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Milene Rosa

Protection Team for Risk Groups of the Confederação Operária Terceirense



I am from Ilha Terceira, Azores. I am 26 years old, and I finished my degree in Social Work in 2017. I worked as a Social Worker for three years at Cáritas of Ilha Terceira, where I had the opportunity to work in the social service field and in the “Trilhar Caminhos” project carried out at the prison establishment in the city of Angra do Heroísmo.

I recently started my current job position at the Protection Team for Risk Groups of the Confederação Operária Terceirense. This team aims to support the most vulnerable groups in our society, such as homeless people.

The Confederação Operária Terceirense is an Mutual Aid Association, which was founded on August 3, 1918 by the working classes. It currently consists of several areas, having at its disposal technicians from various areas.

Phone:
+351 295218018

Email:
milene.s.rosa@seg-social.pt



Ana Marçal

Instituto da Segurança Social dos Açores, I.S.S.A.



The Instituto da Segurança Social dos Açores, I.S.S.A. (in “English Azores Social Security Institute”) is a public institute that operates in the Autonomous Region of the Azores and comprises, among others, the Department of Social Action that ensures the diagnosis of the needs of the most vulnerable individuals, groups of citizens or communities, etc., as well as monitoring, evaluation and promotion of the most appropriate solutions with the main objective of social inclusion, local development and the improvement of social responses.



The signatory works at the I.S.S.A., in Ponta Delgada, for 22 years now. Since 2018, I coordinate the Technical Support Center for Vulnerable Groups including victims of domestic violence and women at risk; elderly, incapacitated or disabled people; people in serious exclusion (addicts, ex-prisoners, homeless) or human mobility (deportees, immigrants). Our technical intervention focus on promoting opportunities for the inclusion of that target audience.

Phone:
+351 300077000

Email:
ana.s.marcal@seg-social.pt



Ana Silva

CRESAÇOR - Cooperativa Regional de Economia Solidária

CRESAÇOR, founded in 2000, is headquartered on the island of São Miguel, and has been promoting the solidarity economy movement in the Azores for 20 years, based on the principle of cooperation and valuing people, tradition, culture, territories, the environment and sustainability . It assumes itself as a defender and facilitator of Human Rights and Sustainability and develops solutions that strengthen the role and contribution of all, towards a fair, inclusive and accessible society.



Born in Angra do Heroísmo, I have a degree in Sociology and a Master's Degree in Intercultural Relations and currently attend a postgraduate course in Social and Solidarity Economy. Since 2009 at CRESAÇOR, I have been Project Director and Coordinator of the Animation Agency for Cultural Inclusive Tourism – Azores For All, the Migrants Support Office and the Local Support Center for the Integration of Migrants - CLAIM Azores.

Phone:
+351 296281554

Website:
@cooperativacresacor

LinkedIn:
<https://www.linkedin.com/company/cresa%C3%A7or-cooperativa-regional-de-economia-solid%C3%A1ria-crl/>



Sara Alves

CRESAÇOR - Cooperativa Regional de Economia Solidária

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I'm Sara Alves, of Azorean and Cape Verdean descent. I studied Social Work at the University of Azores. Currently, I am a social worker at the Office of the Support to Migrants/CLAIM of the Azores belonging to CRESAÇOR.



Phone:
+351 296281554

Website:
[@cooperativacresacor](https://www.cooperativacresacor.com)

LinkedIn:
<https://www.linkedin.com/company/cresa%C3%A7or-cooperativa-regional-de-economia-solid%C3%A1ria-crl/>



Mariana Correia

CRESCER - Associação de Intervenção Comunitária



Since 2001, CRESCER – Associação de Intervenção Comunitária (in English “Community Intervention Association”) has implemented several projects that promote the inclusion of groups in situations of greater vulnerability and exclusion. Our mission is to reach out to others, promoting health, reducing risks and including the person in a vulnerable situation. Our intervention is one of proximity to the person in a vulnerable situation, meeting their needs.

I am a sociologist in the field of employability and training. I develop institutional partnerships, work in networks and support the target population of CRESCER. I'm currently in the final stage of the Master's in Social Policy, having developed an enormous taste for work in this field, namely in terms of inclusion and community development.

CRESCER LinkedIn: <https://www.linkedin.com/company/crescercrescer/mycompany>

Mariana Correia LinkedIn: <https://www.linkedin.com/in/mariana-longa-correia-7b0341189/>



Helena Saiote

CARITAS – Diocesana de Beja



The Caritas Diocesana de Beja is a religious collective person recognized as a Private Institution of Social Solidarity whose territory of intervention covers the entire geographical area of the Diocese of Beja. Its mission is to make known the love of God through its action, empowering the poorest and excluded from society so that they can find new paths of hope, contributing to the integral development of the human being.

Graduated in Social Work, specialized in Community Development and Entrepreneurship and Gender Equality, with training of professionals in the area of Domestic Violence. I worked as a mediator / trainer of professional training courses and RVCC process in the area of Social Work. I started informally contact with the immigrant population more than ten years ago and currently work in Caritas Diocesan a Beja as intercultural municipal mediator for immigrants, in the Project "Faces with Future", the Municipality of Beja.

Phone: 284 312 210 | website: <https://www.caritasbeja.pt> | facebook: <http://pt-pt.facebook.com/caritasbeja/>



Ana Margarida Barrocas CARITAS – Diocesana de Beja



The Caritas Diocesana de Beja has the CLAIM service, whose general objective is based on promoting a process of reception and integration of migrants, facilitating equal access to programs and services for all members of the local community, increasingly diverse, adapting general measures and providing articulated local responses, speeding up a specific intervention aimed at migrant communities, in particular with regard to issues related to regularization, family reunification, housing, voluntary return, work, health, education, among other everyday issues.

Graduated in Social Work and Post graduated in Community Development and Entrepreneurship and performing functions of sociocultural mediator in the Local Center to Support the Integration of Migrants.

Phone: 962 836 171 / 284 312 210 email: claim.beja.caritasbeja@gmail.com | website: <https://www.caritasbeja.pt> | facebook: <http://pt-pt.facebook.com/caritasbeja/>



Juliana Pereira

Social Development Division of Ponta Delgada City Council



The Social Development Division manages municipal programs and projects in the areas of social intervention, inserted in a strategy of social development and promotion of cohesion and social equality. Through integrated responses and concerted actions with different local partners, it aims to ensure the implementation of their specific tasks.

In a succinct way, it proposes and implements measures, promoting social services, supporting groups of specific individuals, families and the community in order to promote social well-being and equality. Directly or indirectly, it aims to eradicate all forms of social exclusion in its most sensitive aspects, stimulating the protection and social integration of the most unprotected.

For about 13 years my professional experience has been directly related to working with migrant (deported) populations, namely in the referral to classes of Portuguese, work of social and personal skills, support in the work, school and housing insertion, regularization of documentation, family and health support, among others. Currently this social support work is maintained, but from another point of view, according to the area where I am working.

Phone: 296 30 44 38 Email: julianapereira@mpdelgada.pt LinkedIn: <http://linkedin.com/in/juliana-pereira-07aa92115>



Susa Costa

Novo dia



The Novo Dia, Association for Social Inclusion, is a Private Institution of Social Solidarity that develops social support activity with housing. Founded in January 2002, the path of this institution has been marked by the development and implementation of structures, initiatives and actions, in order to respond to the reality of social exclusion existing on the island of São Miguel. We are a multidisciplinary team that works with the most disadvantaged communities, aiming at social inclusion through the support provided in the street and in emergency and temporary reception centers. We value human dignification, non-discrimination and promote the monitoring of individuals in their path of inclusion by mobilizing existing resources in society and with partners.

Suse Costa, Assistente Social do Centro de Acolhimento Temporário Masculino (CATM) she works with people who are dealing with drug addiction, ex-prisoners, homeless, and people in economic and social vulnerability, towards the integration and inclusion of these segments of the population.



Maria Freitas

Novo dia



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Maria Freitas is a psychologist at the Male Temporary Reception Center and the Mixed Emergency Housing Center (Dropin), she works with people who are dealing with drug addiction, ex-prisoners, homeless, and people in economic and social vulnerability, towards the integration and inclusion of these segments of the population.



Ussumane Joãozinho Ufalá

Associação Estudantes da Guiné Bissau em Lisboa

The Associação Estudantes da Guiné Bissau em Lisboa, (in English, “The Guinea Bissau Student Association in Lisbon”) aims to support and advocate for the interests of the students from Guinea Bissau in Lisboa. It is an association that works hard for the progress and academic success of Guinean students in Portugal.

Ussumane Joãozinho Ufalá, Guinean, is a jurist, and a master's degree in Law and Legal Practice from the law school of the University of Lisbon. Currently Executive Secretary of the Associação Estudantes da Guiné Bissau em Lisboa.

Phone: 920 081 985 | Email: joaozinhoufalajr@gmail.com





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