



# NOVA GENERACIJA

*Nestranačko, nevladino i neprofitno udruženje  
socijalnih radnika i drugih profesionalaca  
u oblasti socijalnih djelatnosti*



## Snežana Jondža, psychologist - coordinator of the Blue phone

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Snežana Jondža was born May 19, 1985 in Zrenjanin, Serbia. She is a graduate student at the University of Novi Sad, Department of Psychology.

She finished four years of training in Transactional Analysis and is currently a consultant in supervision. She's been through a week-long training in sign language, two-day training in workshop leading, a week-long training for peer education in the field of drug abuse prevention and counseling through the hotline and then training the trainer work in peer education on the prevention of drug abuse.

She participated in a two day seminar "Counseling and therapy work.", and been through an experiential autogenous training and experiential assertiveness training, completing training for trainer of assertive communication.

Her volunteer work began in 2007 in Novi Sad Humanitarian Centre, on the project "Assistance to Roma children-remedial classes." She spends a year working on the project "Education of Roma on HIV/AIDS" as educator in the same organization in 2008. In this association she volunteered for two years. Also, since 2008 she volunteered at the center for drug prevention EMPRONA, on the SOS phone as a counselor, and in elementary and secondary schools as an educator, leading workshops aimed at preventing drug abuse. She volunteered in this center for two years. She also volunteered in the Center for War Trauma since 2008 as a consultant. In 2009 she began volunteer work in the student organization AIESEC and she worked there as an educator in high schools in the project "Education of young people about assertiveness and motivation." Through AIESEC, she volunteered in India on a project for the protection of children's rights, "Footprints" in the end of 2009 and the beginning of 2010.

She began volunteering in the Association "Nova generacija" in 2012. With the beginning of the service "Blue phone" she was named a coordinator of the Blue phone and since then she trains volunteers on the basics of counseling on the phone and assertiveness, while working as a consultant on the line and as a supervisor for the volunteers on this counseling line.

In 2013 she started working as a interviewer in the study on "Street begging and other street jobs carried out by minors" conducted by the Institute of Public Health of the Federation of Bosnia and Herzegovina, and is engaged in the project LYRA (Leaders, Young Roma in Action) as a facilitator of action research, implemented by Save the Children in Sarajevo. She was hired as a teacher in the project "Socialization of children in Republic of Srpska" in 2013.

Within the Association "Nova generacija" she underwent training "Education for Social Justice-adult program" licensed program of the Center for Educational Initiatives "Step by step", training "Fundamentals of telephone counseling", and training "Fieldwork and principles of the field work." As part of the project "All Inclusive" by the Mozaik Foundation, she underwent training "Project Cycle Management".

