



**EMPOWER -
Educational Materials for Practitioners providing Opportunities for vulnerable
Women's Employability and Resilience**

National Report on the Training Needs of Support Workers (Paid) and Volunteers

Executive Summary

Social Innovation Fund

Kaunas, June 2016

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1. Introduction

EMPOWER aims to reduce disparities in learning outcomes affecting disadvantaged learners such as vulnerable women, by building employability skills and raising the awareness of their strengths via EMPOWER training materials and methodology.

EMPOWER intends to develop high quality training materials aimed at Support Workers (paid) and Volunteers working with vulnerable women so that they can increase their employability, getting them out of exclusion from the labour market, entering/returning to work or undertaking further trainings to start up their own business, for example.

The national analysis in Lithuania is focused on support workers and volunteers providing assistance to one of the most vulnerable women groups in the country – women who has experienced the domestic violence.

2. State of Affairs

One of the three Baltic States – Lithuania has about 2,921,262¹ of inhabitants of which 53.9% are women. This is a rather high percentage of female inhabitants in comparison with other European countries. One of the biggest concerns is the fact as revealed by the Police Department that the number of reported cases of domestic violence against women grew in 2013 – in excess of 21,000 reports were registered during that period. 18,000 reports of domestic violence were received in the first eight months of 2014 alone. ² Official report states that 63.3% of adult Lithuanian women report that they have been exposed to male physical or sexual violence or threats in their youth (at least 16 years of age) or adulthood. The results of the survey performed by BGI Consulting under request of the Ministry of Social Security and Labour revealed that 87% of women experience psychological abuse; 48% experience physical abuse; 28% experience financial/economic abuse; 11% experience sexual abuse.³ At the moment 17 NGO-based Specialized Support Centres (SSC) throughout Lithuania, provide women friendly specialized counselling, help and support, rights advocacy and empowerment for survivors of gender-based violence on a 12 month program basis. Also there are two national women's helplines available in Lithuania free of charge but not open 24/7. All these support for women victims of domestic violence organizations employ not only paid support workers (social workers, psychologists), but also volunteers who provide assistance in everyday activities as well as offer emotional support to victims of DV.

However, volunteering in Lithuania is still not widespread or widely accepted in society. Volunteering in Lithuania does not have particularly deep traditions formed over many years. The concept of volunteering as an activity is only just beginning to be established in Lithuanian society. In 2010 there were only 11% of Lithuanians participating in volunteering⁴. Even though with years the interest of population increased by 30%, only each 10th Lithuanian does volunteering on a regular basis few times a week or every day. Nowadays a lot of NGOs especially Women's NGOs invite volunteers to assist them in everyday activities providing assistance and support to vulnerable groups of society among them women victims of domestic violence.

Profile of Support Workers

¹ http://osp.stat.gov.lt/documents/10180/2246109/Moterys_ir_vyrai_Lietuvoje_2014.pdf

² Human Rights Overview 2013-2014

³ WAVE Country Report 2013

⁴ http://www.sociopolitical-observatory.eu/uploads/tx_aebgppublications/Working_Papier_no_2_Observatory_Volunteering_in_the_EU_Overview.pdf

Support workers in Lithuania usually are university graduates (Bachelor or Master studies) in Psychology and/or Education or hold higher education diploma in social care or have acquired specialization as social worker. NGOs working with victims of domestic violence seek to create teams of support workers with different competencies needed to prevent and combat gender-based violence as well to provide victims of DV with psychological support, counselling and guidance leading to their empowerment and autonomy building.

The main skills required from the support workers working with women who have experienced domestic violence are the following:

- Ability to communicate sensitively and effectively with no offence or judgement
- Good listening skills, patience and compassion
- Ability to work under pressure
- Good conflict resolution skills
- Good time management and organisational skills
- Tolerance and flexibility
- Skills in independent decision-making
- Ability to work in team and individually
- Ability to support women with counselling, information and guidance regarding their integration into the society and the labour market

Additional requirements for support worker includes university degree or being a student at university and experience of voluntary work in other NGOs providing social support for children, seniors, migrants, etc.

Available training provision for support workers working with women victims of DV with regard to their integration into the society and their access in the labour market

Support workers who work with women who have experienced domestic violence are offered trainings by Specialized Help Centres (SHC) or other NGOs working in the field on the basis of the projects being implemented. Most of trainings are provided at workplace due to lack of resources. The trainings are focused on equipping support workers with skills and competences needed to offer proper psychological and emotional support to women, provide effective counselling and information as well developing their group management skills. Nevertheless, there are no special trainings offered for the specialists working with this target group that would help them to facilitate access of women victims of DV into the labour market. The findings from the focus group meeting as well as online questionnaires showed that whenever a woman is ready to take care of her professional life she is being redirected in most cases to the Labour Exchange office and offered to attend courses related to successful job search, new professional skills acquisition or entrepreneurship.

Policy context in Lithuania with regards to training support workers working with women victims of domestic violence

At the end of 2011 Lithuania adopted the Law on Protection against Domestic Violence, the purpose of which was to create legal preconditions to use special measures to ensure the protection of persons that have experienced domestic violence and develop a system of specialised integrated support.

In 2012-2014 the Ministry of Social Security and Labour organised the implementation of the specialised support centre program⁵. By implementing this program it was planned to develop an operating network of

⁵ Approved by the order of the Minister of Social Security and Labour, the Minister of Health of the Republic of Lithuania and the Minister of Interior of the Republic of Lithuania, No. A1-534/V-1072/1V-931, 19-12-2011

specialised support centres and ensure that each victim is offered and receives immediate help. According to the programme, the specialised support centres are responsible for conducting trainings for support workers working in the field and the Ministry provides the funding. Nevertheless, the trainings provided to support workers do not include the topics of integration of women victims of domestic violence into the labour market as it is considered to be prerogative of the Labour exchange or any other employment agency. Thus services offered by specialized NGOs to women who experienced domestic violence to get them back to work or get self-employed are very limited.

3. Focus Groups Results

There were two focus groups organized with an aim to identify the training needs of Support workers in employability and entrepreneurship: one group of Support Workers (paid) and another group of Support Workers (volunteers).

3.1. Process Overview

Participants recruitment procedure:

Social Innovation Fund has been coordinating in Lithuania several European projects funded by EC LLP Grundtvig, Daphne and EC Specific Programme “Criminal Justice” aimed at improving the intervention in domestic violence and developing tools and methodologies for support workers in their work with victims of domestic violence helping them to recover and rebuild their life without violence. During implementation of these projects SIF has collected valuable experience in the field and built the network with main Women NGOs that act as women crisis centres throughout Lithuania. Thus, the same women NGOs have been contacted during the recruitment process sharing with them main information about the project and its outcomes foreseen as well inviting them to attend the focus group meeting on the proposed dates and time. As Lithuania is relatively small country and the women NGOs working in the field are spread all over the country SIF has decided not to focus on the organisations that are operating in Kaunas only, but contact them all on national level.

There have been difficulties in reaching the volunteers working in organisations providing support to women who have experienced domestic violence. As mentioned above, volunteering is making its first steps in Lithuania so there is a lack of volunteers working in the field. Fortunately, the volunteers responded to invitation from the Women’s Help Line situated in Kaunas that employs a number of volunteers to provide emotional support to women victims of DV on telephone and within the premises of the organisation.

The participants in the focus groups had to be either employed (full time) or those who volunteered to work with women victims of domestic violence. In total 25 people (13 paid workers and 12 volunteers) expressed their wish to participate, however at the end 20 people (10 paid workers and 10 volunteers) took part in focus group meetings.

Participants:

- 1st focus group - 10 paid workers
- 2nd focus group - 10 volunteers

Profile of the support workers (paid) participating in the meeting:

Women, most of them between age 35 – 54, having university degree (bachelor or master) or higher education diplomas (college level). Majority of them have attended additional trainings at workplace and some of them have participated in seminars organized by other organisations mainly in frame of the undergoing international projects.

Profile of volunteers working in support of women victims of DV:

Women, majority of them being 45-64 years old and all of them having the university degree. All of them have attended the trainings for volunteers offered within their organisations.

Focus group format:

The meetings were held in the premises of Social Innovation Fund in the meeting/training room which has enough space to accommodate large groups. The meeting with the first focus group – paid workers was facilitated by Audrone Kisieliene, while the second focus group meeting was facilitated both by Audrone Kisieliene and Diana Basinskaite with an observer from SIF taking notes during the both events. The participants of both focus groups were encouraged to discuss the main points using the brainstorming technique, mindmaps and making lists so that they could complement what has been discussed with further insights at any time. In both groups the participants with help of facilitators discussed openly the questions, initially pre-defined within the Needs Analysis Guidelines.

3.2.Focus Groups Outcomes

On 1st of April 2016 the first focus group has met in the premises of Social Innovation Fund. The group consisted of 10 support workers employed at different women NGOs providing support, counselling and guidance to women who have experienced the abuse from their partners. This group has been facilitated by Audrone Kisieliene.

The second focus group meeting was organized on 4th of May 2016 with volunteers working in supporting women who have experienced domestic violence. This focus group was attended by 10 participants and the meeting was facilitated by Audrone Kisieliene and Diana Basinskaite.

Both meetings started with introduction of the project and its aims, as well explaining the confidentiality politics followed throughout the whole phase of research and signing the letter of consent by all participants. After having introduced each other with identification of experience working in the field the participants smoothly moved into discussion of the main questions foreseen for this meeting.

Training and support services currently available for vulnerable women wishing to (re)integrate into the labour market

Both paid support workers and volunteers could identify the trainings and support services for women helping them to overcome the crisis and build on their autonomy through their empowerment. Several Women NGOs which act both as Women Crisis Centre and Women Activity Centre namely, Marijampole District Woman's Activity Centre, Jurbarkas Women's Employment and Information Centre, Woman Employment and Information Centre of Taurage – they also offer free courses to women willing to

reintegrate into the labour market and get the economic independence. Such courses comprise the job search training, presentation to the employer, foreign language courses (English and German), computer literacy. In cooperation with the local labour market training centres few NGOs offer trainings to women willing to acquire the speciality of nurse assistant, sales assistant with real job placement opportunity upon accomplishment of the course. Alytus Crisis Centre in cooperation with Alytus Business Advisory Centre offers consultations to those women who wish to start own business.

All Women NGOs working in support of women victims of domestic violence indicated that at first these vulnerable women have receive psychological, emotional and social support to overcome the crisis as well to get more self-confidence and only then they can be motivated towards self-establishment in the labour market. In case of requests for employment and/or entrepreneurship related trainings or consultations from the side of the vulnerable women the support providing centres redirect them to the Labour Exchange office which offers different trainings and courses for those willing to reintegrate into the labour market.

Effectiveness of such services for women

Both paid support workers and volunteers indicated that employment-related trainings offered by Support Centres to their clients – women who have experienced domestic are very requested by women who are ready to move forward with their life and start working on their professional career. Such courses are very beneficial to all the participants as they help them to build their self-confidence, discover their own strengths, realize the opportunities and what is most important – motivates them to make positive changes in their lives.

The disadvantage that may affect the effectiveness of such trainings is low esteem and self-confidence of women who attend such trainings therefore the support workers should first empower and motivate women and only then invite them to attend courses that would help them to establish themselves in the labour market.

The main barriers to employment for vulnerable women

The barriers that both paid support workers and volunteers pointed out with regard to employment or entrepreneurship were the following:

- Low self-esteem and self-confidence
- Lack of motivation to make changes which is the results of not being able to recognize own skills and competences – initial positioning oneself to failure
- Lack of information and knowledge regarding job search, employment processes, business start ups
- Mistrust of State policy regarding taxes for those who wish to start own business
- Childcare issues – women are fully responsible for them and due to insufficient funds to pay for childcare services they don't know where they can leave their children in case they go to work
- Lack of psychological support in their environment (family support)
- The victim mentality, lack of self-confidence and avoiding to take decisions
- Fear of judgement from the society

How women can be motivated to attend the trainings

Almost all support workers and volunteers pointed out the main insights that they have developed during their work experience as follows:

- Trying to convince women that they can become economically independent if they find job or establish own business. As soon as they will start to believe in this they will get motivation to increase their knowledge and attend the trainings offered
- Women who have experienced domestic violence have to project only positive changes and results thus it is very effective way to present success stories of women who have passed the same situation in the past and managed to change their lives with the help of courses and trainings offered by support centres
- Encouraging women, providing them information about the labour market, employment possibilities and courses offered free of charge which may help them to gain their autonomy and economic independence from the perpetrator
- Providing a small financial support or compensating the transportation costs for arriving to the trainings

Approaches to training vulnerable women to (re)enter labour market

Most of support workers mentioned the effectiveness of mentoring approach – both individual and group mentoring; specifying that group mentoring helps women to acquire effective communication and conflict resolution skills. Several support workers indicated specialised trainings offered by their centres as well as advantage group activities with drama elements which help women to reproduce different situations and find the best ways to solve them.

Both support workers and volunteers emphasized the importance of effective communication based on own life experience between the specialist providing support and woman who has experienced domestic violence in the past. Such conversations help support workers to discover more about the strong and weak sides of women, understand better their skills and competences as well help to gain the trust from women and this is very important for the future actions in relation to reintegration of these women into the labour market.

Skills and support needs of women to become economically active

Both support workers and volunteers mentioned the following:

- The good practices/success stories of other women who passed same way and made positive changes in their lives serve as a very strong motivation tool
- Psychological consultations – individual and group
- Mentoring – individual and group
- Communication skills
- Time management skills
- Stress management
- Presentation skills and public speaking
- Ability to set the goal and prepare the action plan to achieve it
- Activities that helps women to gain self-confidence, increase their motivation, teach women to identify own strengths, skills and competences that they can use when seeking employment
- Some women may need social skills training (low skilled or belonging to so-called social risk groups)
- Employment-related skills – how to search for work, how to prepare CV, how to prepare for job interview and so on

- Helping them to understand where to start – giving the guidelines towards changes

1. Competences essential for support workers and training providers

Support workers and volunteers:

- Communication skills, professional and life experience
- Ability to listen and to hear
- Ability to convey information in informative, understandable and attractive to vulnerable women way
- Empathy and compassion
- Open-minded and non-judgemental
- Patience and understanding of women, letting them to acquire information and make changes in their own pace
- Emotional resilience and ability to work under stress, ability to solve conflict situations
- Positive attitude and ability to empower others
- Good knowledge of the appropriate services and ability to refer to them
- Basic knowledge about the labour market in relation to employability and entrepreneurship

Positive methods to support women in employment/entrepreneurship

- Peer learning
- Mentoring
- Collaboration with Labour Exchange and/or employment agencies as well as business support centres
- Role model method

Methods/tools to identify vulnerable women's strengths and help them to build on strengths/confidence for employment/entrepreneurship

Both support workers and volunteers identified the following methods/tools:

- Effective conversation with vulnerable woman aimed to gain her trust in support workers, to start to believe that there are people who want to help her and persuade her that the specialist in front of her has all the qualifications and skills to provide all the assistance and support that she may need – such method helps women to speak more about their lives providing more personal information which may be helpful later when providing her employment-related consultations
- Psychological consultations during which women complete different tasks that help to reveal their personalities as well their strengths and skills that she may not be aware of
- Self-understanding tests, methods of own achievements analysis, feedback when working with the group, modelling different behaviour situations and their analysis, SWOT analysis

What could help support workers to better support vulnerable women in employability and entrepreneurship

Both support workers and volunteers identified the following aspects:

- Having up-to-date information about the labour market and its demand

- Establishing and maintaining connections with employment agencies (not only Labour Exchange office) as well as Business Advice Centres, and VET institutions – interagency cooperation
- Establishing contacts with employers in order to facilitate placement of women upon accomplishment of trainings so that women can get work experience and gain more self-confidence
- Basic knowledge where and how to start when looking for employment
- Basic knowledge about entrepreneurship
- Skills and competences to better evaluate the psychological condition of a woman victim of domestic violence to evaluate her readiness to move forward and take part in further trainings that could give her knowledge she needs for getting employed or create her own business
- Mentoring skills for work with individual or group
- Good communication skills

What would participants like to see in EMPOWER training

For support workers and volunteers:

- New methods to work with group of women in relation to their integration into society and the labour market
- Efficient individual and group mentoring
- Methods to attract business people to participate into the training activities for women victims of domestic violence
- How to strengthen self-confidence and increase motivation of vulnerable women to look for a job or set own business and gain economic independence
- The ways to prepare for employment: creating CV, cover letter, searching for job vacancies/employers, preparing for job interviews
- Where to look for information to get skills necessary for employment or self-employment
- Assessment of transferable skills: SWOT analysis
- Goal setting: SMART and action plan
- Knowledge about the legislation and its practical application in case of domestic violence

3.2. Conclusions & Recommendations

Support workers and volunteers who participated in the focus groups meetings were interested to increase their knowledge in additional trainings especially related to being able to provide support to vulnerable women in their decision to find a job or get self-employed. The participants of both focus groups expressed their wish to exchange experience with peers working in other countries so that they can better support vulnerable women in their own country.

Even though support workers and volunteers emphasize the need to improve their soft skills that would give them possibility to help women victims of domestic violence to get out of crisis situation, nevertheless they also expressed their wish to increase their knowledge related to employment and self-employment namely how to guide women towards changes in their professional life that would result in providing broader scope of services to vulnerable women.

Support workers identified the need of women who have experienced the domestic violence to overcome the barrier of low self-esteem and confidence in their ability to make positive changes in their lives and become economically independent. Thus it is very important to share success stories of women who have faced similar barriers and changed their lives. Support workers also mentioned the need of support for this group of vulnerable women during difference phases of job search – how and where to look for a job, how to

prepare the CV, how to present herself during job interview. Soft skills development such as time management, goal setting, action plan preparation, ability to prioritise tasks were also among those that women were eager to improve in order to be successful in the labour market.

The training methods that support workers identified as most beneficial tools for women victims of domestic violence were peer learning, individual and/or group mentoring as well the role model emphasizing their importance in helping women to build their soft skills and confidence.

4. Online Survey Results

An online questionnaire has been developed on SurveyMonkey in order to reach a wider range of support workers. The link to the questionnaire has been forwarded to the same networks and organisations that have been contacted regarding participation in the focus groups. The calls were made to the leaders of each organisation where the link has been sent to asking to forward it to support workers and employees and encourage them to spend 15 min to answer it. Nevertheless, even though the direct contact has been established only one person has filled the questionnaire online. Thus Social Innovation Fund has taken a decision to forward this questionnaire as document with the email to each organisation. During the phone calls the contact e-mail addresses of the support workers and employees have been collected and the questionnaire was sent to all the contacts available. This time SIF has received back 15 questionnaires completed.

4.1. Overview

Main information retrieved

Number of respondents:

- 15 support workers (paid)
- 15 volunteers

Age of respondents:

Support workers:

- 25-34 -1 person
- 35-44 – 2 persons
- 45-54 -6 persons
- 55-64 -4 persons
- 65+ -2 persons

Volunteers:

- 25-34 -1 person
- 35-44 – 4 persons
- 45-54 -3 persons
- 55-64 -6 persons
- 65+ -1 person

Gender diversity rate:

In both groups 100% were women

Educational level:

Most of support workers and volunteers have university degree or diploma from higher education (college), namely:

Support workers:

- Technical schools or colleges -2 persons
- Bachelor or equivalent – 7 persons
- Master or equivalent – 6 persons

Volunteers:

- Technical schools or colleges – 2 persons
- Bachelor or equivalent – 10 persons
- Master or equivalent – 3 persons

Employment status:

14 out of 15 support workers indicated that they work full time (1 of them offers private consultations as a side-job), 1 person indicated that she is self-employed and hasn't specified further. -

Majority of volunteers indicated that they work part-time (11 out of 15), 4 persons are employed full day.

Years of experience:

Support workers		Volunteers	
No of persons	Years of experience	No of persons	Years of experience
1	0,5	2	2
1	4	3	3
3	6	1	4
2	7	5	5
1	8	1	7
1	9	1	8
3	10	1	10
1	17	1	15
1	18		
1	20		

Areas of support respondents are involved in:

Support workers:

- Individual and group mentoring, psychological counselling
- Emotional support and counselling for women victims of domestic violence on the phone as well as within the premises of the support centre.
- Legal consultations and representing victims of domestic violence in the court
- Consultations, information and guidance
- Training of volunteers
- Facilitation of social support groups
- Trainings for support workers and volunteers in overcoming crisis and avoiding burnout
- Psychotherapy and counselling
- Group trainings on development of life skills such as assertiveness, self-confidence, motivation, etc.

Volunteers:

- Emotional support of victims of domestic violence on the phone
- Providing information and guidance to victims of domestic violence
- Assisting during the group sessions

- Assisting in organizing different events, making appointments medical staff or lawyers

4.2. Survey Responses

Qualification in career guidance and counselling of respondents' staff organisation:

Only 2 out of 15 support workers said that the staff of their organisation is trained to provide career guidance and counselling to vulnerable women. The rest identified the lack of knowledge to support women in their decision to make changes in their professional life.

8 of 15 of volunteers were not sure that career counselling is applicable within their organisation, while 4 of them emphasized the lack of such knowledge opposite to 3 volunteers who considered the level of knowledge in career guidance and counselling as sufficient.

Practices/services aimed at vulnerable women to (re)enter the labour market of which respondents are aware:

All support workers and volunteers were able to identify the Labour Exchange office that provides different trainings and consultations to everyone willing to re/-enter the labour market.

10 out of 15 support workers mentioned the employment-related trainings offered by several Women NGOs which act both as women crisis centre and women activity and information centre.

Training and educational needs of vulnerable women to gain employment / start a business:

Support workers and volunteers distinguished the following needs for trainings:

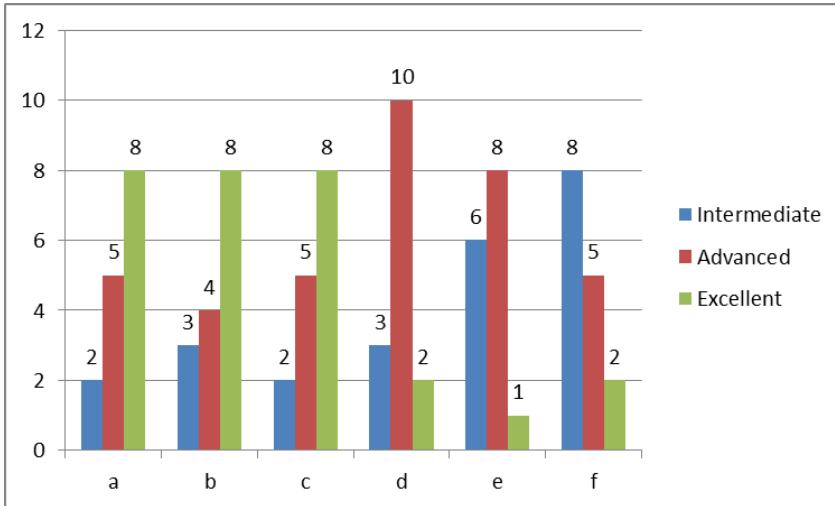
- Building self-confidence
- Effective communication skills
- English language
- Courses related to job search: CV writing, search for job vacancies, applying for a job, preparation for job interview
- Empowerment, assertiveness, motivation and leadership
- Knowing own rights, knowledge about gender equality and discrimination in the labour market
- IT literacy
- Recognizing own skills and competences and ability to present them to employer
- Networking, conflict solving skills
- Coping with stress, anxiety, emotional and psychological barriers that withhold women from moving towards the positive changes in their lives
- Psychological individual consultations during which women learn to open themselves, to communicate with others, express themselves, tell their opinion without any fear and assert it
- Identification of skills that can be transferred into family business, understanding own potential for getting self-employed

The following table illustrates the ratings respondents gave themselves against the following skills, identified as essential for people working with vulnerable women in order to adequately support and empower them to seek employment and /or set-up their own business:

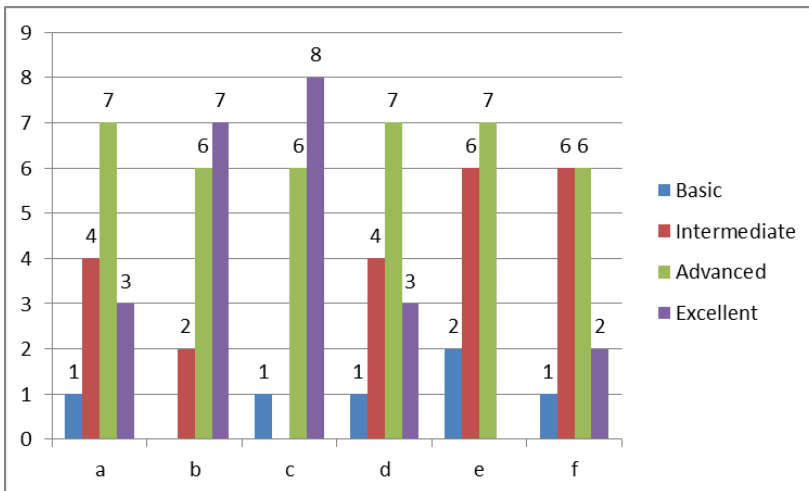
- a. Group management skills including the ability to plan and facilitate group sessions effectively
- b. Communication skills including clear verbal delivery and positive body language
- c. Active listening skills and the ability to respond empathetically to the group members

- d. Ability to challenge participants, where relevant and necessary, in a non-confrontational but assertive manner
- e. Ability to handle issues such as anger in a group
- f. Understanding of professional boundaries and limitations when acting as a facilitator within a group, e.g. not getting personally involved with the women's lives

Support workers:

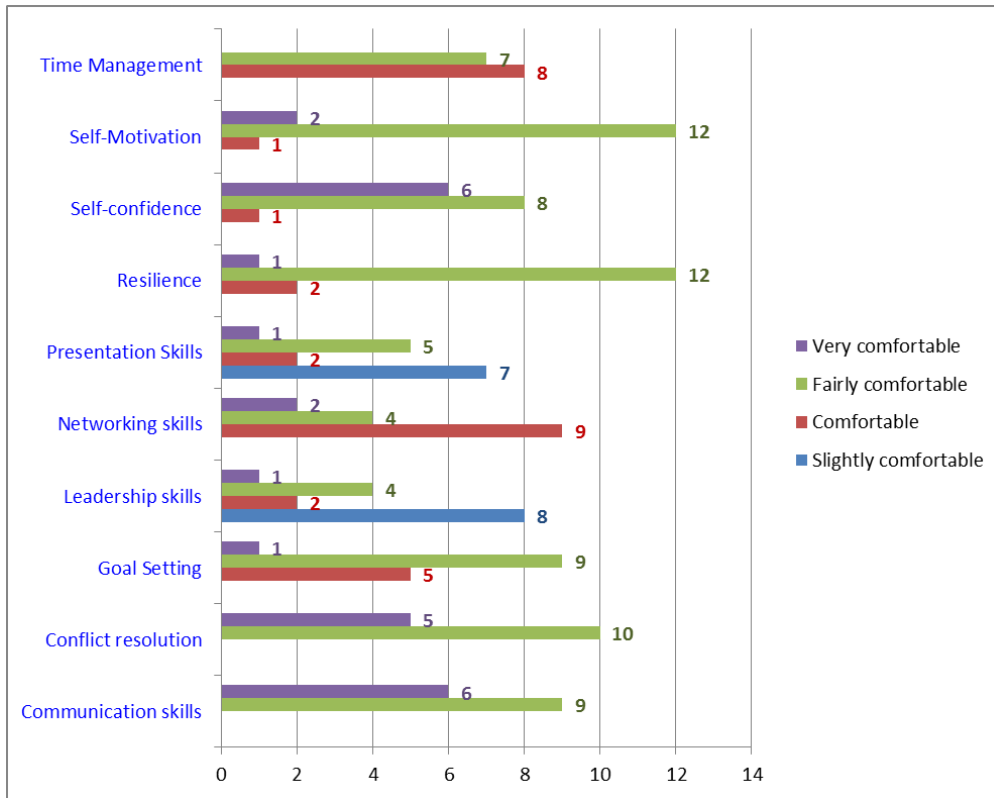


Volunteers:

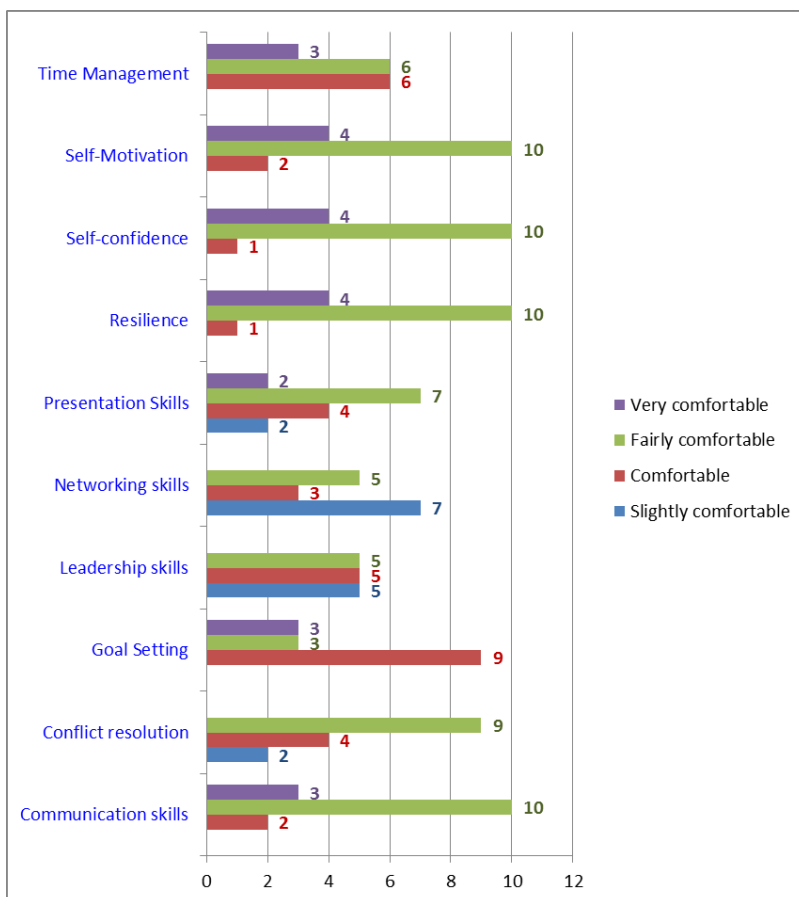


The following graph illustrates the ratings respondents gave themselves on how comfortable they would be training women in the following skills:

Support workers:



Volunteers:



4.3. Conclusions

The analysis of the graphs shows the skills that Support workers lack or would like to improve the following skills in order to develop them in women that they support:

- Leadership
- Presentation
- Networking
- Time management
- Goal setting

Regarding the skills that Volunteers lack or would like improve are very similar:

- Networking
- Leadership
- Presentation
- Goal setting
- Time management
- Conflict resolution

5. Conclusions and Recommendations

The results of the focus group meetings and online questionnaires shows that most of paid support workers and volunteers hold a university degree and attend different trainings mostly organized by NGOs in frame of national and European projects however with little support from the government or municipalities. Volunteers have possibility to participate in trainings, attend conferences as well as national and international events. Nevertheless, there is no overall system in Lithuania for training of volunteers.⁶

Support workers and advisors as well as volunteers working in support chain for women victims of domestic violence indicated that the content of trainings received by them is mainly focused on supporting these women to overcome the crisis offering them immediate emotional, psychological and legal support that they need at first stage in order to be safe. Only few women NGOs who operate both as Women Crisis Centre and Women Activity and Information Centre (in Kaunas, Marijampole, Jurbarkas and Taurage) offer vulnerable women further consultations and trainings aimed at empowering and motivating them to become economically independent and move forward in their professional life.

The fact is that there are no special trainings for specialists that would equip them with skills necessary to help women who have been victims of domestic violence to develop soft skills necessary for entering the labour market be it employment or self-employment offered. Such situation is because traditionally in Lithuania employment-related trainings are offered by Labour Exchange offices and vocational training centres at national level and even though this particular group of vulnerable women needs special support for re-entering the labour market usually the support workers and volunteers that work with them haven't got enough knowledge and skills to help them.

The training material developed within the EMPOWER project will be very beneficial for specialists working with women who have experienced domestic violence giving them the possibility to support them in their strive for economic independence from their abusers by increasing their employability, fostering their inclusion into the labour market and encouraging them to enter/return back to work or challenge themselves by starting their own business.

⁶ <http://thetiltatrast.org/wp-content/uploads/2013/11/AstasReportEnglishFinal23-1-13.pdf>

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