

# **Process of guidance and creation of paths to the working life, Social Janitor service, Finnish Red Cross, Joensuu (Finland)**

## **1. Initial interview**

Starting situation, total situation before coming to the Social Janitor service: Education, work history, period of unemployment, special expertise/skills/strengths (IT skills, handicraft skills, hobbies, language skills, mother tongue), driving licence (class A, B, etc., no driving licence), health, housing situation, family situation and other questions, including: What work would you like to do in the future? What would it require from you? Do you want any help to reach these goals? What kind of help would you like and from whom? How realistic are your goals? What is your need for education and further training? Is a change of occupation/field needed? Is there a need for vocational guidance? The present jobseeking goal, need for education and possibility for a change of occupation are looked into.



## **2. Motivating discussions between the counsellor and the individual**

What is your level of motivation? How actively are you seeking a job? Is your CV up to date? What jobseeking channels are you using? What IT skills do you have (Internet, e-mail, PC available for use)? What are your language skills? All possible obstacles to finding a job are looked into.



## **3. Intermediate interview**

A realistic evaluation is made of the following: the person's present situation on the labour market, how up to date the person's vocational skills are, and what is the person's work capacity.

A concrete plan for the future is made: What are the plans for the future (employment, pension, continuing of unemployment, etc.)? Account is also taken of any qualitative changes during the period in Social Janitor service (the person has become more active, is paying more attention to appearance, etc.) A main plan and a plan 'B' are prepared, if needed, on a longer term. What field interests the most? Is assistance in jobseeking required? What are the subsidies available? Is the goal realistic? What opportunities are there for training and what positions are available at the moment?



## **4. Guidance discussions and motivating**

In addition to the themes above: Transfer to customership with expert officials/authorities and investigation of employment and training possibilities.



## **5. Final interview**

Mutual estimate of changes and results. When needed, further support in transferring to the next step: employment, training, or other measure/customership (such as mental health clinic).