



Регионална Ромска Образовна Младинска Асоцијација



## Guidelines for building a quality support system for Roma youth



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## **A few words ...**

This publication is created within the frame of the project “Strengthen quality support systems for Roma youth” supported by the Youth in Action Programme.

The seminar "Strengthen quality support systems for Roma youth" aimed to develop a comprehensive approach on the issue of youth work with Roma and non-Roma on local, national and international level, to strengthen cooperation and relations between Roma and non-Roma youth and youth organizations in order to strengthen the conceptual understanding for intercultural dialogue, youth empowerment and mobilization. The four day lasting seminar brought together 41 youth leaders from 11 organizations (Germany, Bulgaria, Hungary, Poland, Slovakia, Spain, Czech Republic, Romania and Italy, Albania, Macedonia), that are engaged at a local, regional and national level in the empowerment process of young Roma.

The group of this seminar managed to establish some guidelines divided in specific areas that can be used as a basis for a support system for Roma youth involvement within the next programme for youth.

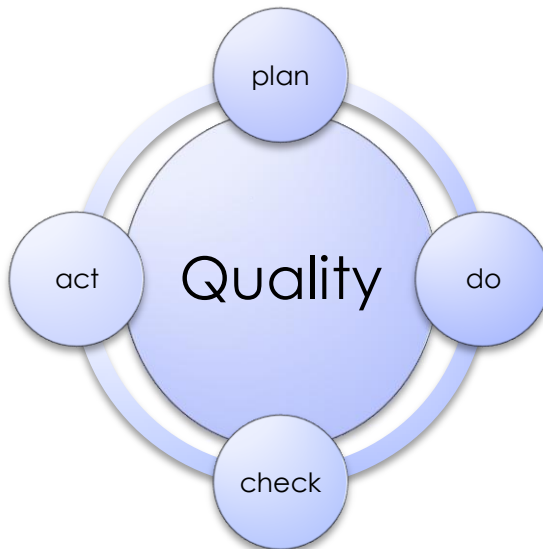


## What is a quality system?

Having a system basically means to have a clear purpose and mechanism that moves and achieves. While doing all this, it is essential to leave evidences about your work, as well to create a structure that has clear roles and standards.

What we do is standardize, work and engage with people, while we document!

And we add quality to it by planning, doing, checking and acting in accordance with the system.



The guidelines created for this purpose will fall under these five areas:

1. Direction and purpose
2. Governance and leadership
3. Coaching and Learning
4. Resources and support
5. Using the results for improvements

## **Direction and purpose ...**

The development must be active and effective.

What are the aims? Or, where do we go?

Clear the idea for existence, namely why is this needed!?

Involve people – feedback matters!

Give insight into theories and practices.

Document your meetings, so you can know the final direction.



## Governance and Leadership ...

You must know about the abilities and experiences of your people!

Motivate; Adapt and Value!

Poses Knowledge!

Educate others!

Be professional!

Share the positive energy!

Be organized!

Be transparent!

### Boss                      &                      Leader

Drives employees	... Coaches them
Depends on authority	... On goodwill
Inspires fear	... Generates enthusiasm
Says, "I"	... Says, " We "
Places blame for the breakdown	... Fixes the breakdown
Knows how it is done	... Shows how it is done
Uses people	... Develops people
Takes credit	... Gives credit
Commands	... Asks
Says, " Go "	... Says, " Let's go "

## Coaching and Learning ...

Coach and Learn!

Give enough information.

Map the knowledge.

Give the space to people, so they can learn.

Involve youth and share the needs.

Share the knowledge among the youth.

Enable everybody to speak up!



## **Resources and support ...**

Be there!

Have sufficient human resources.

Provide the necessary support.

Expand the partnerships.

Share the contacts.

Provide enough information!

Manage your resources.

Lead your people through change!

Help; Support and Advice!



## **Using the results for improvement ...**

Document the materials that are being used.

Evaluate the results.

Be honest to yourself!

What is good and what is not!?

What needs to be improved!?

Revise the partnerships.

Share the outcomes.

Share the learning and experience.



Share the  
experience



## Final words ...

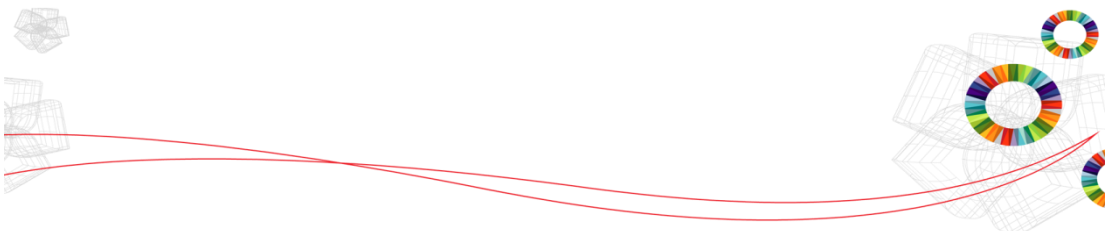
We believe that there are many other systems for support and guidelines that can help and we are aware of that fact.

We also believe that it is important to cultivate your system and improve it, whenever it is possible to do so. Since, it is in the human nature to look for support in time of need, it is crucial to have our support systems in place before we need them.

A strong support system can help vulnerable or marginalized youth. Decades of research have shown that there are tremendous benefits in having a network of supportive relationships. WE believe that a network of facilities and people who interact and remain in informal communication for mutual assistance can bring the necessary change on the ground.

This project supported the inclusion of young people with fewer opportunities and therefore fulfills one of the most important priorities of the Youth in Action programme. Mutual cooperation between Roma and non-Roma people and associations was the basis of our common work, as well as the desire to change discrimination through a new optimistic and positive image of Roma based on our work. The participants had the opportunity to discuss the issues of non-formal learning, youth mobilization and the opportunities that young Roma have to participate in social and political life. The seminar looked particularly into the practices of intercultural dialogue on local level, but also how to connect these to international projects based on the tools of Youth in Action.

Most important, the seminar managed to establish guidelines that can be used as a basis for a support system to develop new projects within the next programme.





Created by:



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