



**BELGIUM**



**Proxiservice**

<b>Country of origin</b>	Belgium
<b>Venue of activity</b>	Urban area
<b>Implementation level of the good practice</b>	Regional
<b>Typology</b>	Typology 1 Institutional WISE

## HISTORY OF THE WISE

Proxiservice has been existing for more than 20 years.

It was born from the initiative of some trade unionists of the region. Its main activities at the beginning were gardening, electricity services, plumbing, painting, upholstery (line-up), building work, and house moving. In 2004, Proxiservice extended its activities to service vouchers. Now, new services have been developed: cleaning, ironing, grocery services, laundry, meals preparation and small sewing works, only in certain cases.

## STAFF

Two directors, a planning coordinator, a technical supervisor/prevention counsellor, two job coaches. Currently, 92 people are employed, 56 out of which are disadvantaged workers.

## ADDITIONAL INFO

Website: <http://www.proxiservice.be/>

[Facebook Page](#)

## Short description of the good practice of Proxiservice

### WORK ACTIVITY

Services of the enterprise:

- Cleaning;
- Ironing;
- Grocery services;
- Laundry;
- Meals preparation;
- Small sewing works, only in certain cases.

### DEVELOPED COMPETENCIES

Skills linked to the above-mentioned services are developed thanks to job coaching. Soft skills concerning interaction with clients are also developed on the ground with a job coach. Every disadvantaged worker has a job coach leading tasks to be trained and to execute during the service. The expected goal is to comply with the given tasks and with the client's expectations.

### EDUCATIONAL PATH FOR PEOPLE IN INTEGRATION

During the hiring process, the disadvantaged person is welcomed by the Director for what concerns contracts and social documents. Then, the person is welcomed by his/her job coach to discuss the implementation of the work. The coordinator and the technical supervisor brief the person on the planning and clients' tasks checklist.

When the person is hired, one or two weeks after the hiring process, the job coach meets the disadvantaged worker to assess his work. During the first months in employment, the person will receive feedback from clients concerning the quality of his/her performance and behaviour with the client. This feedback is also required all along the duration of the contract whether during replacements or meeting new clients.

Every year, a training plan is established depending on the worker's desires and needs. The learning is ensured through repetition of tasks and activities as well as thanks to the job coaching and feedback from clients.

### SOCIAL, TRANSVERSAL COMPETENCIES - PROFESSIONAL ATTITUDE

Regarding the internal rules, an individual interview takes place with the job coach and one of the directors when the new worker is hired, in order to jointly read the provisions and to acknowledge and explain rights and duties of the two parties.

Before the permanent hiring, during three months, a mentoring procedure is implemented with individual regular interviews. During these interviews, job coaches work in collaboration with the new worker to evaluate strengths and weaknesses to be improved together. For this purpose, some self-assessment tables, drafted by workers already working at the WISE, are used to proceed with the evaluation. All this procedure is based on collaboration and active participation from all the involved parties.

During these first three months, a training programme is foreseen for new workers. It is a training focusing on behavioural know-how ("savoir-faire comportementaux").

Also, more technical coaching is foreseen in the workplace with the technical coach, who is in charge of supervising the accomplishment of technical tasks linked to the cleaning service.

In general, the follow-up towards workers is regular and tailored to every worker's needs. This is organised in a formal way via interviews, but also in an informal way through regular calls between workers and the supervising team. Directors are responsible for evaluation interviews.

## **COORDINATION OF ACTIVITIES**

### **(Presentation, description, and forms of learning processes)**

They regularly meet the appointed job coach to assess the work implemented and they regularly receive feedback on the quality and performance of the work from their clients.

## **FINANCIAL SUSTAINABILITY / FINANCIAL MODEL**

Proxservice's financial model is based on both its profit resulting from its economic activity and public financial aid in the form of grants and subsidies. These are linked to its recognition as a WISE.

Subsidies are distributed depending on the number of disadvantaged or severely disadvantaged workers that are employed as well as the duration of their employment, or as a whole directly to the company, provided it complies with certain regulations.