

## CALL FOR EXPERT HANDBOOK ON EURODESK INTERNAL STRUCTURES

Eurodesk is a European youth information network created in 1990. It aims to make information on European opportunities comprehensive and accessible to young people and those who work with them. It is a policy support network under the Erasmus+ programme. Eurodesk brings together 39 Eurodesk Centres in 37 countries, connected to over 2100 so-called multipliers that are regional or local organisations working with young people, delivering youth information and advising young people on European opportunities. Eurodesk Brussels Link (AISBL) is the coordinating body of the European network.

### Rationale for the research

Eurodesk is characterised by an **important diversity in terms of national legal frameworks and structures**. This diversity is a strength as it allows our services to be delivered in a flexible way, adapted to national realities. However, it also represents a challenge for national coordinators who have to find their own way of structuring their national networks of multipliers.

In addition, Eurodesk has created a new category of local information points, the **Eurodesk ambassadors**. This represents a successful way to engage new youth (information) workers/centres in our network, and in 2022 the number of multipliers and ambassadors is almost equal. The challenge is that each country has a different understanding of who the ambassadors are and what their role is. In addition, a few countries have developed pools of **young ambassadors**, adding to the national layers and specificities.

The need to **provide clear guidelines and models** on how to structure the network, how to select and contract multipliers and ambassadors and clarify their roles, and better define what's the place for young people in our network, has emerged in recent years. In addition, it would be important to understand the main challenges and opportunities and identify and share successful models and recommendations to recruit, manage and motivate Eurodesk multipliers and ambassadors as well as young ambassadors.

The result of the research will be a handbook with a description of who is who in the network (roles, etc.), practical guidelines on how best to structure the Eurodesk national networks with various models adapted to the size of the country and other parameters to define. It will also contain country profiles. The researcher is expected to provide a clear methodology to analyse the situation and propose hands-on solutions to our network.

The engagement includes:

**Phase 1 – Mapping of national structures (September-November 2022)**

- Desk research on the key internal documents of Eurodesk when it comes to its structures (manuals, competence framework, principles, internal surveys, etc.) to identify the gaps and finetune the interview grids
- Proposing a detailed research methodology and concept for the handbook
- Working closely with the EBL team
- Conducting in depth interviews with the 39 national Eurodesk coordinators (draft interview questionnaire to be finetuned) and the Eurodesk Executive Committee (video conferencing or phone)
- Draft handbook compiling the main outcomes of the interviews and desk research, including national profiles, models emerging and recommendations

**Phase 2 – Consultation and Refining (December 2022-February 2023)**

- Presenting and discussing the draft handbook with the EBL team and the Eurodesk Executive Committee (online meetings)
- Implementing the feedback received from the Eurodesk teams, and complement with additional desk research as necessary
- Final version of the handbook by 28 February 2023

**Phase 3 – Launching the handbook (March 2023)**

- Handbook with guidelines on how to structure the national networks that contains models and recommendations + a chapter on the national country profiles.

The work is expected to be carried out between September 2022 and February 2023 maximum. The expert can propose a shorter timeline.

The guide will:

- Be available mainly as an internal document for the Eurodesk national coordinators and EBL
- Be in clear, easily understandable English language
- Be illustrated by a graphic designer (in-house, by EBL)
- Have between 40-60 pages (before designing)

Eurodesk Brussels Link is looking for an expert with:

- Practical expertise and conceptual/theoretical knowledge in the field of youth work / youth information work or very similar fields and/or in organisational management;
- Experience in authoring and editing publications and developing pedagogical guidelines for European or national networks;
- Experience with efficiently involving stakeholders during the development process;

- Capacity to carry out research on a European scale, dealing with national perspectives and finding common points;
- Understanding of cultural differences and youth work field in different European countries;
- Strong written and verbal English skills, proven experience in writing in English publication is a strong advantage;
- Organised and structured working methods;
- Practical mindset and structured approach (the results have to be used / applicable by our national Eurodesk coordinators).

Eurodesk will hold all usage and copyrights of publication, while naming the author.

## Budget

**Please indicate a total quote (including VAT) for your offer. Please indicate how many days you foresee working on the project.**

Please do not include any production costs (e.g. graphic designer, printing) as this will be taken care of by EBL.

## **To apply, please send us your CV and answer the following questions:**

- **What is your motivation and experience to work on this research project?**
- **What is your foreseen approach and methodology to provide solutions to our needs?**
- **What are your previous experiences on similar projects/publications?**

**Deadline to apply: extended to 11 September 2022**

Send your application to: [applications@eurodesk.eu](mailto:applications@eurodesk.eu)

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## **Background information**

The work of the Eurodesk network is coordinated by a European office (AISBL) called **Eurodesk Brussels Link** (EBL). EBL runs information management tools, provides guidelines, support and training to its network.

There are **39 Eurodesk national coordinators** who deliver youth information services and manage a network of national/local/regional youth (information) contact points, the Eurodesk multipliers and ambassadors.

Eurodesk **federates over 2000 local youth information providers**, the so-called Eurodesk multipliers and ambassadors.

**Eurodesk Multiplier** refers to a broad category of organisations that Eurodesk national coordinators choose to work with to further disseminate Eurodesk information towards young people and those working with them. These can be youth information centres, youth organisations, libraries and municipalities at local, regional and national level.

**Eurodesk Ambassadors** are either individuals or organisations that promote Eurodesk opportunities in specific contexts (e.g. youth ambassadors involved in peer to peer activities).

The way Eurodesk is structured at national level is therefore very diverse based on the legal, social and cultural context and the choices made by the Eurodesk centres. This concerns the diversity of practices in terms of how the national networks are organised (paid or voluntary engagement, one person for all Eurodesk tasks, simple or complex network of multipliers, etc.) and what the profiles of the Eurodesk multipliers and ambassadors are (it ranges from professional youth workers and youth NGOs, to local authorities, libraries and school inspectors).

Despite this diversity, Eurodesk coordinators, multipliers and ambassadors share the core values and principles of Eurodesk. There is a lot in common across the network, especially when it comes to values (e.g. empowering and informing all young people) and being part of a community of practice. Eurodesk has a set of common principles and vision documents shared by the whole network:

It is clear that any attempt to impose a common standard from the European level would be seen as 'over-formalisation' and therefore not applicable in a number of national contexts. Therefore, the approach should be to inspire and support the national Eurodesks in building successful and efficient structures, providing models and recommendations - without formalising or proposing a one-size-fit for all.

Important documentation:

- Eurodesk Manual for national coordinators (one chapter on how to manage networks of multipliers will be provided to the selected expert)
- [Eurodesk Annual Overview 2021](#)
- [Eurodesk Mobility Advisor Competence Framework](#) (new version to be released)
- [Eurodesk 10 Key Principles](#)
- [Eurodesk 6-year Strategy](#)