

OCCUPATIONAL STANDARDS

1. NAME AND CODE OF THE OCCUPATIONAL STANDARD

Intercultural mediator (208711500)

Klasius-P16 Social work and counselling (0923)

Klasius-SRV: Sub-level 6/1: outcomes, certified NOQ system (26100)

2. NAME AND CODE OF THE OCCUPATION

3. LEVEL OF WORK COMPLEXITY

(VI)

4. PROFESSIONAL KNOWLEDGE AND SKILLS

The candidate shows the ability to:

- plan and organize their activities in the field of intercultural mediation
- operate as a communicational bridge between people whose first language is not Slovene and stakeholders in the field of integration/integration of migrants
- establish and promote intercultural communication and participate in institutional and non-institutional settings
- establish an open attitude towards linguistic, cultural and other diversities of target groups
adhere to the principles of interculturalism, based on the respect of the diversity of people and their coexistence and overcoming stereotypes and prejudices
- ensure quality and efficiency of work, focus on problem solving in any given situation
protect health and the environment and use modern information and communication technologies (ICT)
- invest in their own professional development in the field of integration

5. DESCRIPTION OF THE OCCUPATIONAL STANDARD

Field of work	Key tasks	Knowledge and skills
Assessment, planning and work organization	plan and organize their activities for intercultural mediation between migrants and other stakeholders related to the integration of migrants	<ul style="list-style-type: none"> • adhere to the basic principles of planning, monitoring, organizing, documenting and evaluating the results of their activities • use basic computer programmes and other ICT tools • plan their activities in cooperation with programme providers from various institutions and organisations • are familiar with the workings of public administration, NGOs and informal networks as well as their interconnection • understand the Slovene legislation in the field of immigration • show awareness of social, cultural and economic characteristics of one or more countries from which migrants come to Slovenia, and constantly strive to improve their knowledge through lifelong learning • rationally plan their time and field work
Operational activities	establish and facilitate intercultural communication within and outside of institutions related to the integration of migrants	<ul style="list-style-type: none"> • provide intercultural and language mediation in Slovene and the language of migrants in education and vocational training, employment, healthcare and social security, housing, public administration, etc. • use different modes of language mediation • understand the most common barriers to the integration of migrants in Slovenia • use and adapt terminology on intercultural mediation • show awareness of social, cultural and economic characteristics (including linguistic, religious, political and other) of at least one foreign country/territory, and constantly strive to improve their knowledge through lifelong learning • understand how public services work • understand different beliefs and practices of the migrants in need of intercultural mediation and understand culture-specific beliefs and practices present within and outside of institutions in Slovenia

A SAMPLE FOR SLOVENIA

	provide information to target groups/migrants on their rights and duties in Slovenia	<ul style="list-style-type: none"> • understand the structure and activities of state and public administration and other organisations in Slovenia, and the migrants' territories/countries of origin for whom intercultural mediation is provided • know categories or statuses of migrants and understand the rights and duties of migrants in Slovenia • assist migrants to get acquainted with the structure and activities of state and public administration and other organisations in Slovenia • assist migrants to exercise their rights and duties in Slovenia related to education, employment, healthcare, administrative procedures, social security, etc. • show awareness of social, cultural and economic characteristics (including linguistic, religious, political and other) of at least one foreign country/territory, and constantly strive to improve their knowledge through lifelong learning
	help strengthen the intercultural dialogue between migrants and other people in the Slovene society	<ul style="list-style-type: none"> • understand the importance of integration as a two-way process and show ability to convey this to the target group and other residents of Slovenia in the process of intercultural mediation • promote social networking • understand the importance of intercultural dialogue in various fields: cultural, social, economic, etc. • respect and promote gender equality • understand migration processes and the importance of migrant integration • make workers in various organisations and others citizens aware of the cultures of migrants and facilitate them in developing an appropriate attitude towards the cultural habits, practices and beliefs of the migrants.
Administrative work	keep records	<ul style="list-style-type: none"> • run their own intercultural mediation business • operate in accordance with the rules of document management • follow the rules of office management • document all activities and tasks performed • use suitable software
Quality Assurance	Assuring quality of the tasks performed	<ul style="list-style-type: none"> • respect the principle of confidentiality, protect personal and work-related data • ensures the accuracy of information received and information given

A SAMPLE FOR SLOVENIA

		<ul style="list-style-type: none"> • manage stress and show an emphatic attitude • operates ethically and professionally • advocate equality of all people and advocate measures against injustice, discrimination and racism • advocate human rights and show respect for different cultural, linguistic, religious and other beliefs and practices • maintain an appropriate relationship with the institutions and organization with which they cooperate • strive for their further professional training and self-education • perform self-evaluation and evaluation of work • adhere to the Slovene legislation and the international legal standards in performing their tasks
Health and environment protection	protect their own health as well as the health of end-users and the environment	<ul style="list-style-type: none"> • follow the rules of workplace safety and fire safety • maintain order, cleanliness and ensure proper waste management • alert end-users of any danger that could compromise their health and safety • rationally manage energy, materials, natural and other resources (premises, equipment) used for work • understand the basic principles of sustainable development related to the protection of health and the environment • understand the relationship between health and the protection of a healthy environment