

Engelska

Faktablad för arbetssökande –
Stöd och matchning – mer stöd i
jobbsökandet

2014-12

Support and Matching – more support in your job search

Support and Matching is a service for you who need intensive and individually adapted support in your job search. The service is given by private service providers who have a contract with Arbetsförmedlingen and offers you substantial help on your way to finding work. This support can be both tools for your job search and help in establishing contacts with employers. You choose yourself the service provider that you would like to use for the service. The aim of the Support and Matching service is for you to be able, as quickly as possible, to find a job or begin studies.

Your circumstances and needs are what decide

Your employment officer decides if you can participate in Support and Matching and the level of support that you are to receive. The service has four different levels:

Basic support and matching

Help in improving your job search, job matching and contacts with employers and networks.

Block 1: At least 30 minutes in individual meetings and four hours of activities per week. (3 months)

Block 2: At least 30 minutes in individual meetings and nine hours of activities per week. (3 months)

Basic support and matching with language support

The same support as in basic support and matching, but you participate in your mother tongue, in another language that you speak well, or with the help of an interpreter.

Block 1: At least 45 minutes in individual meetings and four hours of activities per week. (3 months)

Block 2: At least 45 minutes in individual meetings and nine hours of additional activities per week. (3 months)

Enhanced support and matching

More time with your service provider than at the basic level.

Block 1: At least 30 minutes in individual meetings and eight hours of activities per week. (3 months)

Block 2: At least 30 minutes in individual meetings and twelve hours of activities per week. (3 months)

Block 3: At least 30 minutes in individual meetings and 20 hours of activities per week. Workplace experience is included. (3 months)

Enhanced support and matching with language support

More time with your service provider. You participate in your mother tongue, in another language that you speak well, or with the help of an interpreter.

Block 1: At least 45 minutes in individual meetings and eight hours of activities per week. (3 months)

Block 2: At least 45 minutes in individual meetings and twelve hours of activities per week. (3 months)

Block 3: At least 45 minutes in individual meetings and 20 hours of additional activities per week. Workplace experience is included. (3 months)

The content of the service is adapted entirely according to what you and your service provider consider that you need to do or learn in order to find work. You participate in Support and Matching for three months, and then we assess the progress that has been made. We can extend the service by a further three months, and in some cases by an additional three months after this. You can participate in Support and Matching for a maximum of nine months.

What you can receive in the service

Your circumstances and needs are what determine the content of the service that you receive. Some examples are: support in finding and applying for work, help in creating application documents, contacts with employers, motivational meetings, computer training, study and vocational guidance, study visits, activities at workplaces, language training, etc.

You choose the service provider

You choose yourself the service provider that you would like to use. At arbetsformedlingen.se, under the “Support and Service” (Stöd och service) tab, there is more information about all of the service providers

and instructions about how to apply. When you are making your choice, look, for example, at the service provider's methodology, language, knowledge of a business sector or other specialisation. You can also look for service providers at your place of residence. Then inform your employment officer of which service provider you have chosen.

How it works

1. Your employment officer decides that you are to receive the Support and Matching service and assesses the level of support that suits you best.
2. You choose a service provider and inform your employment officer.
3. The service provider contacts you for a first meeting. This is an introductory meeting in which you make a plan for what you will do to find a job more quickly.
4. During the period that you are participating in Support and Matching, you must continue to follow your plan with Arbetsförmedlingen, search for work and submit activity reports, just as normal.
5. After three months, your employment officer and you evaluate the progress that has been made and assess whether you need an additional three months of the Support and Matching service.

The option of changing service provider

If you feel that the support that you are receiving does not meet your needs, you have the option of changing your service provider. Contact your employment officer and you can receive help with making the change. A 14 day period of notice applies, which means that you must continue with your existing service provider during this period. You then continue with the new service provider at the point you have reached in the service. Consequently, you do not begin a new three month period.

Please remember to always contact us if you have any complaints about your service provider.

Call us at 0771-416 416 if you are interested and would like to know more. You can also visit your nearest employment office, or visit us at arbetsformedlingen.se.