

COUNSELLING POINT IN OHJAAMO HELSINKI

- **Type of project** : Councelling point
- **Duration** : since 2005
- **Beneficiaries** : every 15 to 29 years old



DESCRIPTION

The counselling point represents for young people a first door to get access to information and counselling services. It is situated in the ground floor of the building.

Main principles are :

- No appointment
- Anonymous right
- Diversity of information and counselling : education, training, employment, business development, health and social care and counselling
- Up to 7 counsellors at the same time (made available by partners)

For specific counselling, young people can get an appointment at the first floor. In a month, it can gather up to 160 professionals.

KEY FIGURES

- 4 career counsellors (regional work)
- 10 employment specialists
- social worker
- special needs teacher
- guidance counsellor
- 2 youth workers
- nurse 2 times / week
- 5 business coordinators
- 2 vocational psychologists
- 15 career counsellors
- administrative staff 10 + partners

CONTACT

Opening hours: Tue-Thu, 12-16.
Address: Fredrikinkatu 48, 00100 Helsinki.
Tel: 040 704 6818 (Mon-Fri, 9-15)
E-mail: ohjaamo@hel.fi



MULTIPARTNERSHIP ORGANIZATION



14 partners of the centre provide staffs for the counselling point. They take turn once a week.

There is a long term learning process, education, exchanges, every week meeting, focus on principles to manage all professionals from all partners. Education action is for existing professionals and new professionals. In addition to the reception at the counselling point, clients can also obtain personal appointment with a counsellor. There is a specific area for appointment at the first floor.

As a one-stop-shop, Ohjaamo is not only a career guidance centre, but also a kind of social centre. Clients can ask advices regarding accommodation, health or administrative issues.

In the future, they need more social and healthcare workers as well as educational counsellors because there are lots of expectations when young people do not have enough level of education..

GOVERNANCE



The centre is coordinated by the municipality of Helsinki. They have agreements with partner organisations, which send their counsellors on temporary assignment and which pay the salaries of these professionals.

The City council is coordinating all activities and there are other actors from other sectors.

All these actors take decision altogether in a Committee, that meets 4 times a year and discuss on the challenges. Strategic decisions are taken by this Committee.

Every professionals cooperate with the team coordination of the centre.

All professionals develop activities in the centre.

COMMUNICATION



In addition to our drop-in guidance point, Ohjaamo arrange recruiting events, support groups and leisure activities. You can consult the calendar of events on their website or visit their Facebook page to find out about the latest events.

Ohjaamo has a website in Finnish, Swedish and English. There is an online chat system on their site.

STRENGTHS



Friendly atmosphere
High level of quality of services
Diversity of points of view among professionals
Support of key public institutions



FUNDING



Ojhaamo is a public service funding from the Municipality of Helsinki, the Finnish Government and the European Social Fund (ESF)

To manage ESF, the director is in charge of administrating EU fundings, collect data, assess the impact of the services every 4 months, respect of the anonymous rights.

The ESF financing is finished since the end of 2019, the centre is now funding only by the Municipality of Helsinki.

The budget is around 2,5 million € including salaries of the back office. The City of Helsinki has decided to give funding for 2 years for 9 persons back office.



Erasmus+



IMPACTS



Questions at one stop service point : Questions related to employment and education 60%, other 40% (+/- 5%)

50% of counseling and 25 % of one stop customers will get multidisiplinary counseling

Young, employees and stake holders will rate service at least 8 (scale 4-10)

QUALITY



The coordination is sometimes complicated because all professionals want to come to the centre. There is a challenge to manage with different organisations.

It could be hard to coordinate the management process and information between these organisations. There is a long term learning process, education, exchanges, every week meeting, focus on principles.

Education action is for existing professionals and new professionals

Regarding the quality for clients, the centre developed some tools and methods to make it work :

- self-evaluation tools when the clients come for first time;
- questionnaire about how situation is getting better to assess impact;
- local researches and evaluation at a national level.