

# Working with asylum seekers and refugees

The experience of Programma integra



# Some data on us



In 2016 -social inclusion area:  
621 newly assisted recipients • 1,539 social inclusion interventions • 646 legal service interventions • 600 job counselling services • 2 Italian courses for migrants and refugees • 2 empowerment labs for migrants and refugees • 21 traineeships activated • 4,517 hours of cultural mediation realized

NAZIONALITÀ  
DEI NUOVI DESTINATARI

TOTALE: 621



# Nationa lities

# Learning a new language

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We organize italian language courses for free twice a year and all year round we provide orientation to other free courses in Rome

# Learning the local language: is it important?

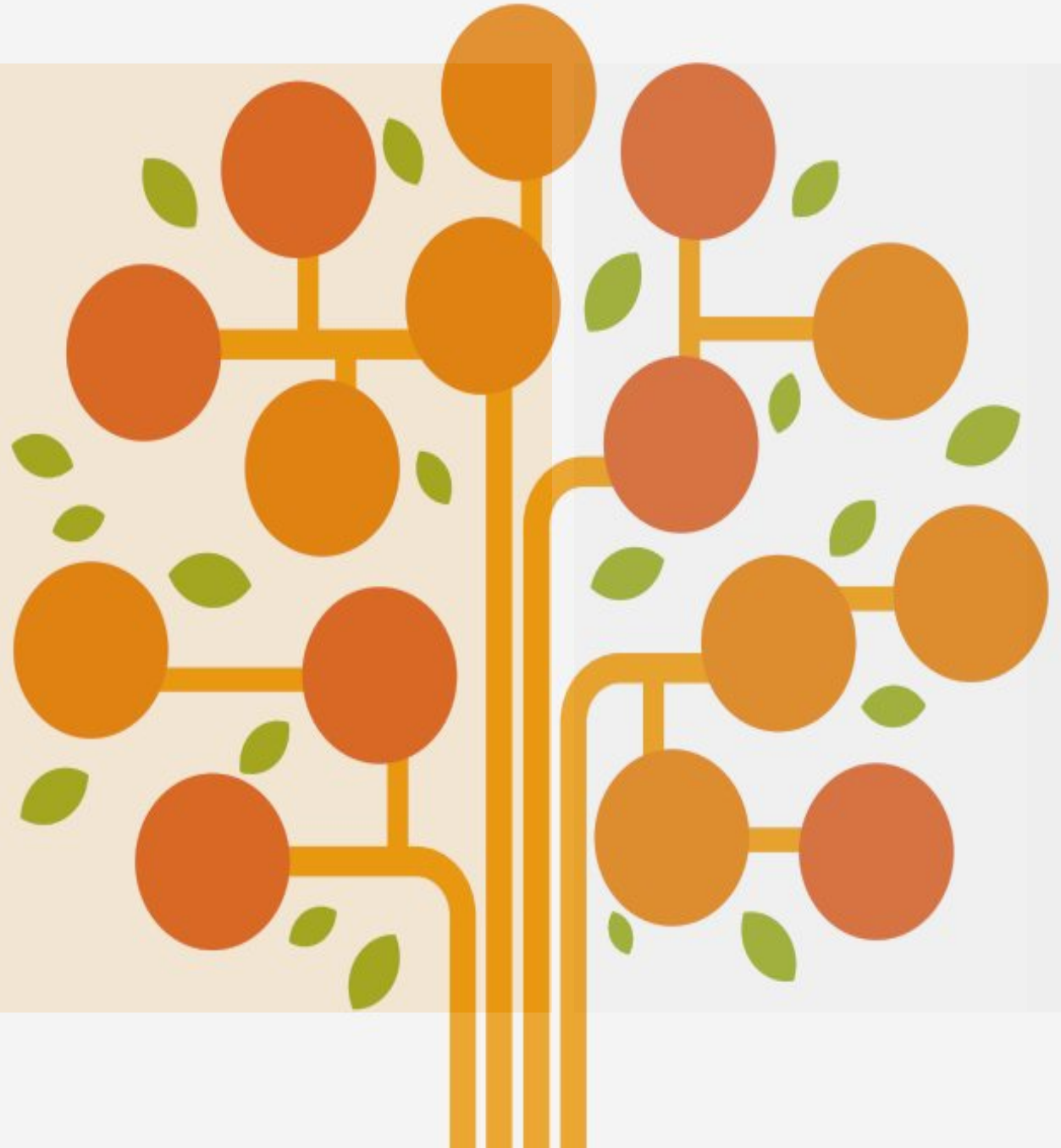
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*Imagine to be the job counselor  
and you are asked for an  
appointment by someone who  
cannot speak the local  
language. What would you  
do?*

**Do you  
speak  
English?**

Parlez  
vous  
Français?

# Job counselling service





# Who we help

- Basically, we work with asylum seekers and refugees, but we try to help migrants in general, especially when vulnerable.
- We have specific projects for unaccompanied minors.

Photo by Wilson Etrata  
<https://500px.com/wilsonetrata>



# What we do

- provide counseling on public services for the employment;
  - write CVs;
- support an active job search;
- we organize and monitor traineeships-





# Why a job counselling service?

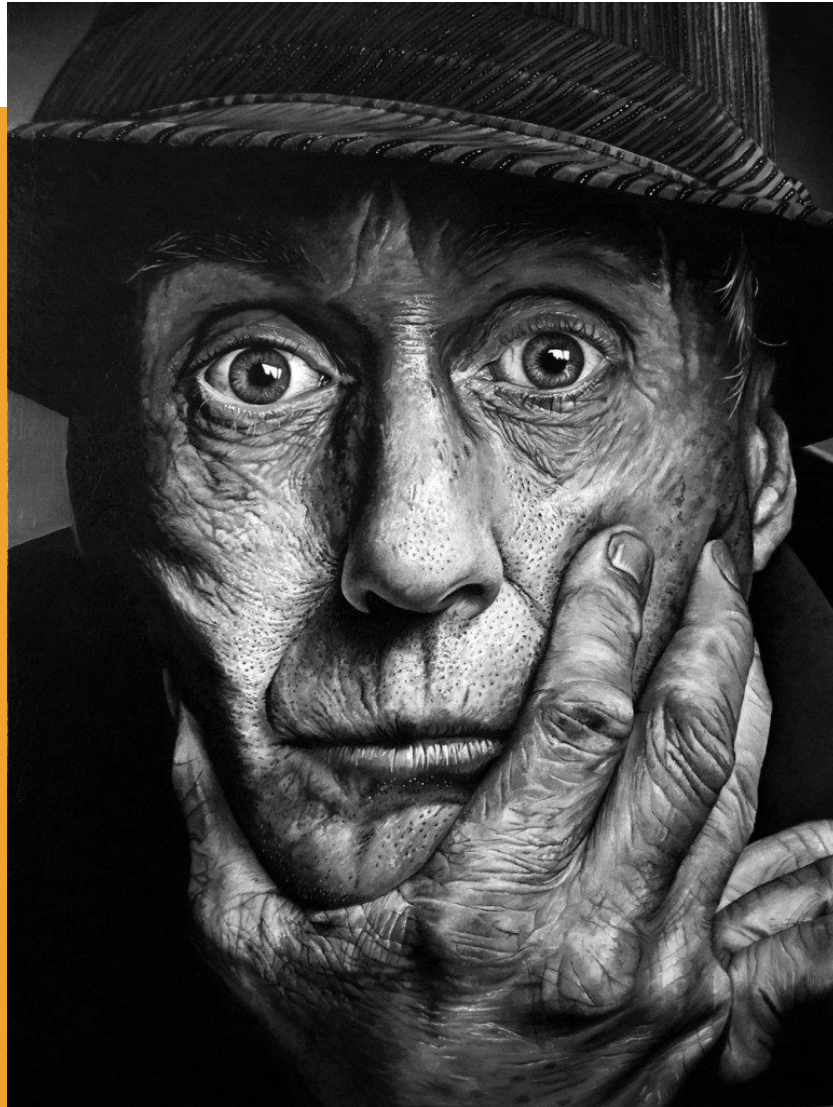


Photo by Marco Amore: <http://artcontest.biancoscuro.it/site/marco-amore/>

# What we do



- We provide job orientation: we adopt a face to face approach. Everyone is different and must be listened to. How long has he/she been staying in Italy? Is he/she familiar with the services provided by the State/ County/Municipality? Has he/she been looking for a job before? Was the job search successful or not?
- Can you fully understand bureaucracy in your country? Probably not and Italy is no exception. Getting to know how to have your degree recognized by the Italian State is pretty hard. Therefore, we provide information on qualifications recognition.
- Everyone has a CV. False. Actually, many people are used to a different job search and they do not understand the importance of a résumé. The social professionals have the duty to inform them: what is a CV, why you need it, how you can use it. We provide résumé writing support.



## What we do/2



- Everybody knows what is a job interview. False again. Different countries have different ways to conduct a job search. We help people understand the job market in Italy.
- We provide, organize and monitor internships. In 2016, with just one project – Inside- we organized 14 internships and, at the end of the project, 8 people were hired by the company that trained them, while 4 others found a job in a different company in less than one year.

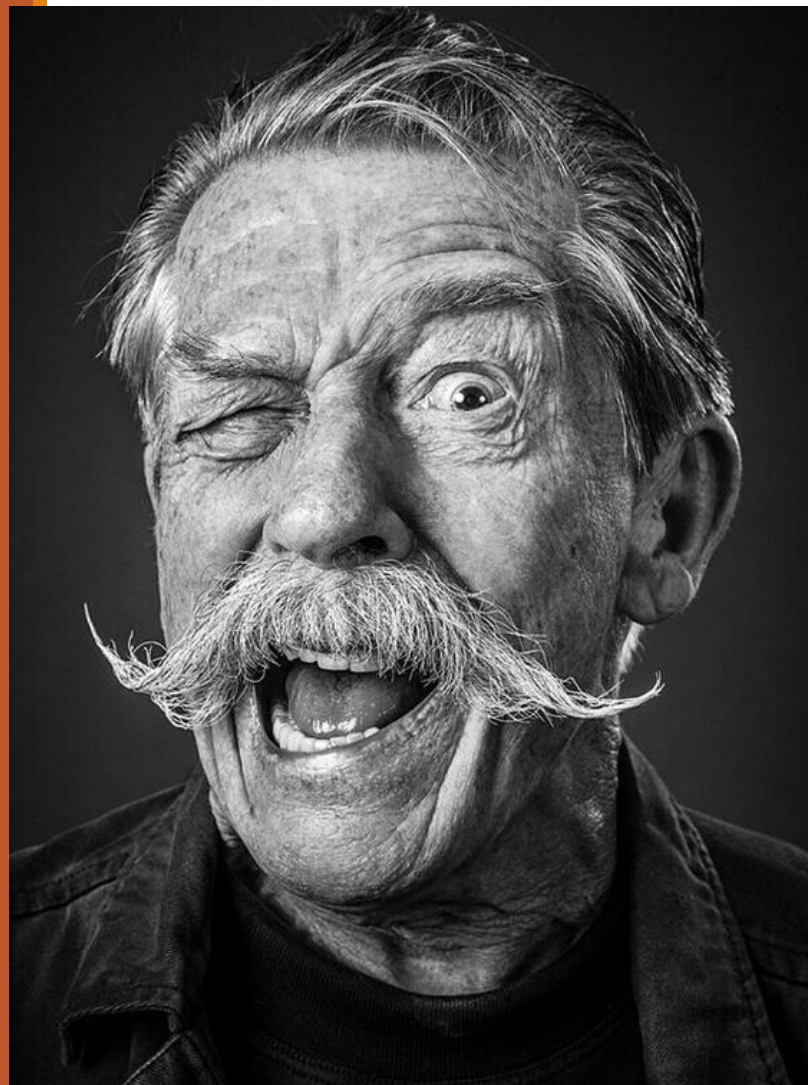




Tell the foreign citizens about the job world in another country



Communicate the importance of the resumé



Find a useful and convenient term of comparison



# A step in the field

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By writing the CV of a refugee with psychological problems, you have struggled but at the end you succeed in reconstructing the whole professional history. Or at least, that's what you think. Until you get to the language field and he says he knows Spanish really well. You ask him where he learned it, and he answers: "Well, when I worked in Spain!"

Of course, there is no trace on the CV of such a work experience. What would you do?



# A step in the field



The person who appears at your doorstep is about 40 years old: a refugee, you came to suspect he's a former victim of torture, has many difficulties using the language, many medical problems, and he appears to be in a psychiatrist therapy. He tells you he's looking for work. What would you do?

A social worker you've been working with contacts you about a case she is following with his team: a young Ethiopian refugee who has had a psychotic break and is therefore followed by the Center for Mental Health. Now, he says, she is ready for job placement. What would you do?

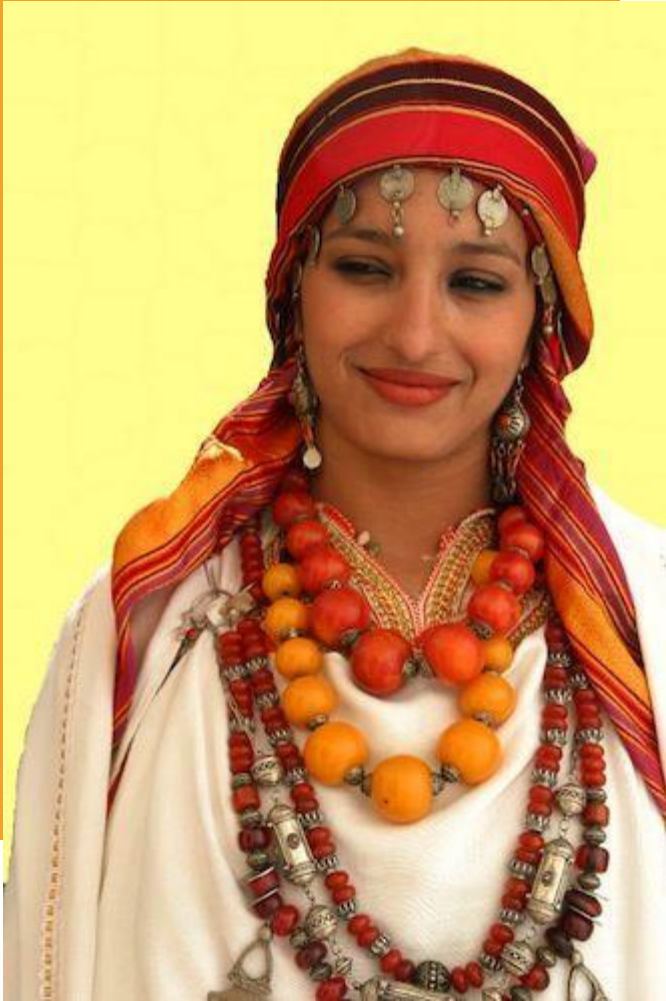
# Say “no” in order to help

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No, I'm sorry

## When we provide our services?



- 3 times per week, twice in the morning and once in the afternoon we receive people for counselling interviews.
- Some services are provided without appointment, some others – such as writing a résumé- on appointment.
- We also inform our users about training courses, Italian language courses and on public services for employment.



When?

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Twice a year we provide job orientation courses for people hosted in SPRAR centers. We speak about CVs, job interviews, motivation letters, etc.





## The job interview

You are working with a refugee in psychiatric treatment: he is cared very well in the sheltering centre and he has done a good integration path.

Workers in the center think he is ready for an internship, you contact him for an interview and you agree with them.

During the interview, you offer him a traineeship in a cleaning firm, and he accepts with enthusiasm.

So, you organize the second interview with the refugee, the potential employer, a social worker from the center, and you.

During the interview, the boy says he does not want to be a cleaner.

The employer is surprised, as well as you and the social worker.

What would you do?





who is a  
refugee?



[https://www.ted.com/talks/chimamanda\\_adiichie\\_the\\_danger\\_of\\_a\\_single\\_story?language=it#t-80884](https://www.ted.com/talks/chimamanda_adiichie_the_danger_of_a_single_story?language=it#t-80884)





Tell the others about the migrants' world



## How we promote integration?

- We help migrants to understand the Italian context but we also provide training to social professionals in order to correctly deal with migrants' needs and vulnerabilities.
- We also provide training to companies and professionals in order to understand the importance of dealing with diversity on the job place. 2017 was the second year in a row we provided a diversity management course for people working in tourism in Rome.





# The importance of the team

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Ahmed is an Egyptian young migrant who turned 18 recently. He is being suggested by your team as a potential trainee. His family pushes him for getting a job, they need money in order to pay the debt they made for let him start his journey.

He is already working in car wash (irregular job). He definitely wants to improve his condition. You provide him a first job interview, whose feedback is very poor: the employer thinks he is very little motivated. You agree with your team to choose a second, more welcoming company, and decide to go with him to the interview. On the day of the appointment he does not show up, saying he understood wrongly the time of the appointment. You are forced to postpone the appointment with the employer. The team is very critical with you: could not you just keep the employer waiting?

# The second interview

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The second interview is more successful, the employer is not enthusiast but still agrees on a traineeship. Ahmed seems happy and willing to start.

So, you call Ahmed and ask him to come to your office to sign the documents for the internship. Once more, he doesn't show up.

You call him again and talk to him: he can not give you reasons on why he is acting in this way, but he asks if it is possible for him to make a pizza course.

What would you do?

**Too much help is no help at all**



# Still on team work

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Wisdom is a young Nigerian citizen in Italy, still underage. The team of the foster house he lives in call you for getting him a internship.

The interview with you is rather positive: surely the Italian is not good, but the boy speaks quite well, he seems motivated and proactive.

You let him have a second interview, this time with the staff manager of a company you have been working with. The feedback is really poor: the boy looks less attentive, speaks too little Italian and often uses English.

The social worker who has Wisdom in care calls you, and tells you that the boy speaks Italian very well, obviously it was not understood. But you know the staff manager and you think it's strange. What's next?

You call Wisdom's social worker, she confess that Wisdom's situation is much more vulnerable than what she told before: fragile, insecure, the boy has eating disorders and suffers very badly failures.

Second interview with him: he tells you he noticed that the interview with the manager had gone bad, but he just freaked out and was not able to give the right answers. He is happy though because he has felt the empathy of the interviewer and he hopes to learn how to do better in the future. He is stuck, he says, by the insecurity of knowing that he makes mistakes.

What would you do?



You are working on the case of Aruf, Bengali.

He did a first internship with you, which was interrupted by the company because the boy created problems at the workplace.

Ruthless, arrogant, he constantly replies badly to superiors and colleagues. Because of the particularly difficult experience of the boy, you suggest he is taken in care by the psychologist, who proposes him for a new internship.

Even though the new internship has very few hours per week of work, the difficulties emerge soon. The intern can't meet the standards, he continually requests advances on the payment. It comes out he has an addiction that forces him to continue to demand for money.

Thanks to the rest of the team he is transferred to a sheltering place in which he is very much cared about: his tutor proposes him for a new internship. You talk to the team, who agrees with the tutor. You are skeptical, but you find a new company.

After a month, the man causes a quarrel and the company interrupts the apprenticeship, very disappointed with you.

What went wrong?

# Projects



## Never Alone

Welcoming and empowering young adults and unaccompanied minors in Italy

Never Alone is a project co-funded by several banking foundations. It aims to foster foreign unaccompanied minors and young adults (17 – 19 years), received in Turin, Rome and Catania, in specific training paths in order to guarantee work and social autonomy. The project activities foresee a special attention to the following topics: health, vocational training, education and work.



## Projects



*Ongoing*

Civico zero traineeships is a project funded by the Social Cooperative 'Civico Zero' in collaboration with Save the Children – Italy, aimed at improving the direct knowledge of the world of work and promoting employment integration of foreign unaccompanied minors and young adults, including Roma children, through apprenticeship training opportunities.



Up to the  
team!  
Choose the  
internship you  
would like to  
activate!

**Idrissa, 45, coming from Mali.** He has a wife and a son in Mali, he has arrived in Italy and has been granted refugee status. Has a problem of alcoholism, admitted but not yet addressed. He asks for an internship that will give him the strength to stop drinking.

Up to the  
team!  
Choose the  
internship you  
would like to  
activate!

**Oumar, 17.** Very young asylum seeker, he has been in psychiatric care because of the traumas he suffered. Very shy, introverted, profitably attends a photography course.

Up to the  
team!  
Choose the  
internship you  
would like to  
activate!

**Daniela, 18.** Bosnian citizen, but born and raised in Rome, she is a Roma girl in probation work. The judge has suspended the sentence as long as she engages in a training apprenticeship.



Up to the  
team!  
Choose the  
internship you  
would like to  
activate!

**Seynabou is a refugee from Cameroon.** She lives in a squat with her two children and her husband, unemployed. He has already done two internships, which, not for her demerits, did not end with a contract. He would like to get out of the squat and be able to pay a rent.

Up to the  
team!  
Choose the  
internship you  
would like to  
activate!

**Rahman, Bengali citizen:**foreign  
unaccompanied minor, he is looking for an  
internship as a chef assistant or waiter. He  
speaks fluently Italian, suffers the family  
pressure for money.

Thanks for your  
attention!  
Let's meet again at  
[www.programmaintegra.it](http://www.programmaintegra.it)

Photo by David Marselos  
<http://www.modelmayhem.com/photoguru1>

