



SOCIAL CHAMBER OF
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HOLISTIC APPROACH TO SUCCESSFUL INTEGRATION OF MIGRANTS

CATALOGUE OF KNOWLEDGE



Gerontološki Raziskovalni Inštitut
Gerontological Research Institute



In accordance with the Rules determining the types and levels of educational programs for professional staff in social care (Official Gazette of the Republic of Slovenia, No. 51/01), the Expert Council of the Social Chamber of Slovenia held its 1st regular session on 4. 4. 2018 adopted, with amendments, the

CATALOGUE OF KNOWLEDGE

FOR WORKING IN PROGRAMS IN THE FIELDS OF CONSULTING, ADVOCACY, AND PSYCHOSOCIAL ASSISTANCE TO MIGRANTS, ASYLUM SEEKERS, REFUGEES, AND FOREIGNERS

Introduction

Programs in the field of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners are in line with the Resolution on the National Program in the field of social protection for the period 2013-2020 and belong to a network of other programs aimed at eliminating social distress of people. They are implemented as prevention programs, information and advisory programs, programs of co-ordination, support and assistance, self-help programs, accommodation programs, therapeutic programs and activation programs directed to employment opportunities.

Advisory, advocacy and psychosocial assistance programs for asylum seekers, refugees, and foreigners are carried out in governmental and non-governmental organizations in the field of social protection, in accordance with the Foreigners Act (Official Gazette of the Republic of Slovenia, No. [16/17](#)), the International Protection Act (Official Gazette of the Republic of Slovenia, No. [16/17](#)), the Decree on the Methods and Conditions for the Provision of Rights to Persons with International Protection (Official Gazette of the Republic of Slovenia, No. [55/11](#), [36/14](#) and [22/16](#) – ZMZ-1), Social Security Act (Official Gazette of the Republic of Slovenia, No. 3/07 - official consolidated text, 23/07 - cor., 41/07 - cor., 61/10 - ZSVarPre, 62/10 - ZUPJS, 57/12, 39/16, 52/16 - ZPPreb-1, 15/17 - DZ and 29/17) and the Resolution on the National Social Protection Program for the period 2013-2020 (ReNPSV13-20), (Official Gazette of the Republic of Slovenia 39/13) and

Programs in the field of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners are intended for counseling, advocacy and psychosocial assistance, seekers of international protection, refugees, foreigners without regulated status, foreigners with temporary residence status, persons with international protection without regulated status and their family members, victims of abuse and human trafficking. At the same time, other programs of care, accommodation, counseling, advocacy, psychosocial assistance, recovery and inclusion are implemented, which are intended for protection, regulation of legal status, elimination of social distress and to provide assistance and support in execution of social and material rights in accordance with professional and legal principles and needs of the user, to improve the living conditions and establish social inclusion in the Republic of Slovenia.

The Catalogue of Knowledge is a standard of knowledge needed by professional associates from Article 70 of the Social Protection Act (Official Gazette of the Republic of Slovenia, No. 3/07) in the implementation of counseling, advocacy and psychosocial assistance programs for asylum seekers, refugees and foreigners .

I. CONTENT OF THE CATALOGUE OF KNOWLEDGE

1. TITLE AND CODE OF CATALOGUE OF KNOWLEDGE

Title: Programs for working in the fields of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners.

Code: 065 -18.

2. TITLE OF POSITION

Expert associate for work in programs of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners.

3. PROFESSION AND THE CAP CODE

3460.00 Professional Associate in the field of Social Care

4. REQUIREMENTS FOR ADMISSION TO VERIFICATION OF COMPETENCE

Verification of competence can be acceded by applicants who have:

- Prior education: higher education programs VI, VII, VIII or higher
- Work experience: minimum one year in the field of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners ,
- Characteristics for working with people:
 - knowledge and skills for working with migrants, asylum seekers, refugees and foreigners, namely: appropriate, adjusted and effective communication; managing work with individuals and groups; mediation in dispute resolution; cultural competence, knowledge of non-discriminatory work; gender expertise; consideration of personal specifics; understanding of recovery processes and their promotion; strengthening resilience by normalizing everyday life; legislation in the field; knowledge of different cultures.
 - personal and psycho-physical characteristics - the desire to work with people, egalitarianism, honesty, empathy, authenticity, organization, care, emotional stability, critical judgment ability, resourcefulness, adaptability, practicality, initiative, tolerance, patience, perseverance, acceptance of diversity,

dynamism, astuteness, and other characteristics in accordance with the needs of the field of work, namely knowledge of at least one foreign language.

5. LEVEL OF DIFFICULTY OF WORK

VI., VII., VIII. level of difficulty

6. METHODS OF VERIFICATION OF COMPETENCE

The process of verification of competence is implemented as:

- Preparation for verification of competence,
- Written examination,
- Examination of competence before a three-member panel.

7. CRITERIA OF KNOWLEDGE EXAMINATION

The criteria for examining knowledge determine the needs of professional work in accordance with the established methodology, legal bases, established practice and standard of knowledge specified in this catalog.

8. CONDITIONS FOR EXECUTION OF QUALIFICATION EXAMINATION

Committee structure – one representative from:

- Profession in which the candidate performs the examination,
- Practice in the field, in which the candidate works or will work,
- Social care fields.

Certificate content: qualification for work in the field of social care at complexity levels VI., VII. and VIII. to work in counseling, advocacy and psychosocial assistance programs for migrants, asylum seekers, refugees and foreigners .

9. LEGISLATION AND OTHER SOURCES FOR PREPARATION

VI and VII complexity levels:

- Social Protection Act (Official Gazette of the Republic of Slovenia, No. 3/07 - official consolidated text, 23/07 - cor., 41/07 - cor., 61/10 - ZSVarPre, 62/10 - ZUPJS, 57/12, 39/16, 52/16 - ZPPreb-1, 15/17 - DZ and 29/17)
- Resolution on the National Social Protection Program for the period 2013-2020 (ReNPSV13-20), (Official Gazette of the Republic of Slovenia 39/13)
- Code of ethical principles in social protection (Official Gazette of the Republic of Slovenia, No. [50/14](#))
- Rules on Standards and Norms of Social Security Services (Official Gazette of the Republic of Slovenia, No. [45/10](#), [28/11](#), [104/11](#), [111/13](#) and [102/15](#))

- Personal Data Protection Act (Official Gazette of the Republic of Slovenia, No. [94/07](#) – official consolidated text)
- Seminar material: Preparing for qualification of professional associates in social care
- Optional literature and other regulations for work in the field of work with asylum seekers, refugees and foreigners according to the complexity level of knowledge examination, namely:
 - Social Protection Act (Official Gazette of the Republic of Slovenia, No. 3/07 - official consolidated text, 23/07 - popr., 41/07 - popr., 61/10 - ZSVarPre, 62/10 - ZUPJS, 57/12, 39/16, 52/16 - ZPPreb-1, 15/17 - DZ and 29/17)
 - Resolution on the National Social Protection Program for the period 2013-2020 (ReNPSV13-20), (Official Gazette of the Republic of Slovenia 39/13)
 - Code of ethical principles in social protection (Official Gazette of the Republic of Slovenia, No. [50/14](#))
 - Rules on Standards and Norms of Social Security Services (Official Gazette of the Republic of Slovenia, No. [45/10](#), [28/11](#), [104/11](#), [111/13](#) in [102/15](#))
- Personal Data Protection Act (Official Gazette of the Republic of Slovenia, No. [94/07](#) – official consolidated text)
- Material from the seminar: Preparing for the qualification of professional associates in social care
- Optional literature and other regulations for work in the field of work with asylum seekers, refugees and foreigners according to the level of complexity of the knowledge test, namely:
 - Foreigners Act (Official Gazette of the Republic of Slovenia, No. [16/17](#) – official consolidated text)
 - Law on International Protection (Official Gazette of the Republic of Slovenia, No. [16/17](#) – official consolidated text)
 - Convention on the Status of Refugees (1951),
 - Convention on the Rights of the Child (1989),
 - Rulebook on the manner of carrying out legal representation of unaccompanied minors and the manner of providing adequate accommodation, care and treatment of unaccompanied minors outside the asylum home or its branch office (Official Gazette of the Republic of Slovenia, No. [6/12](#), [36/14](#) and [22/16](#) – ZMZ-1),
 - Dublin Regulation (2013);
 - The European Convention for the Protection of Human Rights and Fundamental Freedoms (1994)
 - Marriage and Family Relations Act (Official Gazette of the Republic of Slovenia, No. [69/04](#) – official consolidated text, [101/07](#) – Rev. US, [90/11](#) – Rev. US, [84/12](#) – Rev. US, [82/15](#) – Rev. US and [15/17](#) – DZ), from 1 January 2018 Family Code (Official Gazette of the Republic of Slovenia, No. [15/17](#))
 - Decree on modalities and conditions for ensuring the rights of persons with international protection (Official Gazette of the Republic of Slovenia, No. [55/11](#), [36/14](#) and [22/16](#) – ZMZ-1)
 - Law on the ratification of the Optional Protocol to the Convention on the Rights of the Child on the Participation of Children in Armed Conflict (Official Gazette of the Republic of Slovenia - International Treaties, No. [23/04](#))
 - Law on the ratification of the Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography (Official Gazette of the Republic of Slovenia - International Treaties, No. [23/04](#))
 - Law on the Prevention of Domestic Violence (Official Gazette of the Republic of Slovenia, No. [16/08](#) and [68/16](#))

II. PRESENTATION OF THE KNOWLEDGE STANDARD

1. The definition of the complexity of theoretical knowledge:

VI. level of complexity: candidates must demonstrate knowledge, understand and define individual social care organizations and programs, know the legislation and rights of persons, must understand and know how to delineate the role of public service, private work, concessions and social care programs, and possess detailed knowledge on social programs in the field of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners , and understand the principles, concepts and assistance methods;

VII. level of complexity: candidates must demonstrate knowledge of complexity levels V. and VI. also with provisions of the Ordinance on standards and norms of social welfare services. They need to know precisely and interconnectively the social programs to support migrants, asylum seekers, refugees and foreigners , and to master and apply the legislation, principles, concepts and methods of assistance in their everyday practice.

VIII. level of complexity: candidates demonstrate knowledge of complexity levels VI. and VII. and are capable of analyzing, synthesizing and evaluating individual social care organizations and programs, methods, principles, concepts of legislation and rights regarding protection of migrants, asylum seekers, refugees and foreigners , and are capable to contribute to the quality of social welfare services and programs with their knowledge.

2. Tabulation of knowledge standard:

- Social care,
- Work with users,
- Social inclusion,
- Communication,
- Organization of work,
- Quality of work assurance.

Table illustration of the standard of knowledge for VI, and VII, VIII educational levels.¹

Levels of the standard of knowledge are determined according to the previous education of the candidate, the level of complexity of work of each candidate is determined individually in the procedure of qualification testing.

¹ The questions and complexity are appropriately adjusted to the level of education of the candidate, taking into account the above criteria for defining the complexity of theoretical knowledge in connection with direct experience and performing the work of a professional associate in practice.

TABULATION OF KNOWLEDGE STANDARD FOR LEVELS VI. and VII.

FIELD OF WORK	TASKS AND DUTIES	SKILLS	EXAMPLES OF QUESTIONS
1. SOCIAL CARE	<ul style="list-style-type: none"> - Implementation of the program in the field of counseling, advocacy and psychosocial assistance to migrants, asylum seekers, refugees and foreigners (hereinafter: program) - Acting in accordance with the Code of Ethical Principles in Social Care - Implementation of methods of social work and social protection: dialogue, empowerment, individual plan and its implementation, group management, community work, advocacy. 	<ul style="list-style-type: none"> - Masters the functioning of the social security system - Masters the basics of the program - Masters the use of the Code of Ethical Principles in Social Care - General knowledge in international migration and humanitarian work - Knowledge of methods of social work and protection: normalization, psychosocial support, recovery, advocacy, strengthening of resilience. - Knowledge from the field of ethnically sensitive social work and anti-racist practice in social work - Knowledge in the field of violence, exploitation and abuse of children with a special emphasis on sexual inequalities. 	<ul style="list-style-type: none"> - Defines individual social security care services and is able to explain the specific field of work - Explains the difference between public service, private work, concessions and social care programs - Presents the program in detail - Defines the principles of ethical conduct and their importance when working with the user - Is able to describe the most important features of anti-racist and ethnically sensitive work in social care. <p>Task: An example of ethical treatment of user.</p>
FIELD OF WORK	TASKS AND DUTIES	SKILLS	EXAMPLES OF QUESTIONS
2.	<ul style="list-style-type: none"> - Identifying user needs 	<ul style="list-style-type: none"> - Knows the needs of the 	<ul style="list-style-type: none"> - Lists the basic needs of program users

<p>WORK WITH USERS</p>	<ul style="list-style-type: none"> - Carrying out tasks and duties in the program - Knowledge of family reunification procedure - Individual work with an emphasis on accommodation, counseling advocacy - Individual work aimed at identifying the strengths and weaknesses of the individual, interests and desires, joint planning and implementation of the plan - Group work with an emphasis on psychosocial counseling. - Knowledge of systems of aid in the environment and the ability to organize additional assistance - Enabling active participation of users in the planning and implementation of the programs intended for them - Culturally competent work. 	<p>target group of users</p> <ul style="list-style-type: none"> - Is able to perform the tasks and duties in the program - Ability to perform work and tasks in the program: conversation, empowerment, advocacy, psychosocial help, legal assistance, monitoring (individual, family, community). - Knowledge in the field of solving family conflicts - Knowledge, competencies and skills of culturally competent social work and intercultural dialogue. 	<ul style="list-style-type: none"> - Presents the scope and forms of carrying out the tasks and duties of a professional associate in the program - Presents an example of ethnic sensitivity and anti-racist practices - Introduces an example of a process and help in family reunification. <p>Task: The candidate receives 3 different examples of problems and explains how their work is done in each case individually, complementing with the expert in implementation of tasks and duties in the program.</p>
FIELD OF WORK	TASKS AND DUTIES	SKILLS	EXAMPLES OF QUESTIONS
<p>3. SOCIAL</p>	<ul style="list-style-type: none"> - Support in establishment of a social network in the 	<ul style="list-style-type: none"> - Recognizes characteristics of the social environment and 	<ul style="list-style-type: none"> - Lists forms of support for inclusion in social networks

<p>INCLUSION</p>	<p>environment</p> <ul style="list-style-type: none"> - Support in ensuring social and material security - Support in solving health problems - Support in solving housing problems - Support in inclusion in educational programs. 	<p>ways for inclusion of the user</p> <ul style="list-style-type: none"> - Knows programs and services that provide social and material security - Knows the possibilities of solving health problems (basic health) - Knows how to solve housing and accommodation issues - Knows ways of inclusion in educational programs. 	<ul style="list-style-type: none"> - Explains the ways of cooperation with the competent service, which regulates the social position of foreign citizens in the Republic of Slovenia - Lists programs and services that provide social and material security - Arranging basic health insurance - Lists the possibilities of solving housing problems - List the institutions that organize education <p>Task: An example of social inclusion of the user.</p>
<p>4. COMMUNICATION</p>	<ul style="list-style-type: none"> - Informative first conversation - Concluding agreements on inclusion of user in the program - Conflict resolution dialogue, - An informal conversation - Knowledge of one foreign world language - Knowledge of cultural specifics in communication (handshake, dress code, greetings) - Knowledge of communication resulting from trauma (avoidance, silence, lack of credibility, verification of trust, attachment, termination of relationship, etc.) 	<ul style="list-style-type: none"> - Masters leading of various forms of conversation - Masters the conclusion of an agreement on the user's involvement in the program - Recognizes forms of non-verbal communication - Able to lead a group - Capable of non-hierarchical communication with emphasis on case management - Shows the emotional stability and ability of active, empathic listening and response - Masters forms of resolution in conflict situations - Masters one foreign world language. 	<ul style="list-style-type: none"> - Explains the elements of the first informative conversation with the user - Explains the elements of the conclusion of an agreement on the user's involvement in the program - Explains forms of conflict resolution - Describes the types of conflicts and the form of their resolution - Presents a good example of conflict resolution - Describes examples of non-hierarchical communication - Describes an example of an individual conversation; group conversation. <p>Task: Presents examples of poor practice in a conversation, and presents how it would be useful to communicate differently.</p>

	- Responding to trauma.		
5. ORGANIZATION OF WORK	<ul style="list-style-type: none"> - Performs the duties and tasks of a professional associate - Cooperates with the competent institutions in implementing the program - Preparation of individual agreement on cooperation with the user - Keeps documentation and records of services for the user - Independent in the performance of social security tasks within the program - Considers conditions and principles of work in the organization where they work and encourages their implementation (cooperation agreements with users, keeping documentation and records of services for the user, respecting the principle of confidentiality, respecting the rights of users, including the right to appeal procedure, in case of termination of work with user, informing the user and farewell 	<ul style="list-style-type: none"> - Able to plan and organize the work - Shows respect for users and work, is precise, consistent and reliable - Familiar with the local community and the network of programs, organizations and experts and volunteers in the field for which is in charge - Organizes own work in such a way that it shows the complexity of the issue with which they deal (individually, working with a group, community, field with other services, knowledge of wider issues) - Able to prepare an individual agreement on cooperation with the user - Familiar with the principle of "user perspective", which includes users as collaborators in certain parts and projects (users as language translators; as cultural translators; as informants; as mediators; as carriers of "knowledge from experience" etc.) - Able to keep records and documentation about 	<ul style="list-style-type: none"> - Presents the role of a professional associate in the implementation of the program - Defines the tasks and forms of cooperation with the competent institutions for the user's comprehensive treatment in their work - Explains the content and the meaning of the individual agreement on cooperation with the user - Describes the method of keeping records and documentation of services for the user <p>Task:</p> <ul style="list-style-type: none"> - Describes the process of preparing a cooperation agreement with the user - Able to prepare an organigram of own organization where they work and is able to describe own role in the organization.

	etc.).	services for users	
6. QUALITY OF WORK ASSURANCE	<ul style="list-style-type: none"> - Implementation of tasks and duties in the program - Performing evaluation of work - Ensuring the rights of users - Involvement in training and education in this field of work - Knowledge and monitoring of sectoral legislation 	<ul style="list-style-type: none"> - Knows the procedures and instructions for work in the program - Able to monitor the implementation of the objectives of the program - Knows the rights of users - Knows the user's complaint process - Knows the protection of personal data - Knows the sectoral legislation 	<ul style="list-style-type: none"> - Presents how they ensure and control the quality of own work - Describes the process of monitoring the implementation of the objectives of the program - Explains the importance of data protection - Presents an example of resolving a complaint - Knows the forms of assistance to the user in accordance with the sectoral legislation <p>Task: Presents a record of working with a user.</p>