

Employment Intermediation

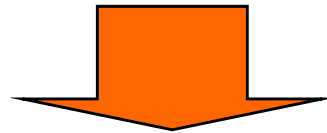
Case study review, study into possible mechanisms to encourage placement and recommendations

Why focus on EI

- Globally successful employment services reduce the number of people who are unemployed and the length of time people spend looking for work.
- Question for SA and DoL is how can we improve the current services.
- Decided to look at what was happening in other countries and what private stakeholders were doing in SA

The projects

1. Desk top research into international best practice combined with 7 case studies of different types of services in South Africa
2. Considers the context in which EIs are located and focuses on three areas of intervention: labour market information; a subsidy: either as an employment voucher, job search subsidy or education voucher and a life skills 'start-up pack'



Identification of possible interventions and programmes to improve the service

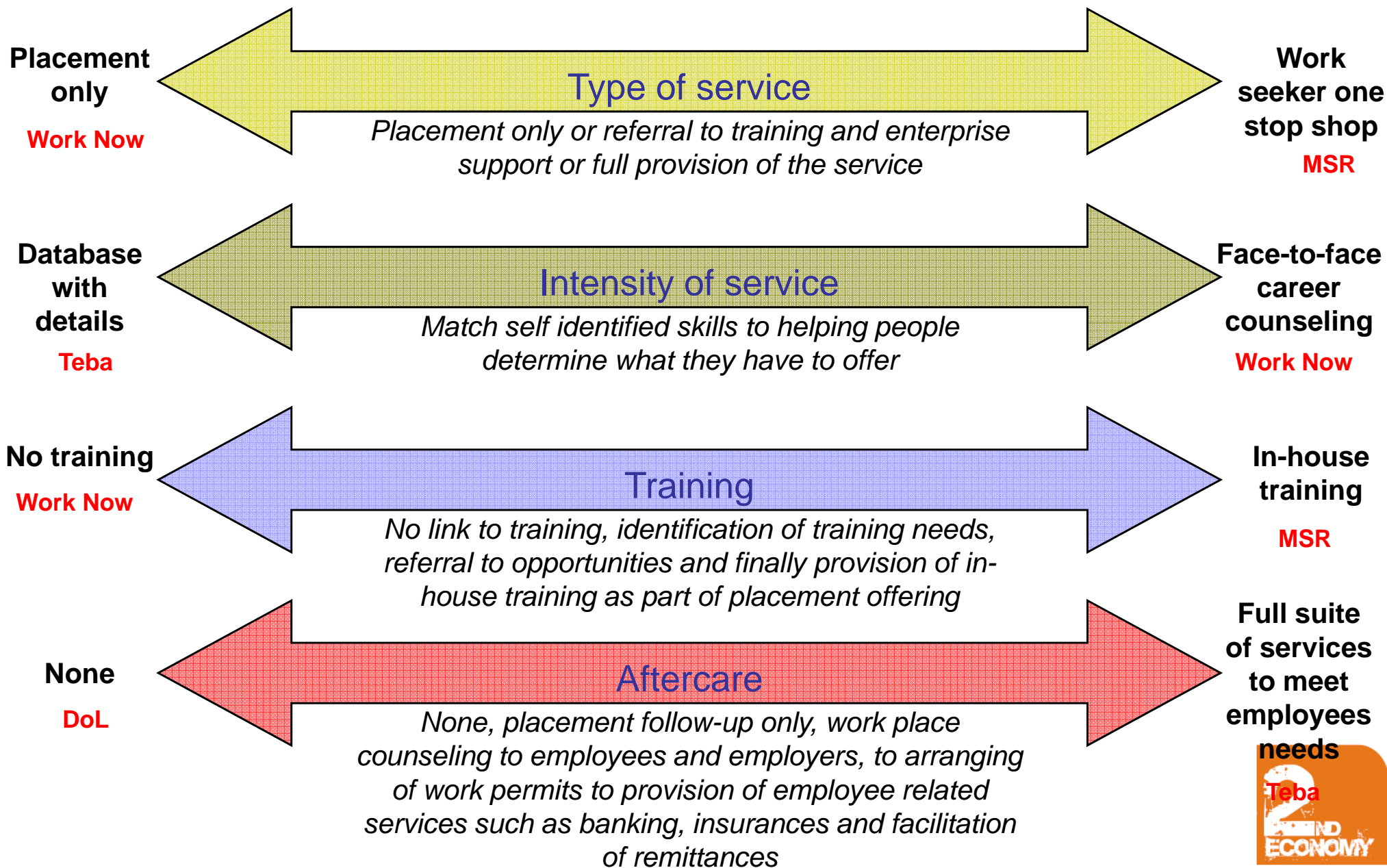
Who provides the service

- Public Sector
 - Dept of Labour
 - EPWP exit and satellite programmes
 - Umsobomvu and other targeted programmes
 - Local authority programmes
- Private sector
 - Sector based placement agencies e.g. TEBA
 - Labour brokers
 - Traditional placement agencies that have targeted key sectors e.g. call centres
- NGOs
 - Training NGOs which place students
 - Church and youth NGOs in response to a need for the service
 - Focused EI NGOs

The various elements of the service

1. Databases & online recruitment services
2. Job brokering
3. Facilitation of work experience
4. Training
5. Advice
6. Benefit administration
7. M&E

Continuum of service



Findings 1

- Most successful in a growing economy or when there is a mismatch of information
- Generally the State needs to play a role either financing or providing the service at the bottom end of the market
- Partnership approach is best
- Networked approach or one stop shop is best
- Personalised service (rather than databases) work best at the bottom end of the market
- Where relationship managers exist this adds huge value to the service
- Public sector employment programmes and incentives are the best mechanism to address the needs of the long term unemployed
- Where there is a link between the employment service and prioritisation of training and trainees you get the most targeted results

Findings 2

Sector:

- Lack of coordination between providers of different types of services
- Poor networking in the sector
- In general the State service not very effective at securing placements
- Several NGOs providing the services in the 1980s no longer operational
- New type of NGO emerged dedicated to EI
- State not capitalising on the resources and passion of NGOs

Generic barriers to entry into the job market

- Language
- Workplace life skills
- Networks

Findings 3

El services do:

- Speed up job search programmes
- Allow for better job retention
- Help people think of alternative job options
- Offer better local access to jobs
- Create a limited number of short-term work opportunities mainly at the individual household level

El services do not:

- Create new permanent jobs
- Address the mismatch between available work and desired work

Proposed way forward

- Set up a forum of all employment agencies operating at the bottom end of the market to share ideas
- Meet with Social Development to standardise the reporting data collected from NGOs doing the work
- Explore partnership with international players e.g. Job Centre Plus
- Work with the 2nd economy Strategy Project to define additional research into labour brokers
- Forge partnerships with some of the private players at the pilot sites to harness resources – MSR in Pretoria, Joburg City in Gauteng and Teba in Thohoyandou
- Set up new municipal pilots as per designs in next two slides

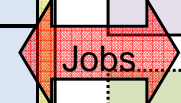
Possible services in pilot sites

- SETAs, providing learnership opportunities
- EPWP and Community Work Programme offices identifying and ring-fencing opportunities for placement centre recruits
- Training providers offering SETA or DoL accredited training
- Referrals & outsourcing**
- Business advice services e.g. Red Door, Seda, Umsobomvu and others accepting referrals and ring fencing vouchers
- Regulatory enforcement and monitoring or compliance with the law provided by DoL offices
- Public transport providers making provision for transportation to long distance destinations and after hours

Job Placement Centre Services (State subsidised)

Work seekers	Employers
Database of jobs & access to internet job searches	Database of work seekers
Career info service	Sharing local economic data
Pre interview training, skills identification and CV preparation, job counselling	Assessment interviews, screening, reference checks
Identify learnership & work experience opportunities	Labour relations info Pro forma contracts Wage rate info Labour law advice
Training needs assessment, opportunity identification & facilitate access	Networking events & regular communication
Accredit & monitor labour brokers	Labour broker contracts
After-care support: tracking employee & employer placements & satisfaction, telephone support	
Referrals	
Monitoring and evaluation data	

- ### Locally Based /Individual Employers
- Register job vacancies & requirements with Job Placement Centre
 - Initiate EPWP and Right to Work programmes
 - Offer learnership or work experience opportunities
 - Facilitate on the job training opportunities
 - Provide feedback to JPP on performance of the work placements
 - Encourage other local employers to participate
 - Act as workplace mentors & coaches



- ### Job Intermediator/Placement Labour Broker Services
- Liaise with Job Placement Centre
 - Organise safe transport for work seekers
 - Organise safe and decent accommodation for work seekers
 - Facilitate contracts with employers, & manage contracts on behalf of employers
 - Liaise with employers to facilitate skills development for work seekers
 - Provide after-care support for placements
 - Possible on the job supervision
 - Possible provision of tools

Work flow

