



Programme co-funded by the
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Erasmus+



HOLISTIC APPROACH TO SUCCESSFUL INTEGRATION OF MIGRANTS

Professional framework for the NPK
CULTURAL MEDIATOR



Gerontološki Raziskovalni Inštitut
Gerontological Research Institute



1. Name and code of occupational standard

Cultural mediator

2. Proficiency level :

EQF: IV

3. Occupational competences/outcomes:

Candidate is able to:

1. plan and organize his/her work activities in the field of integration of migrants
2. ensure the quality and efficiency of the work done in accordance to the existing standards
3. serve as a cultural broker in institutional and non-institutional environment
4. serves as a communication bridge between migrants and actors in the integration field
5. serves as cultural mediator, interpreter and translator in governmental and nongovernmental organizations (education, health, administration, social care, employment, etc.)
6. establish open attitude toward cultural difference of the target groups
7. takes care for his/her professional development in the field of integration of migrants
8. rational consumes energy, material and time used and protect health and environment

4. Description of occupational standard

Fields of work	Typical tasks	Professional knowledge and skills
Analysis, planning and organization of work	Plans and organizes his/her work activities	<ul style="list-style-type: none">- acts in accordance with the basic principles of planning, monitoring and documenting the results of his/her work- works with basic computer programmes and other communication technology- participates in the evaluation work

Operative activities	Acts as a cultural broker in institutional and non-institutional environment	<ul style="list-style-type: none"> - has a well-developed social network and is actively involved in local environment - has a background with one or more regions from which individuals with migration background are coming to the country - is able to interact effectively with people of different cultures, helps to ensure the needs of different community members are addressed - is able to recognize cultural, social and other patterns of behaviour and successfully mediate in situations where cultural, linguistic, social and other misunderstandings arise
	Acts as an interpreter and translator in public (education, employment, health, administration, social care, etc.) and other organizations	<ul style="list-style-type: none"> - communicates actively in the language of the country of residence (oral, written, verbal and nonverbal), - communicates actively in one or more languages spoken by migrant community living in the country - is able to ensure proper interpretation and translation in different fields (educational, healthcare, administrative, social care etc.) - recognizes linguistic barriers and is able to successfully solve linguistic misunderstandings

	Acts as cultural mediator in public (education, employment, health, administration, social care, etc.) and other organizations	<ul style="list-style-type: none"> - understands the role and organizational structure in the public sector organizations and in other organizations, - empowers individuals with migration background by informing them about their rights and by facilitating their communication (written and verbal) with different organizations, - helps to provide communication and bridge linguistic and cultural barriers, - helps employees in different organizations to understand and develop appropriate attitudes towards different cultural practices and beliefs.
Administration	Keeps records of administration	<ul style="list-style-type: none"> - arranges archive, - manages records of incoming and outgoing mail, - manages records of distributed material, - acts in accordance with the rules of handling the documentation.
Quality control	Assures the quality of his/her work	<ul style="list-style-type: none"> - completes language training courses, interpreting/intercultural mediation training courses - respects the principle of confidentiality, protects the personal data and work data, - behaves in an ethical and professional manner, is emphatic and deeply dedicated to act against injustice, discrimination and racism, - advocates for human rights and respect for different cultural, linguistic, religious and other beliefs and practices.
Protection of health and environment	Performs his/her work without endangering co-workers or him/herself	<ul style="list-style-type: none"> - follows the instructions for occupational safety and health, - respects maintaining order and cleanliness, - respects managing the home and the surrounding settlements - respects the proper waste management - respects the importance of proper

		management of natural resources - understands the relationship between human health and the preservation of a healthy environment
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5. ADDITIONAL DESCRIPTION

Cultural mediator (CM) works in a big or well known and established organization with extensive experience in the field of integration, that has many and good connections and cooperation with all actors in integration: governmental offices, ministries, employment institutions, social centers, UN agencies, NGOs and civil society organizations, offices for legal support, medical centers, educational institutions, city offices and governmental authorities.

Cultural mediator:

- advocates for the beneficiaries rights with all the actors in the integration process. He/she regularly organizes seminars and round tables on important subjects.
- works is on call in case of emergency (medical situations, family mediation, also can be available for eg. police situation with migrants).
- knows cultural background of the culture that his/her beneficiaries come from, desirable is that he comes from the culture that his beneficiaries come from, so she/he can interpret what the person is saying and in many cases what the person wants to say.
- organizes and educates workers in integration (from institutions) on cultural differences and the needs of beneficiaries.
- organizes cultural and social activities for beneficiaries, creates partnerships with cultural institutions, and creates programs for cultural awareness in local society. She/he Invites and involves well known cultural actors (actors, theaters, photographers, painters..) to participate in activities.
- organizes sport activities involving local society, including local clubs, national federation sport clubs for youth.
- works with individual groups (young men, young women, or mixed groups of young people), with women, with men.
- manages and educates volunteers in cultural mediations. She/he has a good network of volunteers of all ages, male and female which can do the work in assisting beneficiaries with visiting institutions; collects information from volunteers on certain behavior and needs of beneficiaries and acts upon them; assists the beneficiaries on individual level.
- is involved with the beneficiaries in topics such as education of children and adults, health, social aid, legal support, employment, housing, culture, social context and has a responsible role of mediator between beneficiaries and the institutions in order to avoid conflicts, misunderstandings and frustration. He/she oversees integration process of his beneficiaries and knows to whom to direct beneficiaries for specific support.
- is in contact with city offices for education and educational institutions (preschool, primary school, high school, universities). He acts as a contact between parents and educators, he connects parents and children with educators. He interprets the needs

- and behaviors of the parents and children to the educators and explains the culture and obligations to the parents. He also works with both sides in order for them to better understand each other.
- knows the labor market and is in cooperation with employment agencies. He has the information on beneficiaries work experience and education and is able to connect beneficiaries to employers. CM organizes meetings and visits to and with employers in order for beneficiaries to get to know the job market. CM consults beneficiaries on vocational training and assists them in accessing adult education.
 - is available to beneficiaries in office, phone and e-mail. CM follows up on the cases he/she is working on. Serves as a communication bridge between beneficiaries and actors in integration field. She/he collects information and makes analysis for future understanding of certain behavior of beneficiaries and other actors in civil service offices in order to be able to understand what are the main issues and what triggers misunderstandings in order to educate both sides.

In communication with the officials he/she is diplomatic and well spoken, has knowledge on the integration system in her/his country as well as in other countries with good integration practices. CM is up to date with the legal framework and its changes. He/she is resourceful in finding information, creative in finding solutions.

CM should serve as spokespersons for beneficiaries to educate the host society and employers about cultural differences of beneficiaries in the workplace in order to resolve conflict, as well as educate beneficiaries on expected behavior in the host community workplace. In conclusion she/he helps to find solutions agreeable to all.

Obligatory skills and competences:

CM should know in advance what questions to ask the beneficiaries, know soft things about the culture/background of the culture the beneficiary is coming from. For example, at the doctor office he should know to ask beneficiary if he wants male or female doctor.

CM is able to assess beneficiaries' expected behavior given the situation and the culture and what behaviors are in need of referrals or need special attention in order to refer these beneficiaries to other persons of the certain field (eg. psychologist) to further activities.

CM should have great speech communication, great nonverbal communication and verbal communication.

CM should know details about certain fields, specific knowledge of laws and regulations, be resourceful, know where to find information and to whom to direct beneficiaries in certain situations and general knowledge of domestic culture and culture of beneficiaries so they can explain details to both sides.

CM should come from a culture that beneficiaries come from in order to be able to fully understand the specific of the background, history, language and behavior in order for correct interpretation.

He/she interprets culture, specific behavior, reasons behind certain behavior; provides institutions with knowledge, educate (as they go) workers in institutions on this specific behavior so they can better understand the needs of beneficiaries and be able to assist them.

CM should be objective and supportive at the same time to be seen as trustworthy in order for beneficiary to confide and forge a long lasting relationship

CM needs to develop sensitivity for interpersonal communication to distinguish differences between real difficulties and over exaggerated issues in order to act accordingly. CM should be aware of the essence of a culture, not only to identify relevant elements within an ethnic group, but to distinguish and interpret their value.

He/she needs to stay clear minded in be able to calmly solve and react to any situation.

Optional skills and competences:

CM should have specific knowledge of working with children because a child through these interactions will also receive the shared knowledge of a culture he/she is coming from and of the host culture.

CM can have previous experience working with families and children; working with underprivileged children and volunteering experience. Previous experience in teaching language to children, will give him the experience of adjusting to communicating and teaching to persons of different levels of knowledge that will in future help him in adjusting to beneficiaries different levels of knowledge when communicating and interpreting.

General skills and competences:

CM is able to transfer knowledge to volunteers, local society, officials and beneficiaries.

When communicating CM should strive not just to interpret the cultural behavior and explain but also to educate both sides on cultural differences in a manner for all parties included to understand.

When interpreting CM communicates on both sides and gives instructions to both sides for future reference.

CM should possess increased intercultural awareness of "the other culture" to build bridges across misunderstanding among different cultures.

CM needs to establish a right attitude toward cultural differences, to have a high level of linguistic proficiency and to have a good mastery of interpreting skills in order to faithfully and accurately convey the meaning of the source language orally, reflecting the style, and cultural context of the source message, without omissions or additions on the part of the interpreter.

CM should accurately comprehend and reconstruct, in a professional manner, the context of situation and discourse on a cultural level.

CM should strive to lifelong education of himself/herself by attending seminars on cultural mediation, reading new literature and following improvements in his field of work.

CM needs to have rich and generous knowledge of different cultural backgrounds and the important functions of intercultural awareness during intercultural communication as culture is an integral part of any communication process.

CM could possess ability to interpret ways of communication to serve as a mediator. He/she could understand ways of interpreting and assessing the personality, knowledge level, language, emotions and expressions, social networks and the life of relationships, influence, escalation and de-escalation of romantic relationships, healthcare, family relationships, and communication across the life span.

The more different an individual's cultural background is, the more different their styles of communication will be hence CM should be aware of a person's background, ideas and beliefs before the interpretation of their behaviors in relation to communication.

CM should possess knowledge and sensitivity of both sides' cultural history, religion, value (personal and cultural), social organization, language.

6. Working group:

- Social Chamber of Slovenia, Ljubljana, Slovenia (applicant and lead project coordinator),
- Internationaler Bund e.V., IB Süd, Stuttgart, Germany,
- Croatian Red Cross (*Hrvatski crveni križ*), Zagreb, Croatia,
- SOS Children's Village Macedonia (*SOS Detsko selo Makedonija*), Skopje, Macedonia,
- Institute for Vocational Education of the Republic of Slovenia, Ljubljana, Slovenia,
- Gerontological Research Institute, Domžale, Slovenia.

Coordination: Institute for Vocational education and training (CPI), Slovenia