory. Streamlining of what is needed. Quality standard needed (Gap centre has quality standard) → trust

### 3. What would help?

Menu of services that partnership organisations can provide. Make clear referral routes. Could providers be more involved in workstream groups? Network lists on JUFJ? Facilitation to avoid duplication.

## **Group 4**

### Services

- Assessment
- Offer range of options
- Agreement of jobseekers
- Service User Involvement
- Needs to be flexible
- Not give everything the client may ask for

### What would help?

- Better communication in relation to Pathways to Work
- Commitment to people outside of Pathways to Work
- Greater input of health practitioners

## **WORKSHOP: OFFER TO EMPLOYERS**

### **Group 2**

#### Services

- Regular reviews and feedback on placements with employers
- Trained potential staff
- Building long term relationships with employers
- Professional service to employers
- Supporting / educating staff & employers (e.g. DDA)
- Seminars with employers
- Trust - agency will help deal with problems
- Support ongoing

#### What would help?

- Need for co-ordination of placements (potential lack of placements)
- Need for work trials including paid work trials
- Salaries paid wage subsidy
- Database of employers
- Knowing when employers are recruiting
- Knowing what employers are looking for
- Service guarantee (minimum standard of service)

### **Group 4**

#### Services

- Pre-recruitment for employers
- Supported employment
- Support in work
- Added value
- Careers Scotland resource

#### What would help?

- More employers on board – structured development
- Issue of migrants taken on board
- Education of employers
- Need more time to work with employers (focus too much on meeting job targets)
- Better funding to work with employers
- Need for orgs to feed into honest broker role – for network