



## Outreach Mobile Team

available, affordable  
person centred services for  
the ones left behind

### WHAT IS OUTREACH WORK AND MOBILE TEAM SERVICES?

All around the world, there are children and families, persons with disabilities, sexual commercial workers, young people not in education, employment and training (NEET's), elderly, minority and many others who **do not have access to social, health, employment and education services**. This in turn is seen as one of the main factor for inequalities in health, personal and social development and educational achievement.

The outreach work and mobile team services are two complementary community-based services, usually delivered in accordance with other social and community-based services.

**The outreach work** aims to establish **contact** with “hard to reach” individuals, groups and those facing multiple barriers, **inform** and **provide them with appropriate support** available in their communities (in the education, health, social, employment, transition from school to work). The fundamental goal of the outreach work is to start a process of **social interaction** between people in need, on one hand, and some kind of support-oriented organizational body on the other. It provides **direct, flexible and responsive services**.

**The mobile team service** aims to provide **specialized interventions**, defined by the previously assessed needs and situations of the vulnerable groups. In most of the cases, these services are delivered in the households of vulnerable groups or in the community-based residences. They include a provision of **variety of specialized integrated socio-health, socio-educational and socio-employment services**.

These services meet people in situations when they need help the most and when they have strong incentives to make changes in their lives, but it can also include contacting people when they are less favorable to have relation with professional help, and when they don't want to share aspects of their lives with others.

The provision of both this type of services requires the involvement of **multi-agency partnerships**. Different agencies from the Government, Non-Government and Business Sector play an important part in designing and delivering appropriate methods to identify, reach out to, engage and activate vulnerable groups in the society.

In the Western Balkan economies, these services are mainly provided by the Civil Society Organizations in cooperation with public social protection institutions and local government units. On EU Level, the provision of these services is based on **formalized Public-Private-People Partnership**. **Strong and formalised partnership and regular information/data sharing between all agencies are essential for a successful and sustainable provision of these services**.

### HOW WILL THIS ONLINE COURSE HELP YOU?

This course will provide sufficient knowledge to its participants, with which they could embrace the idea of local government working for provision of community-based services in particular of **outreach work and mobile team services at local level**.

The main goal is to improve the knowledge of professionals from the local government units in setting up and scaling up Outreach Work and Mobile Team Services at local level.

### COURSE OBJECTIVES

By the end of the course, you will be able to:

- Understand the concepts of Outreach Work and Mobile Team Services, their purposes, objectives and main **benefits of provision of these services at individual, local and national level**.
- Recognize the key steps in **planning, establishing and maintaining partnerships** with key stakeholders coming from the Government, Non-Government and Business Sector in **provision of Outreach Work and Mobile Team Services**.
- Apply technical and functional standards for provision of quality outreach work and mobile team services.
- Identify key factors that ensure the sustainability of the Outreach Work and Mobile Team Services and how the services are financed on EU and non-EU level.

## TARGET AUDIENCES

The course is designed for professionals working in the units of local self-government and Local Government Associations who are responsible for social protection and have certain initial knowledge on the topic.

## COURSE STRUCTURE

This course is divided in four modules:

- Module 1 - The concepts of Outreach Work and Mobile Team Services and their impact.
- Module 2 - Key stakeholders and partnerships in provision of Outreach Work and Mobile Team Services.
- Module 3 - Provision of Outreach Work and Mobile Team Services.
- Module 4 - Ensuring sustainability of Outreach Work and Mobile Team Services.

Each module will be delivered in the period of one week, therefore, the entire period for the course delivery and completion is one month.

## LEARNING METHODS

This course is facilitator-guided and offers online learning methodology and tools including readings, case studies, videos, guided discussions, assignments and quizzes. These interactive tools will enable you to share your views, discuss with others and receive feedback. Vivid forum and online discussions and exchange of ideas and thoughts will encourage you to establish a permanent network of practitioners who work in local governments on social protection.

## HOURS OF STUDY

For successful completion of the entire course, you will need to devote 12 hours in total, or 3 hours of learning per module, per week.

## EVALUATION OF KNOWLEDGE AND CERTIFICATE FOR COURSE COMPLETION

In order to get certificate for course completion, you should complete all the readings, actively contribute to the discussion forums, responding to the specific assignments, and complete the quizzes. Each of these tasks is scored with maximum of 100 points, while the threshold for successful completion of the course is 70 points.

## LANGUAGE

This course is available in English language.

## COURSE DELIVERY

The first delivery of the course will happen from 03 May – 30 May 2021 in collaboration with NALAS member Local Government Associations. To express interest for the course, please contact the Local Government Association in your economy or NALAS at [info@nalas.eu](mailto:info@nalas.eu)

## THIS COURSE IS PART OF NALAS e-ACADEMY

NALAS e-Academy is an online platform which enables dissemination of relevant regional knowledge to each municipal employee in SEE, in the same time offering opportunity for an interesting, creative, step by step learning. NALAS e-Academy provides a superb knowledge on topic relevant for local government professionals in the areas relevant to their work. Taking advantage of new technologies, the learning experience provided by the NALAS e-academy is affordable, innovative and practitioner focused.

## COURSE FACILITATOR

Mrs. Aleksandra Georgievska



Mrs. Georgievska has extensive experience of 12 years in development and implementation of Social Protection and Social Services Programs for different vulnerable groups. She holds master's degree in Philanthropy and Social Entrepreneurship from the University of Bologna, Italy and bachelor's degree in Social Work and Social Policy from University Ss. Cyril and Methodius, Faculty of Philosophy, Skopje. She was involved in preparation and implementation of capacity building activities for different types of stakeholders at central, regional and local level in the social protection and welfare sector.