

INTEGRATION ISSUES

How to Benefit From the National
Employment Agency (ADEM)



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By Neel A. Chrillesen



Whether you're an employer or job seeker, this quarter's "Integration Issues" will help clarify how ADEM works and can be used to your best advantage.

Even though thousands of jobs are created each year in Luxembourg, the unemployment rate continues to rise. In response to this situation, the National Employment Agency (L'Agence pour le développement de l'emploi, or ADEM) has revised a number of its services, establishing a better targeted and more personalized approach. This is, of course, especially important in times where no professions or business sectors are spared, and needs are becoming increasingly complex. SMEs will not need the same type of assistance as large companies, just as a young person entering the job market won't have the same requests as an executive banker or a 50-year-old manual worker. In each situation, ADEM will help offer the most appropriate solutions.

For employers, ADEM has put in place a dedicated team, with advisors representing the different business sectors who have a personal knowledge and, consequently, an excellent understanding of the sectors they represent. ADEM's advisors are therefore able to give tailored advice to employers, all the while aware of their special needs and expectations. The way of declaring vacant positions has also been simplified, and a new Jobs and Positions Operational Directory (the Répertoire Opérationnel des Métiers et des Emplois, or ROME) has been installed, facilitating

the employer/candidate matching process. Other new IT tools make profiling easier and more precise, which means employers have fewer—but better-suited—candidates from which they may choose. ADEM also organizes recruitment workshops and offers to train candidates according to specific needs, allowing them to integrate their new jobs more easily. "With all these new high performance tools and dedicated services, ADEM positions itself as a key partner for every employer," explains Isabelle Schlessler, ADEM Director.

Job seekers can benefit from a wide range of services aimed to support them more efficiently. Again, personalized guidance, better profiling and closer follow-up are important. The support offered includes active job search assistance, skills assessment and counseling, as well as assistance with CV writing and preparing for interviews. There are also a number of different employment aids and training schemes available, depending on the job seeker's age, situation and plans. "To facilitate the return of the job seekers into the labor market, it's essential to enhance our profiling. We have to know exactly which skills they have but also what their needs really are," says Schlessler. "Our greatest challenge is to be able to give individual, specific answers to each job seeker and to offer personalized services."



ADEM in Numbers

Seven regional agencies and 350 employees (70 of which are professional advisors), monitoring 30,000 follow-ups every month.

Number of resident job seekers registered with ADEM*	18,536
Number of non-resident job seekers registered with ADEM*	3,107
Number of resident job seekers receiving full benefits*	7,814
Number of resident job seekers benefitting from an employment measure*	4,896
Number of vacant positions declared by employers to ADEM at the time of statistical summary*	3,388

* As of March 31, 2014

Source: Bulletin luxembourgeois de l'emploi, ADEM, March 2014

The following are frequently asked questions and answers about ADEM.

What is the role of ADEM?

The mission of ADEM is twofold. On one hand, ADEM helps job seekers find suitable jobs and to integrate them into the Luxembourg labor market. On the other hand, ADEM supports employers to find the profiles of candidates they are looking for. Among other things, ADEM assists job seekers in the different facets related to their individual situations, helps set up apprenticeships and matches work offers with applications. ADEM also grants unemployment benefits and employment aids.

Who can register with ADEM as a job seeker?

Anyone authorized to work in Luxembourg can register. This includes Luxembourg citizens, citizens of EU member states or countries which are party to the agreement on the European Economic Area, as well as Swiss Confederation nationals.

Third-country nationals can also register if they have a long-term residence permit, a residence permit for a family member of a citizen of the EU or a residence permit which is not formally limited in time.

What happens if you lose the job on which your residence permit is based?

In this case you retain the right to remain in Luxembourg as long as you are entitled to unemployment benefits.

If you lose your job in Luxembourg but live in a bordering country,

can you register at ADEM?

Cross-border workers who lose their jobs in Luxembourg receive unemployment benefits in the country where they live, not in Luxembourg. Therefore, they also have to register at an employment agency in the country of residence. However, once they have done that, they are allowed to register at ADEM as well. According to recent European regulations they thereby obtain the same rights to assistance in their job search as Luxembourg residents.

I don't speak Luxembourgish, French or German. Is this a problem?

Speaking one of these three languages is essential to registering at ADEM and benefitting from the different services. So if you do not speak Luxembourgish, French or German, it is strongly advised that you be accompanied by someone who has a good command of one of these languages.

What are the advantages of being registered as a job seeker?

After you register as a job seeker, you are supported by an ADEM counselor and receive assistance and guidance in your job search on all levels necessary. You will have free access to ADEM's services and tools (computers, newspapers, photocopying, phones, etc.). Registered job seekers will also have access to a skills assessment and workshops, and they may also get help in preparing for interviews. You will also have the possibility to consult the job



offers registered within ADEM agencies and can benefit from a special profiling in order to receive targeted job offers. Last but not least, registration at ADEM is mandatory for anyone seeking to obtain unemployment benefits.

What is ROME?

The Répertoire Opérationnel des Métiers et des Emplois (ROME) is the new Jobs and Positions Operational Directory used by ADEM to describe exactly which qualifications and skills are required for which jobs. It covers 10,000 job titles grouped in 531 different fields of activity. Initially developed by the Employment Agency in France (Pôle Emploi), it has since been adopted by several other countries. ADEM is currently working on adapting the directory more specifically to the Luxembourgish market, namely in the finance sector. The ROME tool is used to build a bridge

between job offers and candidate profiles in order to achieve better matching results.

As an employer, what relationship do you have with ADEM?

For an employer in Luxembourg, it is compulsory to declare any job vacancy to ADEM. This declaration must be done at least three working days before your job offer appears elsewhere (in the press, on a website, on the radio, etc.). An employer who does not comply with this rule is liable to a fine. The declaration of a job vacancy is considered as a job offer, which means that ADEM will encourage registered job seekers corresponding to your description to apply for the job you are offering. Any further information or feedback you give to ADEM will help improve the profiling of the candidate you're looking for.



How do you declare a job vacancy?

Declaring a vacant position to ADEM has been made easier. There is a new single form to complete, which can be downloaded from www.guichet.lu and sent to ADEM via email, mail or fax. You are also welcome to visit one of ADEM's seven regional agencies where you will have the opportunity to speak with an advisor specialized in your sector of activity who will help you precisely define the profile you are looking for.

Is hiring a third-country national a problem?

An employer is not allowed to hire a citizen of a third country straight away. Once the job vacancy has been declared to ADEM, the employer must wait three weeks before he or she is

entitled to ask for a "certificate" which gives him or her the right to hire the person of his or her choice. In other words, the employer must accord at least three weeks to ADEM to present candidates that meet the requirements for the vacant job. Only if this does not work may the employer ask to hire a person from a third country.

What is an ADEM advisor?

ADEM advisors have several missions. The ones that will most interest employers are those who help employers find the right candidates for their job vacancies. ADEM advisors are attached to specific sectors with which they are completely familiar. This makes them ideal partners for employers. They can help prepare job offers and define clearly what employers need. Therefore, it's

always a good idea to meet up with one of ADEM's advisors and have a talk about what exactly you're looking for and how you wish to proceed. The following sectors are particularly covered by ADEM advisors: industry, construction, financial services, crafts, commerce, HORESCA, service companies and recruitment agencies, workers with disabilities or reduced abilities and the temporary job sector. ADEM advisors can also perform a first screening of potential candidates for you which is particularly interesting for SMEs that don't have large HR departments.

What do you gain by hiring a job seeker?

There are a lot of perks to hiring a job seeker registered at ADEM. Hiring an older/long-term job seeker can, for example, get you a refund of social contributions, just as offering apprentice positions or hiring a job seeker under 30 years old can lead to financial assistance or less taxes. ADEM also offers assistance for those who are forced to install temporary unemployment measures for various reasons. Detailed information on the different forms of assistance and employment measures can be found on ADEM's website or by contacting an ADEM advisor.



For more information

ADEM also has a centralized phone number where advisors can answer your questions or put you in contact with a specific agent, if needed.

For job seekers: (+352) 247 88 88

For employers: (+352) 247 88 000

The lines are open Monday to Friday, 8 a.m.-12:00 p.m. and 1:00-5:00 p.m.

www.adem.lu



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