



## Sunčana Kusturin

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### WORK EXPERIENCE

#### TRAINER FOR DIVERSE NA (CROATIAN, SLOVENIAN, HUNGARIAN, AUSTRIAN, SWEDISH, FINNISH)

Developing and implementing educational activities on these topics:

##### Inclusion

- International LTA SEMINAR: „Embrace Inclusion & Diversity in your Erasmus+ projects“, Agency for mobility and EU programs (2022; 2023; 2024)
- National workshop „Embrace Inclusion & Diversity in your Erasmus+ projects“, Agency for mobility and EU programs (2023; 2024)
- Online training course Training “Key to inclusion”, Swedish Agency for Youth and Civil Society (2021)
- Trainer/Facilitator of study visit and networking activity “We are all in, Tempus Public Foundation (2020)
- Facilitation of meeting Inclusion & Diversity Colleague Support Group meeting "Inclusion Goes Local", SALTO-YOUTH Inclusion & Diversity RC @ JINT (2020)
- Thematic meeting and Project fair “In search for inclusion and diversity”, Agency for mobility and EU programs (2019; 2021; 2022)
- Trainer/Facilitator of study visit and networking activity “We are all in”, Tempus Public Foundation, (2020)
- International seminar on cross-sectoral cooperation “Key to inclusion”, MOVIT (2017)
- Trainer on Academy of Central European Schools, ACES-act local, Slovakia, Interculturales Zentrum (2017)
- “Forum ME TOO – Conversations on social inclusion” MOVIT (2015)
- Annual meeting for beneficiaries: Erasmus + as a tool for social inclusion of people with fewer opportunities, Agency for mobility and EU programs (2014)
- „Include me” training for inclusion of youth with fewer opportunities in YIA, Agency for mobility and EU programs (2010- 2013)

##### Non-formal education

- Annual meeting for beneficiaries: "Non-formal education", Agency for mobility and EU programs (2013)
- National Tool Fair Croatia, Agency for mobility and EU programs (2017; 2018; 2019)
- International Tool Fair Split, Croatia, Agency for mobility and EU programs (2018)

##### Training and evaluation cycle (Agency for mobility and EU programs)

- On-arrival training for volunteers (since 2011)
- Midterm training for volunteers (since 2015)
- ESC for newcomers/ Training for organisations with quality label (2017; 2019; 2020)
- National Training for mentors within the “European Solidarity Corps” Programme (2020; 2022)
- International Training for mentors within the “European Solidarity Corps” Programme (2023)

##### Mental health

- Training of training for quality label organisations "Supporting Volunteers' Mental Health through Mentoring" Finnish National Agency for Education (2024)
- One day workshop for NA staff "Understanding oneself in vortex of stress", Agency for mobility and EU programs (2020)
- Training for ESC organisations "Volunteering and mental health", Agency for mobility and EU programs (2024)

##### Human rights (Agency for mobility and EU programs)

- Training for professionals: “Youth for human rights” (2018)
- National networking activity (2019)

##### Youth work on local level (Agency for mobility and EU programs)

- Training for local government representatives: “Europe goes local” (2018; 2019; 2022; 2023)
- Facilitation of Study visit within “Europe goes local” project (2020; 2022; 2024)

2004 - CURRENT

#### TRAINER FOR DIVERSE NGO

Developing, adjusting and implementing educational activities on these topics:

## Prevention of problems in behaviour

- Training and networking activity for school staff and teachers on prevention of problems in behaviour, Most (2023)
- Education of experts that work on preventive program: "Group work", "Family as a system", "Creative techniques", "Stress and Supervision", "Communication-verbal/nonverbal", Save the children Budva (2004-2006)
- International training courses: "Behavioural disorders-a view from a different corner", Association Play (2008)
- Education for group leaders: „How to understand and include child with problems in behaviour in group work“, Capoeira Amasonas (2016-2018)

## Alternative care

- Training "Realising children's rights", SOS Children village Serbia (2018); Benin (2017); Croatia (2016.)
- Training: "Prepare for leaving care", SOS Children village Croatia (2018)
- Facilitation of international workshop: "Effective policy intervention - Making YG in Croatia work for youth leaving alternative care", Association Play (2015)
- Training course for care professionals: „How to mentor“, Association Play (2014)
- Training course for care professionals: "How to CONTACT", Association Play (2009)

## Inclusion

- International Training for trainers: Capoeira as a tool when working with youth with fewer opportunities Capoeira Amasonas (2013)
- International training courses: "More opportunities", Association Play (2012)

## Non-formal education

- Training: "Online tools", Ecological association Zrmanja (2022)
- Online education: "(Online) tools within mentoring process", Initiative for human rights- Croatia (2021)
- Training "Once upon a time" using creative techniques in educational setting, Sukus (2019)
- Educations for professionals: "Associative cards (in psychosocial work)" Association Play
- Educations for professionals: "Power of creative techniques", Association Play
- Training for trainers: «Intercultural learning, Uno-BIH (2002)

## Mental health

- Educational and experiential workshops „Managing stress“, Clubture (2016)
- Educations for school professionals: "Professional stress and mental health", Association Play (2007/2008)
- Lectures: "Supervision?!" (Since 2010)

## Youth work

- Online lecture and workshop "Youth work", Ahimsa (2024)
- Online lecture and consultations "Youth empowerment", Community Alphabet program-Nadace VIA (2024)
- Mentoring support to youth group ESC, Ocean Znanja in Croatia (2021)
- Training for youth workers "Youth work", Croatian Youth Network (2017)
- Mentoring of school staff in charge for volunteer projects, Croatian Youth Network (2017/2018)
- Youth studies: Trainer on module: „Youth work“ and mentoring support of participants within learning process, Croatian Youth Network (2011-2017)
- Training for trainers: „To know“, Croatian Youth Network (2011)
- Training: Developing Competences in Organizing Youth Outdoor Projects, Streets Festival, Macedonia (2010)
- Training: "Youth work development in Croatia", CARE International in Bosnia & Herzegovina and Croatia (2005)

## (CO)AUTHOR OF EDUCATIONAL MATERIALS

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### Collecting materials from events, summarising and creating **content reports**:

- [Content report „Embrace Inclusion & Diversity in your Erasmus+ projects“](#), Agency for mobility and EU programs, Croatian NA (2022)
- Content report [„Embrace Inclusion & Diversity in your Erasmus+ projects“](#) , Agency for mobility and EU programs, Croatian NA (2023)
- [In search for inclusion and diversity](#) Agency for mobility and EU programs, Croatian NA(2021; 2022)

### (Co)writing **guidebooks**:

- [Guidebook for mentors of ESC volunteers](#), Agency for mobility and EU programs, Croatian NA (2021)
- [Roadmap towards active engagement: Inclusion and Diversity in Erasmus+](#) , Agency for mobility and EU programs, Croatian NA(2024)
- "Community engagement - guide for students", University of Rijeka, Department of pedagogue and Institute for social research in Zagreb (2024)
- ["Guide for community engagement mentors"](#), University of Rijeka, Department of pedagogue and Institute for social research in Zagreb (2021)
- Volunteers and stress, Agency for mobility and EU programs, Croatian NA (2021)
- „OkvirKO- handbook for empowerment of youth in the process of leaving alternative care: [Why?; How?; I will do it this way](#)", Association Play, (2014)
- „How to respond to a call for help“- workbook for development of key competences of professionals involved in programs for prevention of problems in behaviour, Association Play (2014)
- ["I CANT, even if I can"](#), Association Play (2012)
- [„Guidelines on support to youth after leaving care“](#), Association Play and Forum for quality in foster care, Association Play (2011)

- „How to CONTACT –manual for professionals that work with children and youth in institutional treatment“, Association Play (2009)
- Educational brochure „Catapult“- publication for youth leaving care, Association Play (2007)

#### Creating concepts of **educational movies:**

- Taste of care, Association Play
- Behavioural disorders- view from a different corner, Association Play
- Violence and suicide, Association Play

#### Developing **educational tools:**

- Associative cards Sedo, Association Play
- Board game Getting to know your family members, Association Play

2010 – CURRENT

### **SUPERVISOR**

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Supervision is the process of developing a professional as a reflective practitioner.

It is a creative space in which the professional, in collaboration with the supervisor, learns from their experiences and seeks their own solutions to work-related problems, deals more effectively with stress, views the beneficiaries situation and resources, their own thoughts, feelings, and resources, as well as the relationship with the beneficiary from different perspectives.

Providing supervision for diverse organisations:

#### Association „Play“

- Supervision for volunteers and honoraria associates
- Supervision for teachers

#### Faculty of Law, Social Work Study Centre

- Supervision for students during field practice within course “Social work with individual” (since 2010)
- Supervision for students of fifth year within course “Integrative social work-field practice” (2012-2015)
- Supervision for participants of specialistic study of psychosocial approach in social work (2011/2012)
- Supervision for participants of specialistic study Supervision in psychosocial work (2023/2024)

#### Homa d.o.o

- Supervisor of teachers within project for teachers in Karlovac (2010-2018)

#### Home for children Maestral, Split

- Supervision for care professionals (2018/2019; 2021/2022)

#### Primary school Marije Jurić Zagorke

- Supervision of school team (2018/2019)

#### The Society for Psychological Assistance

- Supportive supervision within project “Psychosocial support to experts that care for children during large scale stressful events and catastrophes”, online (2020)

#### SOS Children village Ladimirevci, Croatia

- Supervision for SOS mothers (2021/2023)

#### MOST, NGO

- Supervision for professionals/youth workers (2023/2024)

2010 – CURRENT

### **EXTERNAL ASSOCIATE OF DIVERSE INSTITUTIONS- TRAINER, GUEST LECTURER**

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#### **Alternative care**

- Development of 6 module education for care professionals on these topics: Introduction and changes within care concept; Influence of trauma on child development; Relationship as a tool; Basic of individual approach; Basic of group work; Preparing for leaving care, Home for children Maestral (2020/2021)
- Training “Preparation for leaving care”, two day training for professionals from alternative care, Ministry for demography, family, youth and social policy in cooperation (2019)
- Training “Group work”, Centre for providing services in community "Izvor Selce" (2021)
- Lectures within course “Post-treatment care for children and youth”, Faculty of Education and Rehabilitation Sciences (2012; 2014; 2019; 2022; 2024)

#### **Youth studies**

- Providing mentoring support to participants of Long-life learning programme: „Youth in modern society“ University of Rijeka, Department of pedagogy and Institute for social research in Zagreb (2018; 2021)
- Creating and delivering 2 modules of Training for community engagement mentors, University of Rijeka, Department of pedagogy and Institute for social research in Zagreb (2021/2022)
- Preparation and realisation of lectures within pedagogy course “Methodology of youth work & NFE”, “Professional development”, “Methods of non-formal education” University of Rijeka, Department of pedagogy (2021-2023)

### **Youth work**

- ENTER local training event: Supporting non-formal education and youth work in order to empower young people from disadvantaged neighbourhoods, Council of Europe (2018)
- Lecture "Youth", University of Zagreb, Faculty of Law –Social Work Study Centre (since 2020)

### **Mental health**

- Lecture "Mental health and professional stress", University of Zagreb, Faculty of Law –Social Work Study Centre (since 2010)

### **Creative techniques**

- Module for students of specialistic studies "Creative techniques in supervision", University of Zagreb, Faculty of Law –Social Work Study Centre (2024)

1997 – 2016

**MANAGER OF ASSOCIATION (2002. -2008.); MANAGER OF PROGRAM CONTACT (2010-2013); SUPERVISOR (2002.-2016.); LEADER OF INDIVIDUAL AND GROUP WORK WITH CHILDREN, YOUTH AND PARENTS (1997.-2016.); EDUCATOR/TRAINER (2002-2016.) ASSOCIATION PLAY**

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Within all these function I handled this tasks:

- Creating, developing and managing project/programs
- Quality control
- Fundraising and development of self-financing activities
- Communication with media
- Networking
- Advocacy
- Development of educational tools (associative cards, board game, educational videos/films, publications, articles..)
- Youth engagement
- Enhancing competences and care about mental health of people engaged in association's activities and its beneficiaries through supervision and education

## **● EDUCATION AND TRAINING**

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2015 – 2020 Zagreb, Croatia

**PH.D** University of Zagreb, Faculty of Law –Social Work Study Centre

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**Level in EQF** EQF level 8

2006 – 2010 Zagreb, Croatia

**SPECIALIST OF SUPERVISION IN PSYCHOSOCIAL WORK** University of Zagreb, Faculty of Law –Social Work Study Centre

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**Level in EQF** EQF level 7

1996 – 2002 Zagreb, Croatia

**SOCIAL WORKER** University of Zagreb, Faculty of Law – Social Work Study Centre

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**Level in EQF** EQF level 7

04/06/2018 – 06/06/2018

**TRAINING FOR TRAINERS „YOUTH AND HUMAN RIGHTS“** Iuventa

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2009 – 2010

**TRAINING FRO TRAINERS: "TALE-TRAINERS FOR ACTIVE LEARNING IN EUROPE"** EU-CoE youth partnership

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15/09/2002 – 28/09/2002 Budapest, Hungary

**TRAINING FOR TRAINERS: "NON-FORMAL YOUTH EDUCATION"** Council of Europe's Directorate of Youth and Spot

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11/09/2006 – 19/09/2006 Budapest, Hungary

**TRAINING: "GENDER BASED VIOLENCE"** Council of Europe's Directorate of Youth and Spot, European Youth Centre Budapest

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## DIVERSE SHORT TERM EDUCATIONS/WORKSHOPS

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- Experiential pedagogy
- Experimental learning – in accordance to Outward Bound method
- Participatory methodology & approaches to learning in training
- Course in basic use of MoD (A103)
- ETS Trainer skills workshop: “Wellbeing in training practices”
- Online course: Trauma and alternative care: An Introduction to Using a Trauma-Informed Approach”
- Online webinar: “E-TEC: design and facilitate TEC training online”
- Online course: „Getting care right for all children“ , University of Strathclyde, Glasgow
- Training of Trainers: Preparing for leaving care, CELCIS and SOS Children’s Villages International,
- On-line course: “Caring for vulnerable children”, University of Strathclyde, Glasgow
- Training of trainers: Building capacity of care professionals working with children and youth in care, SOS Children’s Villages International
- NGO promo
- Therapy with puppets
- Acting and education
- Physical body in psychological support work
- Violence
- Teamwork
- Associative cards
- Trans-generational transition of violence and understanding of child’s drawing
- Psychiatric disorders of children and youth
- Stress at work and development of personal responsibility for relationship and accomplishment
- Loss and support in a grieving process
- Individual youth work

## ● LANGUAGE SKILLS

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Mother tongue(s): **CROATIAN**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● DIGITAL SKILLS

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Microsoft Office | Microsoft Powerpoint | Google Drive | Zoom | Microsoft Word