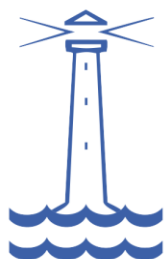


The social services at the municipality of Hafnarfjörður.

Stoðdeild flóttamanna og umsækjenda um alþjóðlega vernd

hof@hafnarfjordur.is

The support department for refugees and applicants for international protection



HAFNARFJÖRÐUR





The department, our team

Consist of 19 people.

Among the staff are, social workers, nurse, lawyer, education and job adviser, developmental coach, MBA business advisor and public health scientist.

We have filled the team with diversity of education to have the wholeistic view needed to empower our clients



Our Scope of work at the department

- Provision of Services for up to 100 applicants for international protection in Iceland, under a Contract with the Directorate of Immigration. We are currently working on expanding the contract up to 420
 - Provision of Social services to those who have received a status as a refugee according to Icelandic and international laws and legislations
 - Provision of Child protection services in cases that occur within families, who are our clients.
 - Handling cases related to Unaccompanied minors, children excorted illegally to Iceland and other child protection cases according to the Icelandic child protection laws.
 - Provision of support for Foreigner in need.
-



Our Partners

- Departments within the social services in Hafnarfjörður.
- Schools, kindergardens in the services boundaries of the municipality
- The deparments for education and organized activities and sports in Hafnarfjörður
- Directorate of Immigration.
- Police.
- Red Cross.
- Ministry of welfare, families and children.
- Multi Cultural Center at the directorate of labour
- Health clinics in Hafnarfjörður and first medical clinic for refugees.
- Social services in other municipalities
- And others who may have some conections that might interact with our clients



Provision of Services to the applicants for international protection

- Four years contract with the directorate of immigration, started in december 2019, (we are working on a new contract)
 - Housing with necessary equipments to run a simple household.
 - Assist to connect applicants for protection to Icelandic society through various social activities for instance, language courses and other programs that might be useful to them
 - Assist children by register them at school and leisure activities
 - Pay applicants weekly financial support.
 - Provide them with bus-card, warm clothes and shoes, admission cards to swimming pools and Gym.
 - Get them appointments with doctors, health clinic and immigration and others specialists they might need to see.
-



Provision of Services to the applicants for international protection

- Provide individuals who are under vulnerable situations, transgender, intersex, homosexual, disabled and people with mental disorders with special counseling and connect them to specific programs. Provide them with necessary medication and medical treatment.
 - Assist after birth.
 - Counseling interviews.
 - Psychosocial support.
 - Assist with funerals.
-



Provision of Social Services to refugees

- Provide guidance through step by step process for resettlement into Icelandic society. Co-ordinated reception
 - Assist them to meet the requirements in order to get I-D number and bank account.
 - Provide them with financial assistance on monthly basis, while supporting them with establishing household, dental and medical cost, psychologist, trauma-treatment, security deposit for rent.
 - Help them find apartments for rent and assist with the first leasing contract for apartment.
 - Assist with applications for housing benefits, special housing benefits, the job center and register them to courses in Icelandic and new in Iceland programme.
 - Connect the children with school, pre school, activities and sports.
 - Provide them with counselling and support on a regular basis for two years. .
-



Provision of Social Services to refugees

- Home visits to prevent social isolation.
 - Assist if they want to move to another municipality
 - Follow up with disabled people and offer them services according to their needs.
 - Show support in interviews and appointments if asked for, doctors visits for example.
-



Provision of Child protection services and services for unaccompanied minors

- Are child protection cases.
 - They all are located in Hafnarfjörður municipality.
 - They are in the custody of the child protection services.
 - We provide them with clothing and other basic needs.
 - Some are provided with fostercare, depends on their age. Most of them like to live by them self.
 - We register them to school, courses and activities.
 - We are obligated to follow them to all interviews and appointments, specailly during the meeting with Red cross, Immigration, age assestments, doctors and more.
 - We provide them with counceling and support while their application are being processed.
-



Unaccompanied minors

- Provide them with psychologist and trauma counseling.
 - When receiving their status as refugee, provide them with housing along with other special support.
 - Help with application for a family reunion.
 - Provide Financial support.
 - Provide what is needed for school, laptop and books.
 - Assist them to get a job between semesters in school.
 - And to guide them in order to integrate into the Icelandic society.
-



Child protection cases

- All child protection work that falls under the child protections laws nr.80/2002
- Support to the police when child protection cases are open and families or unaccompanied minors are deported.

