



DESCRIPTION OF THE PROJECT

1) The Organization Cooperativa Maria Cecilia

Maria Cecilia Cooperative, born in 1989, operates through actions aimed at mitigating and overcoming social problems. Our operational experience in the design and management of social services began in a poor district of the city of Biella (Piedmont Region - Italy) where, in collaboration with the municipality of Biella were activated pre-business courses for young people in distress and troubles. There were therefore born in the city services such as youth centers.

In twenty years, Maria Cecilia Cooperative has gained experience in the management of care services, rehabilitation and animation for the elderly and disable people, working with several local institutions (nursing homes, day care centers, schools, social services, etc..).

The local presence has enabled the cooperative to participate actively in the planning of policies and services in the social sector, participating in the development of "area plans" and sharing strategies and objectives for overcoming social problems.

Components of the organization: members of the Cooperative Maria Cecilia are people with professional qualifications in the social and health sector, such as educators, youth leaders, social workers, nurses and physiotherapists.

Usual target group: children, youth, adults and seniors in situations of fragility and / or social disadvantage.

Place of performance of the service: schools, meeting centers, nursing homes.

WHAT IS "PATTI DI SUSSIDIARIETA"?

On the territory of Biella, the Social Services have implemented an integrated design between private and social public (through the formula of the subsidiarity pacts) for the creation of an integrated reception system. The service is aimed at vulnerable adults, often in difficult economic and social conditions.

Within the service have been realized: a plural reception access point (guidance desk, individual planning and service activation), the prompt reception (male and female dormitory), the first reception (temporary reception apartments), the second reception (mini-break apartments for semi-autonomous people), the house counter (telephone matching service between available property owners and vulnerable individuals looking for sustainable housing solutions), other integration projects and activation of individual autonomy (vegetable gardens) supportive, occupational laboratories).

Users come into contact with the service in the following ways:

- plural reception access point: direct access for all the people present in the territory
- Prompt reception: adults with major social and housing disadvantages residing on the territory of the province of Biella or foreigners with a regular residence permit
- First reception: adults with severe social and housing discomfort residing on the territory of the province of Biella or foreigners with a regular residence permit with a project of shared autonomy (eg: active internship, work activity, specific health services active if necessary) with the social services of the territory
- Second reception: adults with severe social and housing discomfort residing on the territory of the province of Biella or foreigners with a regular residence permit with a project of semi-autonomy, especially economic

Home counter: owners, person with uneasy housing

2) Role and tasks of the volunteer

The activities take place in Biella city.

The volunteer will support the operators (educators, social workers, social workers) during the service activities. In particular:

- plural reception access point from Monday to Saturday from 9.30 to 12.00 (the activity carried out by the operator in this context is reception, listening and decoding of the need, orientation and activation of services)*
- prompt reception from 7.00 pm to 10.00 pm every day of the week (access, registration of those present, assistance to guests)*
- first, second reception (weekly monitoring steps, passages to need, fifteen-year apartment meeting)*
- house counter Wednesday from 12 to 16, Thursday from 14 to 18 (telephone availability for collection requests and availability of housing solutions)*
- laboratories (organization based on different projects)*