

ABOUT IOM

Established in 1951, IOM is the leading intergovernmental organization in the field of migration.

IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM provides humanitarian assistance to migrants in need, whether they are refugees, displaced people or migrants in distress, through specialized programs for return, resettlement and social inclusion.

CONTACT US



You do not need an appointment to meet with us.

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PROVISION OF SOCIAL AND PSYCHOLOGICAL SUPPORT TO ASYLUM SEEKERS IN BULGARIA Project № BG65AMNP001-1.006-0002-C01



ABOUT THE PROJECT

The objective of this project is to improve the psychosocial well-being of asylum seekers and unaccompanied and separated children in the initial adaptation phase, when migrants are registered in Registration and Reception Centres (RRCs) of the State Agency for Refugees (SAR), and initiate an asylum procedure.

At this stage, IOM Mobile Protection Team staff carry out a needs assessment, including vulnerability assessment and identification of vulnerable persons, and decide on an individual support plan in line with the needs identified, including referrals to focused and specialized social, health and mental health care and/or other services.



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THE IOM MOBILE PROTECTION TEAM

- a psychologist
- a social worker
- a cultural mediator
- a senior protection expert
- an administrative and legal expert in IOM's sub-office in Harmanli
- interpreters from rare languages



WHAT WE DO?

- We provide social and psychological support to asylum seekers during the adaptation phase to life in Bulgaria:
 - Tailor-made assistance (individual case management) is provided to asylum seekers, and especially to unaccompanied children.
 - Psychological consultations address psychological problems related to anxiety caused by the duration of the procedures, limited information, etc.
- We facilitate the communication of asylum seekers with relevant institutions and social services. Our social worker:
 - Provides information and helps asylum seekers understand the social and administrative framework in

Bulgaria.

- Helps asylum seekers to access social and health services and supports the scheduling of consultations, liaison with schools, migration services, employment agencies, etc.
- Provides advice and support on healthy habits, child raising, etc.
- Works with vulnerable groups, including unaccompanied children.
- Refers asylum seekers to other services provided by IOM and/or other partner organizations.
- We support SAR social workers in identifying vulnerable asylum seekers, including unaccompanied children. Also, we provide specialized support in addressing their needs.
 - We provide interpretation services to asylum seekers:
 - Our team of interpreters from rare languages provides interpretation support.
 - We provide cultural mediation:
 - Our cultural mediator helps with bridging any existing communication gaps, explains the cultural and social differences, and creates a relationship built on trust.
 - We organize information sessions on a variety of topics (hygiene and health promotion, work ethics, counter-trafficking, etc.)

WHERE?

- The RRCs of SAR in the country (Sofia, Harmanli, and Banya) and Pastrogor Transit Centre.
- IOM's offices in Sofia and Harmanli.