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UFFICIO CENTRALE PER
L'ORIENTAMENTO E LA FORMAZIONE
PROFESSIONALE DEI LAVORATORI



Provincia
di
Grosseto



A Guide for Immigrants to Job Centre Services in the Province of Grosseto

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A Guide for Immigrants to Job Centre Services in the Province of Grosseto

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Translation: Annalisa David**

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1. Job Centres

Introduction

What job centres are.

Job centres are offices which give free services to workers and enterprises.

Who uses job centres

Job seekers, the unemployed, employees who wish to improve their employment position, people in the process of choosing their training or professional path. Public and private Enterprises also use Job Centres for carrying out employment duties, and finding and recruiting new staff.

Job Centre Duties

- favour job application and job offer matching
- help people in the course of entering and re-entering the job market, with special attention to disadvantaged people and to equal opportunities
- guarantee training access
- support and guide people to make better training and professional choices
- support employers in finding professionals and solve problems related to the company's organisational needs.

Job Centres in the Province of Grosseto

The Province of Grosseto has 5 offices in the whole territory.

1. Grosseto Job Centre
2. Follonica Job Centre
3. Manciano Job Centre
4. Arcidosso Job Centre
5. Orbetello Job Centre



Grosseto Job Centre

Via Scopetani - at "Cittadella dello Studente"

Tel. 0564/484719 fax 0564/484970

Opening Hours

Monday, Tuesday, Wednesday, Thursday and
Friday from 9.00 to 12.30 a.m.

Tuesday and Thursday from 3.00 to 5.00 p.m.



Follonica Job Centre

Via Nenni, n° 2

Tel. 0566/57690 fax 0566/55130

It includes the following Municipalities:

Follonica, Gavorrano, Massa Marittima, Monterotondo M.mo, Montieri, Scarlino



Arcidosso Job Centre

Via Lazzaretti, 100

Tel. 9564/966218 fax 0564/966616

It includes the following Municipalities:

Arcidosso, Castel del Piano, Castell'Azzara, Roccalbegna, Santa Fiora, Seggiano



Manciano Job Centre

Largo D'Antona

Tel. 0564/628077 fax 0564/620427

It includes the following Municipalities:

Manciano, Pitigliano, Semproniano, Sorano



Orbetello Job Centre

Piazza della Repubblica, 2

Tel. 0564/867230 fax 0564/850124

It includes the following Municipalities:

Orbetello, Capalbio, Isola del Giglio, Magliano, Monte Argentario

Follonica



Arcidosso



Grosseto



Manciano



Orbetello



centroimpiego@provincia.grosseto.it
www.provincia.grosseto.it



2. Reception and Information

The Reception Service

The reception service gives all the information needed to benefit from Services of Local Job Centre Offices.

The qualified staff welcome people, listen to their questions and send them to the proper Service or Counsellor.

Respect for personal/enterprise Confidentiality is guaranteed.

Primary Information Service

The primary information service gives guidelines about:

- Data - bank enrolment
- Staff recruitment
- Public or private job opportunities
- Professional features
- Job initiation procedures
- Vocational and professional training courses in Tuscany
- University courses in Italy
- Grants
- Opportunities for those who wish to start up a business
- Compulsory training

3. Job Application and Job Offer Matching

Companies seeking staff use the job centre

How required staff is selected

Job offices display *job offers*. Requests can be:

- **Nominal**, when the company name and data are disclosed (telephone and fax number, email address, internet site). In this case, the worker can directly contact the company.
- **Anonymous**, without disclosing the name of the company. In this case, the service operator starts searching for staff through the Job Centre data bank (the Service makes a pre-selection on behalf of the company) to find candidates with the requested qualities, then he calls the candidates for an interview and sends names and details of the selected individuals who could be suitable for that post.

Self-Consultation

At the job centre it is possible to autonomously examine specific literature or ask the operator for help. Information concerns:

- job offers (including from abroad)
- professional training paths
- proposals of Masters or training courses at High Schools, Universities, accredited Training Agencies

Information is updated weekly and can be read on the web site: www.provincia.grosseto.it - link to *LAVORO (job)* section



Every office is equipped with an
Internet Point

4. The Service Agreement

What the Service Agreement is

The service agreement is a **type of contract** between the Job Centre and the worker. With the service agreement, the worker benefits from all Job Centre services

The Individual Programme for Entering Work (Individual Action Plan)

This Programme is drawn up for every worker by common consent. In particular, it is necessary:

- to be unemployed
- to be immediately available for a job offer
- to be continuously and actively looking for work

Continuously and actively looking for work means to present oneself when the Job Centre calls and to carry out the activities agreed upon in the individual plan for entering work (*Individual Action Plan*)

Duties to respect

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graph TD; A[Duties to respect] --> B[The Service commits itself to:]; A --> C[The person commits himself to:];
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The Service commits itself to:

- offer a free service by its qualified staff
- retain confidentiality of the information collected
- guarantee support in the person's active job search and give priority to users in difficulties
- set up a professional development path for the job centre user
- draw up an individual project for entering work, arrange it with the person involved and formalize it in the *Individual Action Plan*.

The person commits himself to:

- be punctual
- promptly inform staff if it eventually becomes necessary to postpone an appointment
- actively take part in making choices and agree upon an individual action plan
- observe all arranged and subscribed commitments of the *Individual Action Plan*

5. Counselling, Services and Training

1st and 2nd level Vocational Counselling

Vocational Counselling is a Service for supporting people in the stages of entering or re-entering work, professional training or re-training.

Counselling can be 1st or 2nd level.

1st level Counselling includes internships, specialized vocational guidance, compulsory training, and apprenticeship.

During 2nd level Counselling, there is an in-depth analysis of expertise, and personalized counselling and support are provided in the course of entering work.

6. Internship or Professional/Vocational Training

Internship or Professional/Vocational Training is a period of training in a company, it is a method of improving or developing professional expertise through direct experience in the employment world.

Internship or Training refers to:

- Students attending high school
- The unemployed and people compulsorily changing jobs
- Students of Training Schools and professional training courses
- University students
- Disadvantaged people

After internship or training, a certificate with acknowledged training credits is issued on request

7. Individual Training: the I.L.A. Card **(Individual Training Credit Card)**

What I.L.A is

The **Individual Training Credit Card** is a pre-paid *Credit Card* which is required in order to fund one's own different training paths.

Who can ask for I.L.A

- The unemployed, or people with atypical job contracts
- Participation in training activities chosen by the people involved is encouraged by a vocational adviser
- The amount supplied is deposited into a Bank with a special agreement and is accessible with a pre-paid *Credit Card*, which is rechargeable with further amounts
- I.L.A *Credit Card* holders are helped by the Job Centre's Vocational and Tutoring Service Staff

8. Counselling for Business Start-up

All those who wish to start up their own business can get information and vocational guidance about:

- market analysis
- business idea definition
- regulations and financial opportunities for business start-up
- subsidized funding sources

How to have an interview

To have an interview with the operator it is necessary to make an appointment during opening hours.

9. Compulsory Training - A Right/Duty

According to Italian law, education is compulsory for young people until the age of 18.

Those who leave school before and do not intend to continue their studies have to attend Professional Training Courses or work as an apprentice.

The Job Centre calls the young people together with their family to inform and guide them, and to draw up together a work training project.

Every young person will be assisted by a tutor/adviser until he turns 18.

10. Apprenticeship

The apprenticeship contract expects companies to give professional training to the apprentice within the job contract.

There are 3 kinds of apprenticeship contracts:

1. A Young Person's Apprenticeship from 16 to 28 years. There are 240 hours of planned training per year for a maximum of 3 years
2. A Professionalizing Apprenticeship for young people between 18 and 29 years. There are 120 hours of planned training (80 for those who hold a high school leaving certificate or a university degree) for 2 or 6 years, according to various job contracts.
3. An Apprenticeship for acquiring a certificate or for high level training paths for young people between 18 and 29 years.

11. The IMMIGRANTS' Desk

This desk is a Service at the Job Centre for immigrants holding a regular residence permit and who are seeking work.

The desk, which networks with other local Services, attends to foreigners and helps them during the initial reception stage at the Job Centre Service to solve job-related problems, such as helping them to read and fill in documents in Italian, helping them to read job offers, providing help during telephone contacts with companies, and referring people to internal specialized counselling services.

Moreover, when the foreigner does not know enough Italian and is unfamiliar with the local area, he is taken directly to the job location for an interview or to start a new job.

At the desk, there is a job market promoter working for immigrants.

"Italian as a foreign language" literacy courses

The job centre runs Italian language courses annually, at different levels.

12. The "WOMEN's Desk"

The Women's Desk is a counselling Service which takes special care of women who are changing job, urgently needing a job or re-entering the job market.

How counselling is provided

Specialist counselling is run at the Job Centre through outplacement and coaching Guidance Services.

Counselling takes place as a one-to-one interview followed by (one or more) short seminars where productive job search techniques are taught and other resources for job and training access are presented.

outplacement
means

support for
professional re-
placement

coaching
means

help for
expertise and
professional
ability
development

A) Projects to help Immigrant Reception - *The Bridge Project*

Activities

Since 1998, the Province of Grosseto, in collaboration with the Municipalities, has implemented a qualified and innovative project: a "Bridge" towards the future with the aim of creating a society able to provide work placements to non EU citizens by respecting different cultural, religious and gender identities. There are 4 information desks, one for every socio-medical area, with the aim of developing an initial reception stage in order to detect needs and requests, and to offer initial guidance solutions.

InfoImmigrant's Desks activities

- Information
- Guidance
- Training/work path definition
- Contacts with local services network

<p style="text-align: center;">GROSSETO AREA</p>	<p>Municipality of Grosseto Via Verdi,5 Tel.0564/439225 Fax.0564/429242 info.immigrati@coesoareagr.it Monday Wednesday Friday from 10.00 a.m. to 2.00 p.m.</p> <p>Municipality of Roccastrada Via Roma,8 Tel.0564/561244 Fax.0564/561205 Thursday from 10.00 a.m. to 1.00 p.m.</p>
<p style="text-align: center;">COLLINE METALLIFERE AREA</p>	<p>Municipality of Follonica Via Roma,43 Tel.0566/59426 Fax.0566/59417 sportelloimmigrati@comune.follonica.gr.it Monday 2.00/5.30 p.m. Friday 09.00/12.30</p> <p>Municipality of Massa marittima c/o ASL Viale Risorgimento,8 Tel.0566/904087 Fax.0566/909425 Wednesday 09.00 a.m./13.00 p.m. sportelloimmigrati@comune.massamarittima.gr.it</p> <p>Municipality of Gavorrano P.zza Buozzi,16 Tel.0566/843241 Fax.0566/843252 Thursday 09.30/12.30 a.m.</p> <p>Municipality of Scarlino c/o Auser Scarlino Scalo Tel.0566/34361 Wednesday 09.00/10.30 a.m.</p> <p>Municipality of Montieri P.zza Gramsci,4 Tel.0566/996830 Fax.0566/997800 Tuesday 10.45/12.00 a.m.</p> <p>Municipality of Monterotondo Via Bardelloni,72 Tel.0566/917511 Tuesday 9.00/10.15 a.m.</p>

<p>COLLINE ALBEGNA AREA</p>	<p>Municipality of Monte Argentario Piazza dei Rioni,8 Tel.0564-811911 Fax.0564/812044 Monday 9-12 a.m.</p> <p>Municipality of Manciano Via Magenta 1 Tel-fax. 0564-62531 Tuesday 9 a.m. - 2 p.m.</p> <p>Municipality of Capalbio Via Nova, Tel.0564-897756 Wednesday 9-12 a.m.</p> <p>Municipality of Orbetello P.za Repubblica Tel. 0564-861111 Monday 4 - 6.30 p.m. Thursday 9.30 -12 a.m.</p> <p>Municipality of Magliano Via XXIV Maggio, 9 Tel.0564/593044 Venerdi 9-12</p>
<p>AMIATA GROSSETANA AREA</p>	<p>Amiata Grossetano - Consortium of Municipalities Loc. San Lorenzo, 19 Tues. Thurs. 9.30 a.m./1:00 p.m. Saturday 11:00/12:30 a.m. Tel. and fax 0564/969618</p> <p>For appointment on the whole territory of Amiata Grossetano - Consortium of Municipalities</p> <p>Tel. and fax 0564/969618</p>

B) The Council Of Voluntary Organizations, The Third Sector and Social Cooperation: *The Immigration Board*

The Council Boards discuss themes such as family life, the elderly, health, disabled people, immigrants, culture and sport, young people, etc.

Thematic Boards:

- Immigration
- Disability
- the Elderly
- Culture and education
- Socio-medical issues
- International voluntarism
- Social cooperation
- Civil protection

Information regarding the Council of Voluntary Organizations can be requested at the Province offices in Latina street n. 5

58100 Grosseto

Tel 0564/484162 - Fax: 0564/410907

E-mail: forum@provincia.grosseto.it

C) Women should also know about the existing services:

- The Equality Councillor
- The Equality Adviser
- The Anti-violence Centre

The Equality Councillor has an important role in female job promotion, because she intervenes in situations where equality between men and women may not be fully respected in the workplace.

The Equality Adviser is present within the Job Services of every Province; this person seeks to promote and encourage female presence in the job market.

The Anti-Violence Centre supports actions against any psychological, physical or sexual violence towards women, while helping them to recover from situations of violence.

***The anti-violence centre is in Fucini Street n. 37
58100 Grosseto (GR) - tel. and fax 0564/413884***

The service is free and anonymity is guaranteed