Responding to Future Needs

– A new Competence Framework for Youth Information Work
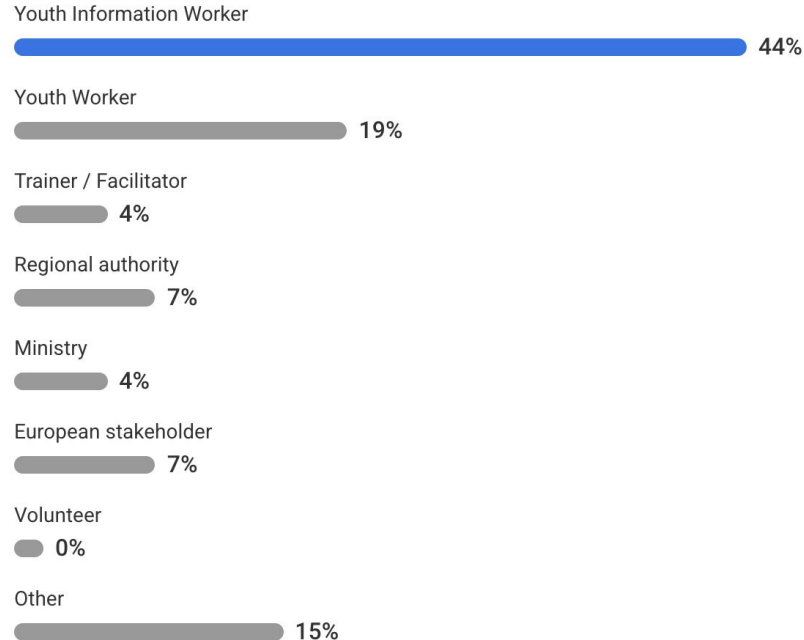
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Where are you from?

Malta

Troms ø

Estonia

Belgium

Vienna

Slovenia

Sunny Cyprus!!

France

Paris ITALY Spain Finland

Croatia

CYPRUS Lithuania

Sardinia

Spa in

Hungary 🇭🇺

Luxembourg 😉

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In what capacity are you attending this event?

Youth Information Worker
44%

Youth Worker
19%

Trainer / Facilitator
4%

Regional authority
7%

Ministry
4%

European stakeholder
7%

Volunteer
0%

Other
15%

Do you use any competence framework in your professional life?

Yes
82%

No
11%

Not sure
7%

Today we will explore...

- The Current Context of Youth Information Work in Europe

- #YouthInfoComp and Good Practices from Around Europe

- Policy debate: What should be the future approach to European youth information and support?

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# The current context of Youth Info in Europe

Eva REINA, Director at ERYICA

The current context of Youth Info in Europe

Eva REINA, Director at ERYICA

European Context of YI

- Lack of recognition of the profession in many countries, while some have well developed frameworks.

Is the occupation of "youth information worker" formally recognised in your country?

Source: Youth Information in Europe in 2020 (ERYICA-CoE, 2020)

14% Yes

8% No, but

78% No
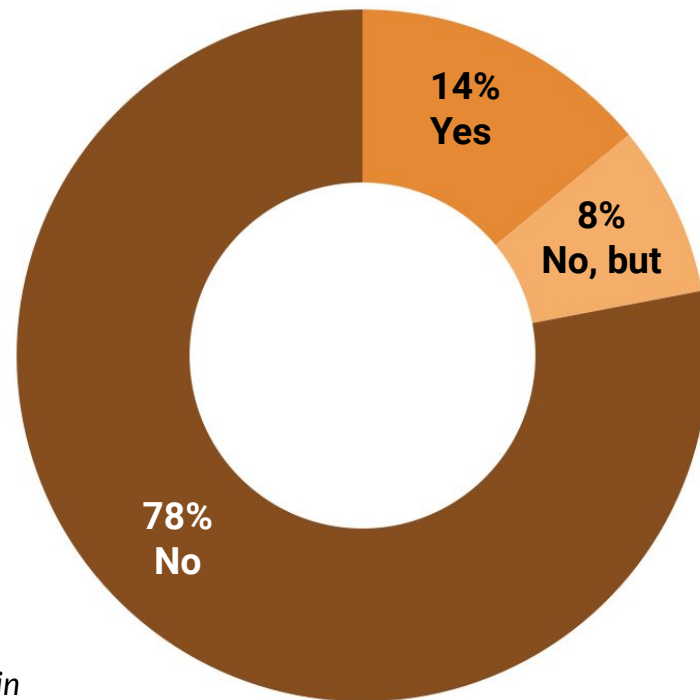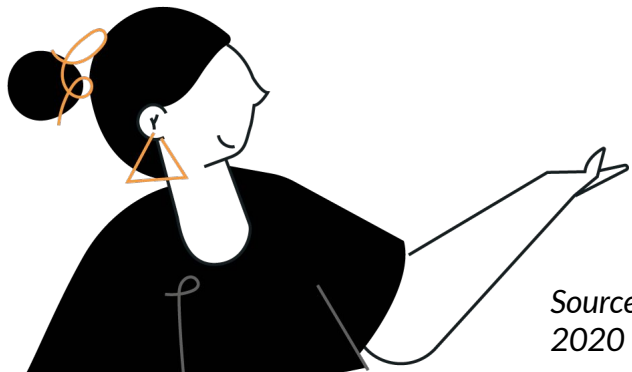
European Context of YI

- A lack of recognition of the profession in many countries, while some have well developed frameworks.
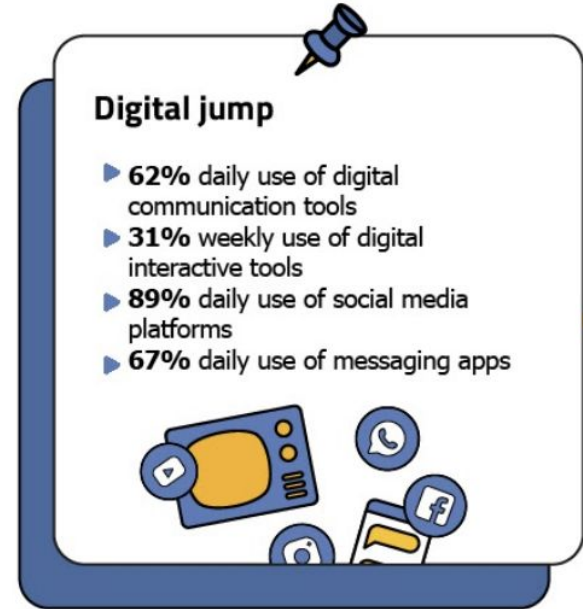- Strong support for youth information as a priority.

Is youth information and counselling part of your national/regional youth strategy?
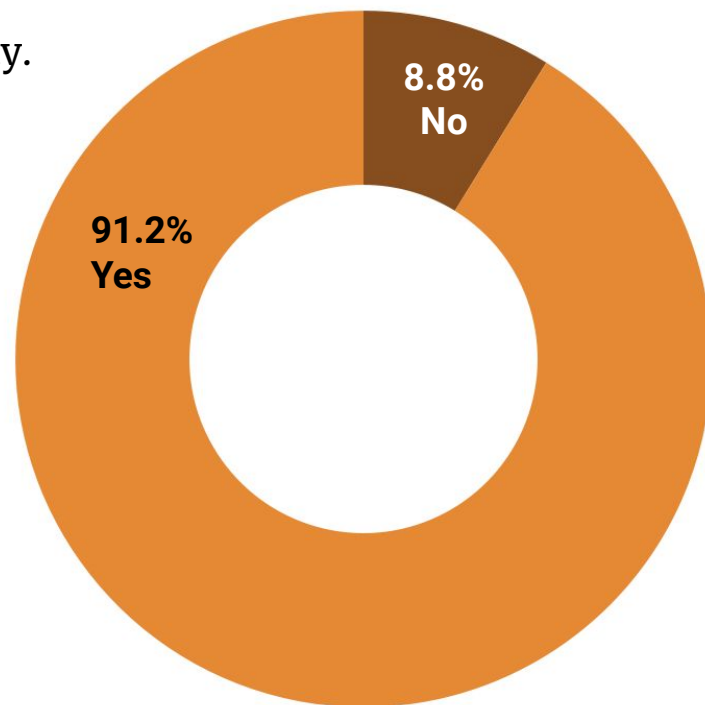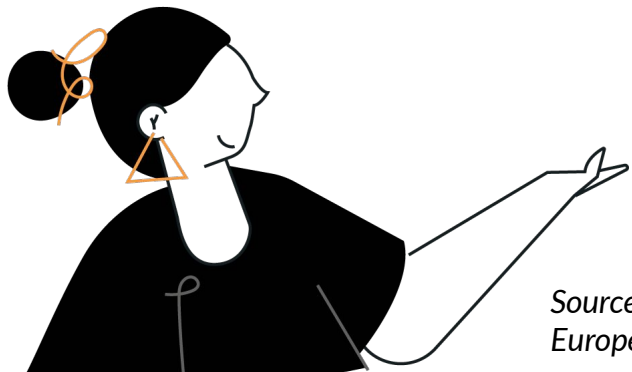
Source: Source: Youth Information in Europe in 2020 (ERYICA-CoE, 2020)

8.8% No

91.2% Yes

Youth info services and the COVID-19 pandemic

- Financial impact on youth info services varied across Europe.

- Biggest challenge: lack of resources to adapt to digital environment. Huge digital jump!

- Difficult ensuring outreach to young people from disadvantaged backgrounds during lockdowns.

- Expectations: competence development/training, sharing best practices, guidelines on using digital tools.

Digital jump

- ▶ **62%** daily use of digital communication tools
- ▶ **31%** weekly use of digital interactive tools
- ▶ **89%** daily use of social media platforms
- ▶ **67%** daily use of messaging apps

Source: Eurodesk Membership Survey 2021

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Youth Information Worker Occupation in ESCO

ESCO database: The European multilingual classification of European Skills, Competences, Qualifications and Occupations. A "dictionary" building a common language for education, training & work.

The European Commission is updating the database to be published by the end of 2021- a window to work on the youth work occupations.

- June 2019 – November 2020

- Partners: Eurodesk, ERYICA,
  EU–CoE Youth Partnership, Salto Training RC

- Mapping survey: 103 answers, 25 countries

Definition:

Youth information workers deliver youth information services to young people in a variety of settings/environments in order to support their wellbeing. They ensure that information services are accessible, resourced and welcoming for young people and run online and/or face-to-face outreach activities aimed at both individual and group users. Youth information workers aim to enable young people to make their own informed choices and become autonomous and active citizens.
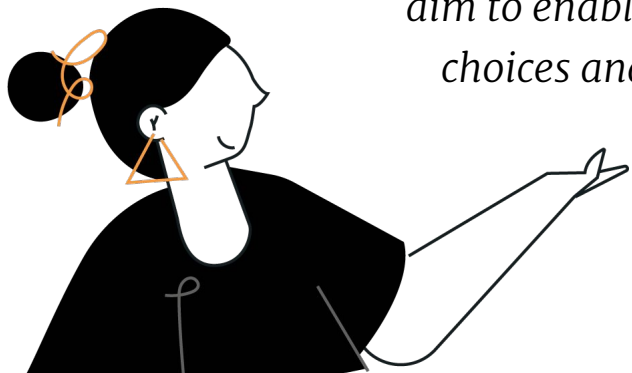
YouthInfoComp – A European Competence Framework for Youth Information Workers

Audrey FRITH, Director at Eurodesk

The Process

Nov 2021
What already exists & sharing realities

Apr 2021
Consultation

Sep 2021
Launch

Sep 2020
Creation of a European working group

Sep 2020
1st draft of YouthInfoComp
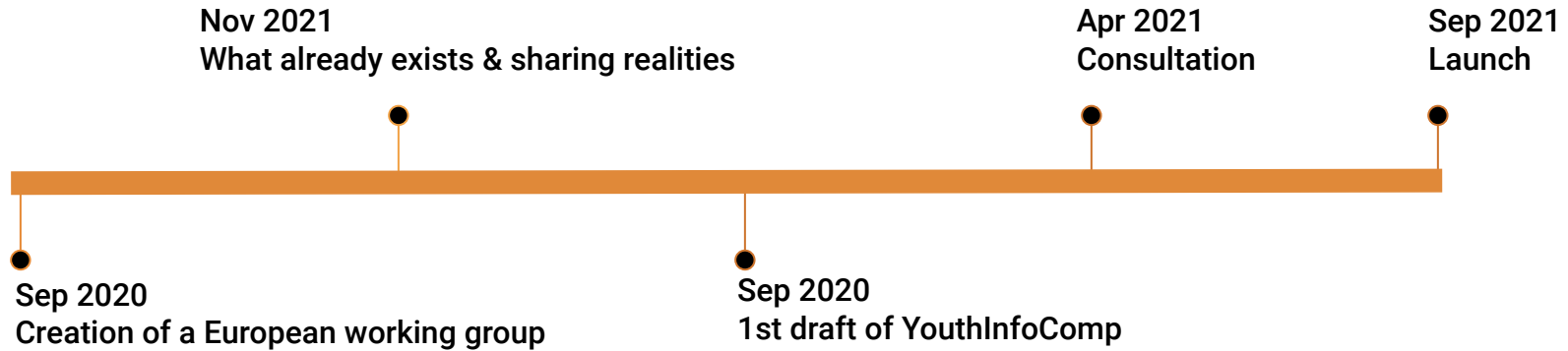
Working group

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YouthInfoComp

YOUTH INFORMATION WORKER COMPETENCE FRAMEWORK

ERYICA | EURODESK

YouthInfoComp

2.3 Competence

YouthInfoComp comprises 12 competences (C1 – C12 in the table below) grouped in three key areas of 'Supporting and Engaging Young People', 'Quality Service' and 'Communication and Outreach' described above.

Each competence has a specific title and description which explains the value and application of this competence to YIW.

There is no hierarchy within the framework; all competences described are of equal importance.

Youth Info Comp

SUPPORTING and ENGAGING YOUNG PEOPLE
- C1 Build knowledge
- C2 Identify needs
- C3 Manage information
- C4 Generate options

QUALITY SERVICE
- C5 Enshrine ethos & values
- C6 Enhance learning & development
- C7 Support inclusion
- C8 Respect privacy

COMMUNICATION and OUTREACH
- C9 Build relationships
- C10 Communicate effectively
- C11 Cooperate & network
- C12 Outreach

YouthInfoComp

C10 Communicate effectively	Use innovative, effective and appropriate ways of communication to design and deliver attractive, tailored information to young people.
I understand...	» Media and information literacy for the design and delivery of appropriate, attractive information and communication targeted at young people. » Content creation rules including copyright and licensing. » Netiquette (acceptable online behaviour) and how to protect personal information online.
I can...	» Design and implement communication activities, websites, and publications in line with organisational objectives and priorities. » Write clear, targeted concise content and deliver information orally (including in foreign languages, where possible) for different groups of young people. » Co-design and disseminate communication material in partnership with young people.
I feel...	» Motivated to communicate and deliver information to young people in an engaging and empowering way.
C11 Cooperate & Network	Proactively identify and develop advocacy, networking and cooperation opportunities with other relevant services and stakeholders.
I understand...	» The need for cooperation and sharing of resources among services to support young people. » The range of stakeholders, actors and systems at local, regional, national and international level that work in the interests of young people. » Potential for synergies and co-operation between youth information services and other services that work in the interests of young people at local, regional, national and international level.
I can...	» Identify collaboration and advocacy opportunities, initiate contact, and develop and maintain strategic working relationships with relevant services, organisations and stakeholders. » Develop messaging and write clear concise content for stakeholder groups (in foreign languages, where possible). » Where appropriate, represent my organisation and the youth information work profile and interests including public-speaking, projects and networking.
I feel...	» Appreciative of the added value of new partnership and collaboration opportunities and motivated to take on representative and networking responsibilities.

Download the publication on ERYICA & Eurodesk's websites

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SUPPORTING and ENGAGING YOUNG PEOPLE

	COMPETENCE	DESCRIPTOR
C1	Build knowledge	Build and update knowledge on diverse subjects relevant to young people.
C2	Identify needs	Actively listen to and engage with young people to enable them to identify and express their needs.
C3	Manage information	Search, evaluate and manage data from diverse, reliable sources to provide relevant, comprehensive and verifiable information to young people.
C4	Generate options	Adapt information and help young people to identify options that can empower them, foster their autonomy and support active citizenship and participation.

BEST PRACTICE:

Sarah SPITERI, Agenzija Zghazagh – Malta

QUALITY SERVICES

	COMPETENCE	DESCRIPTOR
C5	**Enshrine ethos & values**	Deliver quality youth information services that uphold the right of young people to full and reliable information, which helps them make decisions and effective choices about challenges they face in their lives, and which promotes their autonomy, ability to think critically, and active participation in society.
C6	**Enhance learning & development**	Ensure the continuous personal and professional development of individual youth information workers, teams and organisations to enhance the quality of services delivered.
C7	**Support inclusion**	Demonstrate cultural awareness and expression, ethical behaviour and support inclusion and accessibility so that youth information work does not discriminate on any basis.
C8	**Respect privacy**	Respect and enhance young people's right to privacy, confidentiality and anonymity.

BEST PRACTICE:

Mika PIETILÄ, City of Oulu– Finland

OUTREACH and COMMUNICATION

	COMPETENCE	DESCRIPTOR
C9	**Build relationships**	Provide support and information in a personable, engaging way to ensure the young person feels empowered, heard and safe.
C10	**Communicate effectively**	Use innovative, effective and appropriate ways of communication to design and deliver tailored information to young people.
C11	**Cooperate & Network**	Proactively identify and develop advocacy, networking and cooperation opportunities with other relevant services and stakeholders.
C12	**Outreach**	Implement effective, innovative outreach strategies for youth information services to reach as many young people as possible.

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BEST PRACTICE:

Susan SCOTT, Crosscare Youth Info Services – Ireland

Youth Information Response during COVID

A Clondalkin Community Response Network

I WILL ALWAYS CARE

Clondalkin Cares

Summer 2021 Clondalkin Cares, facebook.com/clondalkin.cares/
invited the community to create cards for a "staying in touch" pack.
This card is one of the twelve chosen to be part of this pack.

If you would like to support our work
please make a donation to our Food Bank:
gofundme.com/manage/please-help-our-food-bank

pisces...PRINT

Sponsored by the Combined Catholic Parishes of Clondalkin

Quarryvale FRC Arts & Crafts Group

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Expanding the reach of Youth Information through collaboration

Live Chat initiative

- An interagency approach to 'raise the profile and improve the reach' of YIS.

- **The Partnership**: Youth Information Officers/workers from the key Youth Work Agencies located throughout Ireland (many of them on part-time hours or with their time divided between Youth Work and YI).

- **The Service**: YI workers provide Live Chat in shifts (from 4-8pm during the week) where young people, young adults, parents, and youth workers can access a 'person to person' Live Chat. A 24/7 free Crisis text service is available too for young people if they would like someone to talk to beyond the Live Chat operational hours.

- **The Outcome**: A successful and valuable service by the general public, as well as from migrant and other under-represented groups.

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Time to Move: Europe at your fingertips

Visit the Padlet here

Time to Move: Engaging youth on sustainability and volunteerism

A Youth Information Team Initiative with content from local volunteer organizations and the Youth Service Outdoor Learning Team.

Aim: to Encourage volunteering at home as a lead in to the European Solidarity Corps in the future.

Explore the website here

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PANEL DISCUSSION: What should be the future approach to European youth information and support?

- *Antje Rothemund, Head of the Youth Department of Council of Europe*
- *Babis Papaioannou, Policy Officer at DG EAC Youth Unit B3*
- *Ingrida Jotkaite, President of the Eurodesk Network*
- *Jaana Fedotoff, President of European Youth Information and Counselling Agency (ERYICA)*

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