



SERBIA



Café Bar 16

Country of origin	Serbia
Venue of activity	Urban
Implementation level of the good practice	Regional
Typology	Typology 3 <i>de facto</i> WISE

HISTORY OF THE WISE

“Sixteen” is a WISE launched in 2017 by the Center for Youth Integration, an association of citizens from Belgrade. This association has been advocating for years for greater social integration of children involved in life or work in the street, as well as creating a support system for all vulnerable children. “Sixteen” helps employing former users of the drop-in shelter by providing children and young people between the ages of 16 and 19 with training and internships as waiters and bartenders. The WISE gives them the opportunity to leave the group of social assistance beneficiaries.

STAFF

Since the employees of the Café Bar 16 are young people who are beneficiaries of the drop-in shelter, the team of outreach work experts regularly visit places where the children live, work or spend their time. The drop-in shelter team of professionals consists of social workers, special pedagogues, a nurse, psychologists, and a lawyer.

ADDITIONAL INFO

Website: <https://cim.org.rs/svecano-otvoreno-socijalno-preduzece-kafe-bar-16/>
[Facebook Page](#)

Short description of the good practice of Café Bar 16

WORK ACTIVITY

Young people in the Café Bar 16 work as waiters and bartenders, carrying out the following activities: receiving an order from a guest, transferring orders to staff, setting tables, cleaning tables after use, invoicing, billing services etc.

DEVELOPED COMPETENCIES

Café Bar 16 is working with a high-risk group of youth who come from informal settlements and who spend most of their lives living and working on the street and often without basic formal education. Therefore, the basic competencies that are to be developed are primarily acquiring basic work habits and training to perform the expected occupation.

Café Bar16 aims to increase the employability of this group of young people through a comprehensive support system, empowerment, and inclusion in the system. Future employees attend a course for waiters and bartenders, as well as work practice, after which they receive certificates that will facilitate their integration in the labour market.

There are currently 4 employees working in the Café Bar 16, but besides that, the WISE collaborates with many hotels, restaurants, cafes, and other facilities that give opportunities to young people for work and practice. By working in a coffee bar, young people gain experience that will give them the opportunity for a further employment in the hospitality industry.

EDUCATIONAL PATH FOR PEOPLE IN INTEGRATION

The life circumstances in which young integrated employees grow up are often such that they lack a lot of knowledge, basic literacy, incompetence for many jobs. Therefore, the educational path, in this case, is constant. Even through work and communication with café guests, these young people build their self-confidence and experience as a step away from life and work on the street. Learning in this case refers not only to the skills needed to work in a cafe, but also to the general life skills necessary for integration into society.

One of the goals of the young people's work in the coffee bar is to become independent and start living outside the informal settlements and non-stimulating environment. So, among the general tasks related to the work process, it is important for youth to improve their soft and communication skills, prioritising and time management.

SOCIAL, TRANSVERSAL COMPETENCIES - PROFESSIONAL ATTITUDE

When it comes to training, the basic rule is regular attendance, and for this, it is very influential how motivated are young people to join the training. Working on the street brings a certain daily amount of money, with which the youth often feed entire families. For that reason, this must be compensated in some way in order to start training.

Centre for Youth Integration through its Employment Support Programme provides the necessary support in the form of financial subsidies, food, clothing, which are available to youth in the transition process when they are between attending training and getting a job.

More than 30 street involved youth were supported through the Employment support programme, have improved their knowledge and skills, and have gained their first, formal job in Café Bar 16 and other partner bars and restaurants.

COORDINATION OF ACTIVITIES

(Presentation, description, and forms of learning processes)

The Centre for Youth Integration has its educators who create and revise individual action plans for each beneficiary in accordance with the needs of the program in cooperation with the coordinator and the rest of the expert team. In addition, integrated employees are asked to encounter potential difficulties by consulting with their educators and coordinator.

Working hours are divided into two shifts of eight hours each, the first from 9:00 AM to 5:00 PM, and the second from 5:00 PM to 12:00 AM. When it comes to workflow, the possibility of a rotation mechanism exists, and employees are allowed to agree among themselves how they will be deployed each week.

FINANCIAL SUSTAINABILITY/ FINANCIAL MODEL

Café Bar 16 operates like any other café and distributes the profit to the salaries of employees and covers the costs of regular business operations.

During the COVID-19 pandemic and security measures, the survival of the entire program was at risk. In such a situation, the WISE decided to prepare a crowdfunding campaign, and thanks to donations, the Café Bar 16 continued to operate and provide further assistance to young people at risk of living and working on the streets.