

**TRAINING
PILLS**

Relations between staff and volunteers



ACLI BERGAMO APS



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Introduction and services provided

The ACLI Job Network desk began its activities in July 2022 at the Municipality of Cologno al Serio, which shared its aims.

The spaces for providing the service are made available by the municipality.

ACLI Bergamo APS provides the service through trained and competent staff, employing operators and volunteers.

In September 2023, two new posters were created, one to present the service to citizens and one to present it to potential volunteers.

The news was also published on the website and social media of the municipality

<https://www.comune.colognoalserio.bg.it/articolo/sportello-lavoro-0>, as well as on the website and social media of ACLI Bergamo <https://www.acliretelavoro.it/sportelli-lavoro/>.

The hourly organisation of appointments is managed by the Social Services office of the Municipality of Cologno al Serio and by the operators of ACLI Bergamo APS, who use a shared calendar to schedule appointments.

A special e-mail address acliretelavorocologno@gmail.com has also been created for communications and the ACLI Job Network mobile phone is used to manage direct communications with users, especially for Whatsapp communications.

Collaboration with the municipal councillor delegated to work, the head of the Social Services Office and the Social Worker was of fundamental importance in the provision of services, thus building a system of information sharing and a highly customised service that is attentive to the needs of the community.

Starting in spring 2023, a series of contacts were made with different companies in the area:

- In March 2023, COSEVA, a company specialising in office cleaning, contacted the job desk to search for a profile to be employed in Cologno. The collaboration led to the employment of a user of the help desk. Contact was also established with other cleaning companies in the area.

- Since the autumn of 2023, the Cologno branch of the SAI project has been sending its clients to the desk, maintaining regular contact with the staff of ACLI Bergamo.

- In February 2024, a cooperation channel was established with the Treviglio Job Centre.

Since March 2024, the branch of a major local employment agency in Civate has been sending weekly job advertisements to ACLI Bergamo in Cologno al Serio and neighbouring municipalities, which are published in the weekly newsletter.

In July 2024, ACLI Job Network collaborated with an employment agency specialising in the metalworking sector to identify candidates for a turning course for recruitment purposes.

In August 2024 the volunteers and staff of the help desk met the contact person of the parish Caritas together with the social worker.

The work of the volunteers deserves special mention: since the autumn of 2023, in fact, thanks to the above-mentioned awareness-raising campaign, two women from Colognese have made themselves available to carry out desk activities. The staff of ACLI Bergamo has guaranteed and continues to guarantee them continuous training and support, both in the field and through in-person and online training meetings with the other volunteers of ACLI Job Network. The skills of the volunteers grew progressively from month to month, allowing them to achieve greater and greater autonomy in meeting users; this allowed the ACLI Bergamo staff to focus on the development and relationship activities with the above-mentioned actors of the territory.

Users who have been benefited from the ACLI job network desk in Cologno al Serio

In the period July 2022 - October 2024, the ACLI Job Network desk in Cologno al Serio provided support to 54 people, of whom 41 were women and 13 men.

39 users are over 30 years old, while 16 are under 30. 33 have Italian citizenship, 21 have foreign citizenship.

One user declares having obtained the primary school licence. 25 people have an Italian secondary school leaving certificate, of whom, however, 4 with foreign citizenship state that they have a university degree or high school diploma in their country of origin - while the others have a professional qualification, diploma or degree.

Of these 54 users, as at 30/10/2024:

19 were employed, one of whom is also pursuing her studies

5 belonged to the protected categories and were reported to the NIL, after discussion with the social worker

1 was reported to the social services, given his high age (74) and family situation

1 user decided to continue her studies

1 user, included in a pathway of autonomy, moved to another municipality

23 users (not belonging to the protected categories) are still looking for a job, considering that 4 of them contacted the desk for the first time in June 2024 and 3 users returned to look for a job at the desk after having had work experience

1 user is enrolled in a Dote Comune (Municipal Grant) course at the Municipality of Cologno al Serio

1 user followed a training pathway with Rotary Bergamo Sud

2 users are inserted in a Labour Exchange pathway (see 'Labour Exchanges')

Work Grants

In agreement with the municipal administration, three users were identified to be offered a work grant, based on their economic and social need.

Thanks to the support of the municipal administration, two Colognese companies were identified as willing to host work bursaries. This was followed by a process of meeting and co-planning the placements between ACLI Bergamo APS, the companies and the municipal administration, which made it possible to identify the three candidates (one man and two women) and, by involving them, also to define their job descriptions and the hourly organisation of their placements.

The first work bursary started on 13 May 2024 at a metalworking workshop in Cologno al Serio, for the benefit of a citizen of Cologno who was unemployed after a long experience as a metalworker, and ended on 31 October 2024. Both the company and the trainee said they were very satisfied. The company therefore asked to renew the work grant for another six months in order to train the trainee in the handling of numerical control machines and to hopefully accompany him towards employment. It should be noted that the company added an additional reimbursement fee for the first intervention and raised this fee for the second.

Concerning the start-up of the other trainees, it should be noted that one of them decided to withdraw for family reasons. The other trainee started on 14 October 2024. This is a woman with dependent children who intends to re-enter the labour market, both for family needs and to gain autonomy. The organisation that has made itself available is the retirement home in Cologno al Serio, for cleaning and general service roles, as well as help in the canteen. The traineeship will end on 28 February 2024; during the traineeship the host organisation will provide the occupational safety course and the basic Haccp course.

Conclusions and next steps

Users have responded very well to the initiative, using the service to a great extent and leaving positive feedback. The contact with the volunteers is highly appreciated, and they are enthusiastic about getting involved with others and participating in the project with increasing competence and commitment.



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