



TE-palvelut

tjänster | services

Information, Advice & Online Employment Services @ Jobline

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Why, what, how?

- **Act on public employment and business service**

- the functioning of the labour market
- the availability of skilled labour force



- employment services
 - information and advisory services
 - competence development services
 - services for launching and developing business activities
 - expert assessments related to the service process of individual clients
 - subsidies and compensations
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- **Free of charge**

Multichannel services by Jobline



- since 1994
- established to ease the increasing demand of telephone contacts by jobseekers and employers
- pioneers of email & text-TV

- Educational advice & counselling (2005)
- EURES (2009)
- Career guidance (2010)
- Online groups for jobseekers (2011)



- General counselling and advice for the unemployed
- Counselling and advice on unemployment benefits
- Telephone service for other authorities
- General advice on non-military service

Educational advisors available

- on telephone (18 000 calls)



- by email (4 500 messages)



- at social media (Facebook > 3500 likes)



- 6 experts
- in Finnish, but services available also in Swedish, English & Russian

Typical questions

How can I fund my studies?

What to study and where?

How does the application system work?

What should I study if I definitely want to be employed?

Which service is suitable for me?

National career guidance



- using telephone, video, blog, email
- with or without an appointment
- 6 psychologist
- counselling discussions (annually > 2 000, clients > 1 000)

- to support individual clients in making career choices, in vocational development, placement in working life and lifelong learning
- with the client's consent, appropriate psychological assessment methods may be used in order to assess an individual client's vocational and career options, competence and suitability

Guidance via telephone or video for those who

- struggle with distances or have other difficulties approaching services provided by the local TE-office
- are not jobseekers and do not need other employment services
- want to use the channel for other reasons



Online groups for jobseekers

- guidance and support during different phases of job seeking
- implemented entirely online in Finnish or Swedish 24/7
- in year 2015 30 groups (200 clients)
- using Moodle platform, telephone, chat, video, blog
- 4 tutors, available at office hours



- where to find vacant jobs
- how to contact employers

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- how to apply for a job
- how to prepare to an interview

EURES = European Employment Services



- a cooperation network formed by public employment services
- the objective is to facilitate the free movement of workers within the European Economic Area (EEA) (the 27 members of the European Union + Norway, Liechtenstein and Iceland) and Switzerland
- targets both jobseekers interested in moving to another country to work or to study and employers wishing to recruit from abroad

Next steps...?

New groups

TE-
telephone
services

Video-
services

Chat

Major challenges in the near future



- changes at the whole educational structure
 - reform of the labour market training and upper secondary level
 - plans to cut down the adult education allowance and offer a study loan instead
 - study grant cutbacks: raise a loan to eat?
- risk factors at the service provision
 - are the guidance services equally accessible when one is unemployed, employed, young, adult, poor, rich, educated, uneducated, living at the urban or rural area...
 - do the services remain free of charge



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