

Senior Expert Corps – a Project of Swisscontact

Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work

The retired professionals of our Senior Expert Corps (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

SEC Assignment in Albania, 2018

Assignment No. 3366

Location	Tirana, Albania
Client	Swisscontact C4EE, National Employment Service (NES)
Expert	Hans Vogel, Dr. Prof. for Political Science
Period	30.05. - 20.06.2018



Client Profile

The Coaching for Employment and Entrepreneurship (C4EE) is meant to help longterm young job seekers to improve their employability and/or their entrepreneurial skills. The program was developed by the school for social work in Lucerne and Swisscontact has successfully established C4EE among NGOs across Albania.

Currently, C4EE is being institutionalised in the state driven National Employment Service (NES) and its 25 regional offices across Albania.

Tasks

The SEC expert was expected to work on the managerial and communicative preconditions that are vital for the successful application of C4EE among NES offices.

Results

After visits in 6 regional NES offices and systematic interviews with managers and social workers, discussions with C4EE representatives of Swisscontact and a workshop with NES head office executives a draft of a SWOT analysis and 17 recommendations including guidelines for implementation was worked out by the SEC expert.

The recommendations focused on

- shifting the NES' principle objectives from "employments" to "employability",
- increasing the efficiency and capacity of frontline services to job seekers (shifting workforce from backoffice to frontline),
- expanding competences and responsibilities of NES regional offices.

The resulting report was presented to the NES head office and the CEOs of the NES regional offices.