



# Case Study

## Mentoring Programme

Glasgow, Scotland, UK

Migration Yorkshire, Civic Hall, Calverley Street, LEEDS, LS1 1UR +44 [0]113 395 2439  
www.romamatrix.eu [roma.matrix@migrationyorkshire.org.uk](mailto:roma.matrix@migrationyorkshire.org.uk) Twitter - @RomaMATRIX

English

## Public authority mentoring programme: Eugen Balog's story

BY: GLASGOW CITY

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CONTACT: LOUISE  
CUMMINGS

EMAIL:  
[LOUISE.CUMMINGS@JBG.ORG.UK](mailto:LOUISE.CUMMINGS@JBG.ORG.UK)

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### Background

Jobs and Business Glasgow (JBG) is part of the Glasgow City Council (GCC) family of departments and Arm's Length External Organisations (ALEOs). JBG is responsible for the delivery of employability services in the City.

The JBG Roma Project delivers a range of employment support to the community, concentrating services on the approximately 3,500 Roma from Slovakia and Romania to the city. This includes running self-employment courses for Roma to encourage the development of their own businesses as well as a range of additional support. The Roma Project.

JBG were responsible for the supply and delivery of the Roma Matrix Mentoring Programme. Roma Matrix is led by Migration Yorkshire and funded by the Fundamental Rights and Citizenship Programme of the European Union.

The aim of the Roma Matrix Mentoring Programme is to provide Roma people with an opportunity to develop the personal and professional skills to work in the public sector. The programme provided paid employment and mentoring from experienced public officials.

### What was the issue?

Eugen had been previously registered with JBG employability project and found employment as a Land & Environmental Operative. The contract expired in 2014 and he became unemployed.

Eugen speaks Slovak and Hungarian languages fluently. However, he did not have any previous experience of working in an office environment. He had very little confidence as a volunteer, especially in speak with clients, answering phone calls or attending meetings conducted in English language.



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*"Eugen has made the most of the Roma Matrix training opportunities and the time he has spent on available courses. He created viable career options and explored how to attain them. Eugen's is highly appreciated by his colleagues and valued by the wider Roma community. I am confident he will succeed in areas of his future development and continue to showcase positive and encouraging example to Roma or indigenous population."* Louise Cummings, Guidance Adviser, JBG.

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*"This project helped me to improve my English speaking skills, dealing with clients in English language. I have learnt and developed ability to work office environment."*

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*I have accessed various valuable training through the Roma Matrix programme. I attended personal development sessions, self-employment start up course and I will attend CCTV security course and possibly CPC driving qualification in near future."* Eugen Balog, Roma Mentee

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## What difference did we make?

Eugen was successful in securing a contract within the Roma Matrix framework as Roma Matrix Mentee. Over time he has developed excellent communication, interpreting and office administration skills. Eugen has made great progress and proved that being Roma does not have to restrict someone from improving their career.

He is also attending Entrepreneurship Training and benefiting from all the internal training opportunities within Jobs & Business Glasgow. He participates in Roma Project Team Meetings, which has provided him with an insight from the wider public into the Roma community itself. Eugen has stepped up on professional level; raised his chances significantly to secure employment which he would not have thought of being able to do before joining the Roma Matrix programme.

He has improved his confidence, and learned many activities and is confident with face-to-face interpreting, answering calls or passing information over the phone, working with internal databases, updating records online or in written form and assisting with day-to-day running of the office.

Eugen has attended various training since he joined Roma Project. He is keen to secure employment as a bus driver as well as to explore opportunities in the security sector. He attended an interview with First Bus company and applied for a job with other service providers. Eugen would like to obtain the CPC qualification for driving or CCTV licence within SIA security training in near future.

It has been very challenging and exciting for Eugen and good to see he is planning ahead for future employment opportunities he would not have considered previously. He attends JBG internal and external meetings where he promotes our services and the impact on Roma and he essentially helps to understand and strengthen the dialogue between different community groups.

Eugen has achieved many personal objectives since he has participated in the Roma Matrix framework by working for JBG Roma Employability Project. He feels much more comfortable working in an office environment, dealing with members of the public as well as being a part of mainstream employability project. He is now in much better position when he applies for suitable jobs.

It is rewarding that Eugen found ways to work towards his future career path stemming from Roma Matrix training and funding available. He has developed clear and structured notions of what progress he would like to make with his career and personal life generally.



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### What did we learn?

**1. That mentoring Roma is rewarding to all parties involved: the institution/public services; Roma and mentors alike**

**2. That mentoring accelerates Roma capacities to become more independent and take greater personal responsibility for job search and employment/educational skills which embeds skills to use later on in life**

**3. That training of mentors and structured contact time with mentees is of great benefit, keeping everyone motivated in the self-employment programme**

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