



FWSS

Foreign Workers in Social Sector

Dissemination Event

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Overview Results of the Survey among Employers in Social Services

Context:

The analytical report is based on two online questionnaire and interviews conducted in the participating countries, among social service providers and among foreign workers working in social services. This took place between April and June 2022 online

The data analysis or evaluation of the monitored issues was based on the information contained in 241 questionnaires.

Almost two thirds of the respondents, i.e. **156 surveyed organisations**, mentioned the presence of foreign workers in their organisations. Total of 4.214 persons. By far the highest number of foreign employees was observed in Austria.

89 workers were employed by an employment agency. Higher proportion of employees having a direct employment relationship with the social service provider, 4 125 persons.



Presence of foreign workers in the sector I

- Numbers of foreign employees broken down into EU, EEA and Swiss citizens, third country citizens.
- 64 % of the surveyed organisations recruited at least one foreign employee by them applying directly to the position.
- Position held by foreign employees: social workers, caregivers, and health workers. In the structure of individual organisations, they move vertically across existing positions.
- The most significant reason to employ foreign workers was the lack of adequate 'local' workforce, followed by their specific skills and the higher qualifications.



Presence of foreign workers in the sector II

Overall, the respondents generally agree with the following statements, regarding foreign employees:

				
Accepted by their colleagues without major problems	accepted by service users without major problems	Interested in the inclusion in the society	Interested in learning the language	Qualified for the job

More than 40 % of the surveyed organisations employing foreign workers, are implementing activities at their workplace to facilitate the inclusion of workers. And only a 23% facilitate activities outside the workplace.

In most cases, this involves mentoring, systematic integration into the team and the provision of a language course.



Presence of foreign workers in the sector III

The results identified three significant reasons why the surveyed organisations did not employ individuals from other nationalities:

- lack of applications
- Absence of outreach from organisations/entities that facilitate such employment
- Lack of experience in hiring people from different nationalities.

In some cases, legislation restricts the recruitment of citizens from third countries. 85 % of all respondents are open to employing foreign in the future. 15 % of will give priority to employ "local" employees first.

Main challenges

- **Lack of experience of employing foreign workers** and/or support for the administrative tasks: long and complicated existing administrative process involved in employing foreign workers.
- **Lack of language proficiency** and/or its recognition: language skills are considered by some respondents to be necessary and very important, especially in some positions.
- **Inclusion in the workplace:** in terms of acceptance between colleagues and by service users.
- **Recognition of qualifications/training:** particularly experienced by those organisations that employ foreigners in positions where professional qualifications must be documented



Results of the Survey among Foreign Workers in Social Services

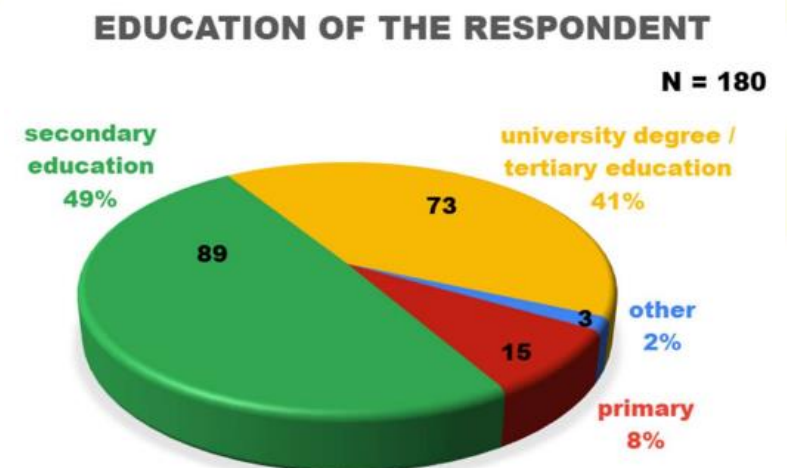
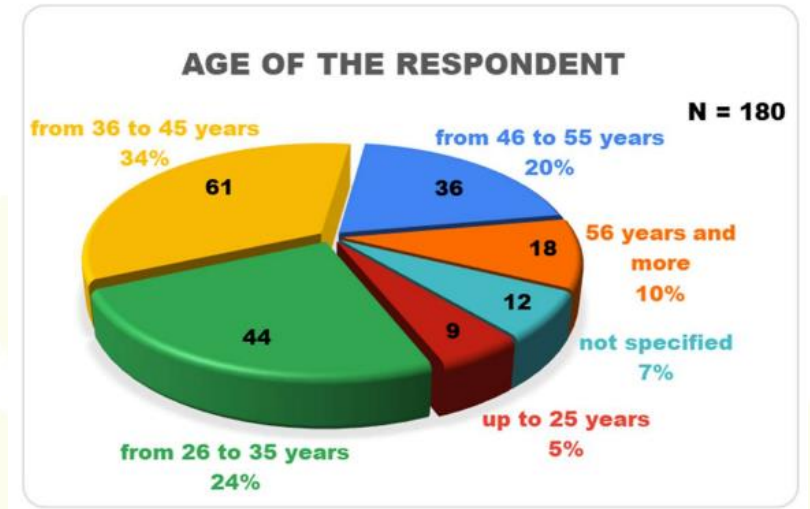
Context

A survey for social service workers from other nationalities was conducted in the 5 participating countries through an online questionnaire.

The data analysis was conducted using information from **180 questionnaires completed by individuals from 36 different nationalities. 53 from an EU country.**

The research sample comprised **77% women and 17% men**, reflecting the typical gender distribution in the sector, which is predominantly female. Regarding the age, most of the respondent were in the range **36-45 years old**, followed by the 26-35 years old.

Almost half of the surveyed individual had the secondary education with a high school diploma.



Foreign workers in the social services sector

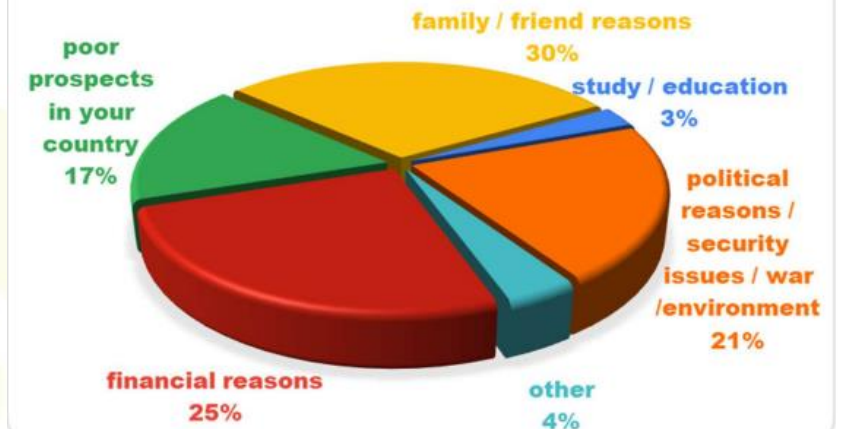
Reasons to work abroad

- Family reasons (children's studies, family reunification etc.) or friends
- Financial Reasons
- Political reasons/security/war/environment

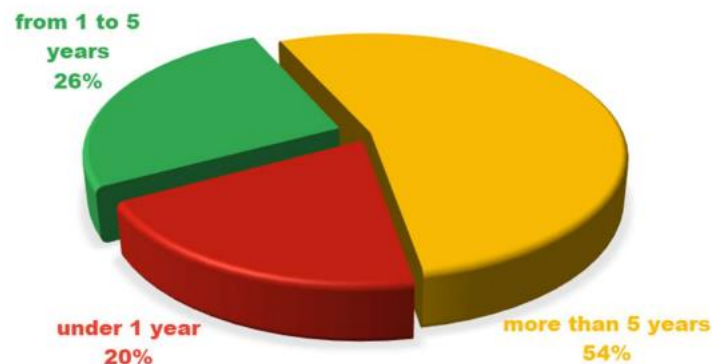
The questionnaire survey also clearly showed the impact of the February 2022 attack on Ukraine, with 62 respondents from this country.

54% of the respondents have been working in the host country for more than 5 years, and almost half had experience of working in social services prior to their current employment.

REASONS FOR GOING ABROAD



LENGTH OF EMPLOYMENT IN THE HOST COUNTRY



Foreign workers in the social services sector

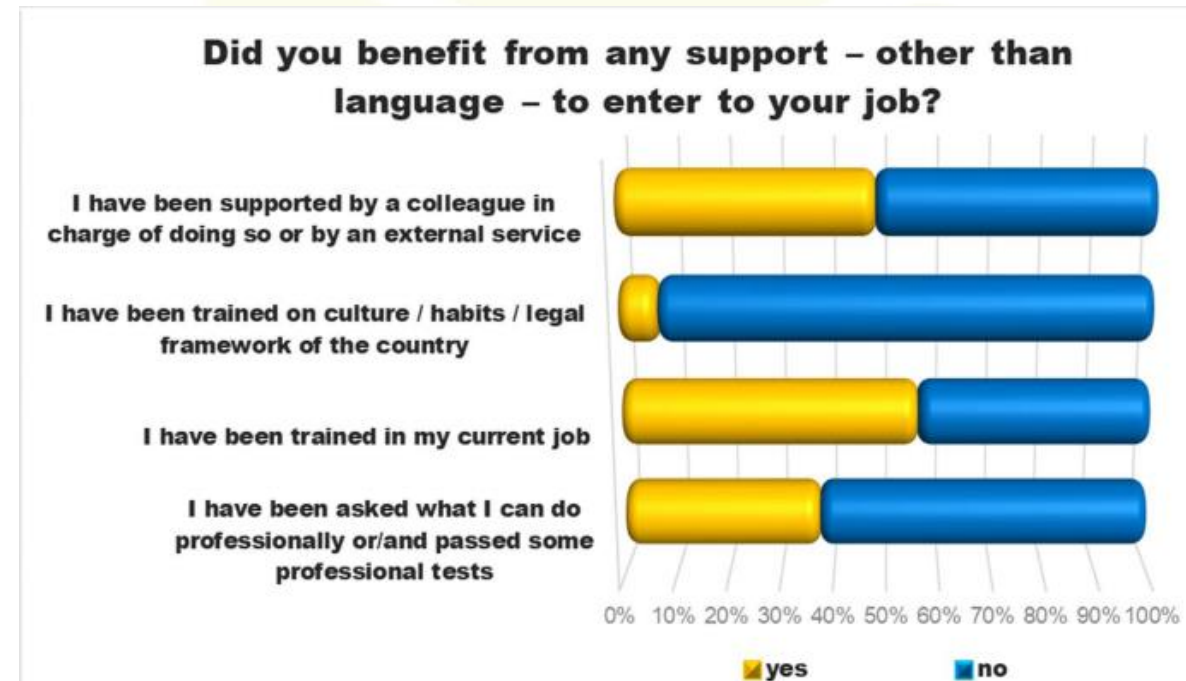
Support at the workplace

More than half of the respondents who answered the question (50 people did not answer this question) received **training to do the job** and almost half had then support from colleagues or other designated external persons.

Qualifications and certificates

4 out of 10 respondents had to provide evidence of their professional qualifications.

Almost two thirds of the respondents used their qualifications in social services.



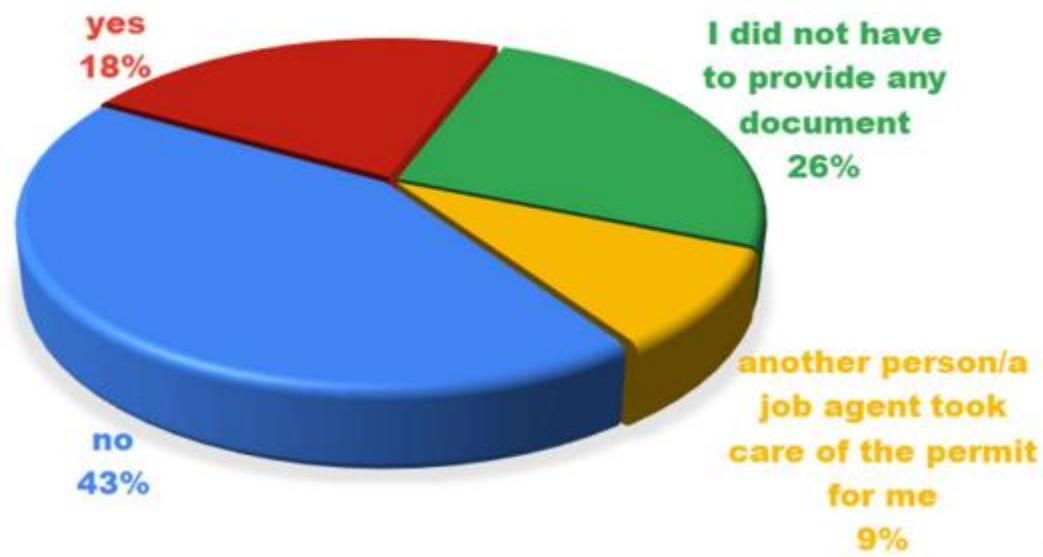
Foreign workers in the social services sector

Recruitment process

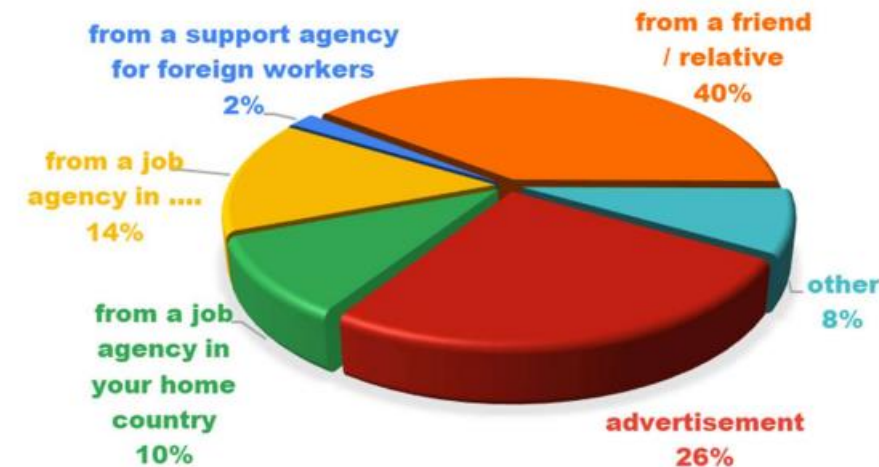
Respondents found out about the possibility of employment in social services mainly from their friends and acquaintances (40 %).

Work permit

WAS IT DIFFICULT FOR YOU TO GET A WORK PERMIT?



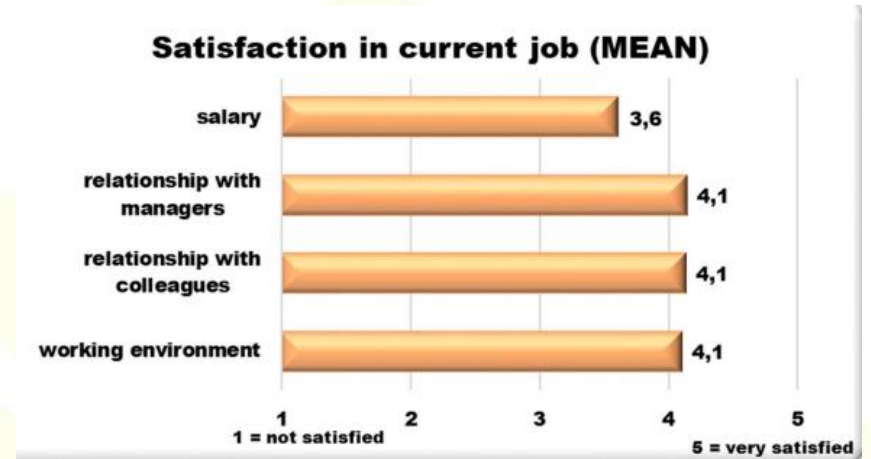
SOURCE OF JOB INFORMATION



Foreign workers in the social services sector

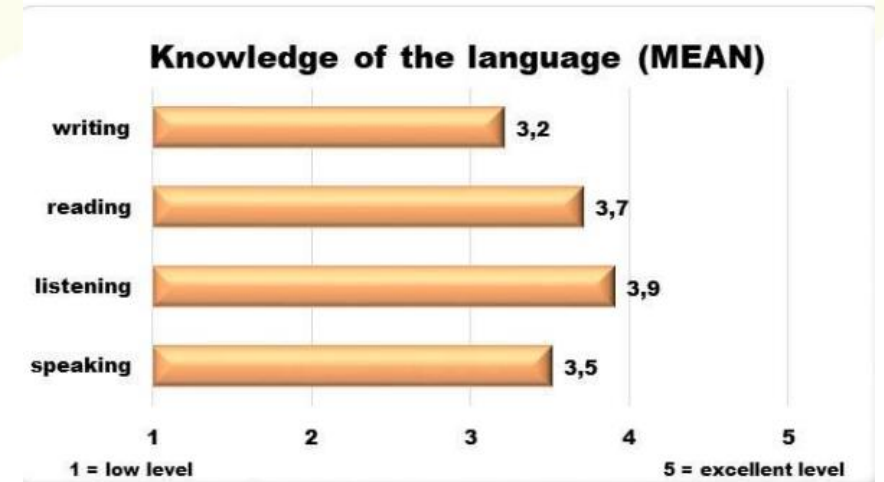
Satisfaction in their current job position

In terms of the working environment, relations with colleagues, relations with superiors and financial remuneration, generally foreign employees surveyed are satisfied with their current job.



Language Skills

Writing is the biggest challenge. Almost two thirds of the respondents were involved in some kind of activities to help improve the language of the host. Of this number, about half were carried out outside the workplace.

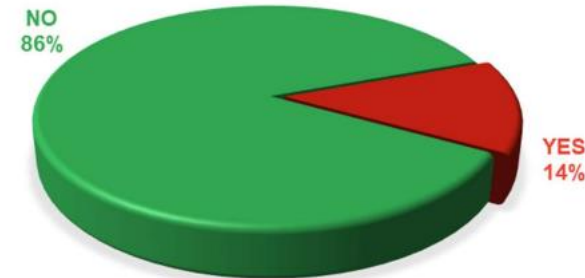


Foreign workers in the social services sector

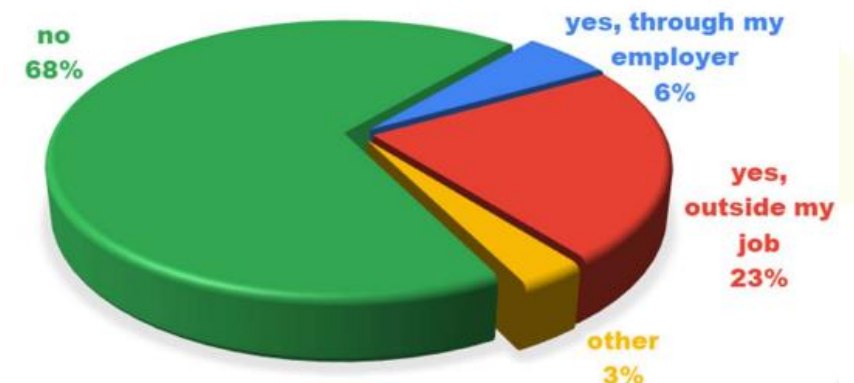
Inclusion at the workplace and in the community

- 14% of respondents experienced some kind of discrimination, usually associated to the language skills.
- 29% of the respondents participated in inclusion and diversity activities, 6% through the employer and 23% outside the workplace.
- $\frac{3}{4}$ of the social services employees surveyed had to find their own housing. Of this number, almost 1/3 rated this concern as difficult. The employer helped provide housing in 8 % of cases.

HAVE YOU EXPERIENCED ANY KIND OF DISCRIMINATION AT WORK ?



SUPPORT FOR INTEGRATION INTO A NEW RESIDENCE



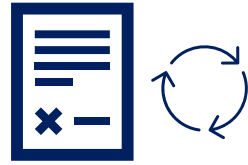


Recommendations at European level

Main Categories:



**Attractiveness of
the sector**



**Administrative
procedures**



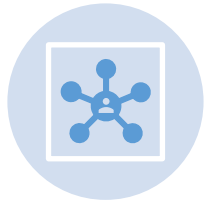
**Support foreign
workers at work**

- Recognition of qualifications & training
- Language skills
- Other support



**Diversity and
inclusion at the
workplace**

Attractiveness of the sector:



Promote the social services sector, through communication campaigns, contacting specialised immigration associations and employment organisations.



Develop new communication concepts aimed at the target group.



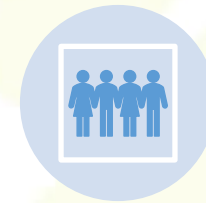
Develop relations between service providers and universities, immigration offices, employment agencies.



Make the offer and process more accessible, by posting the job offers online but also on paper on the employment agencies.



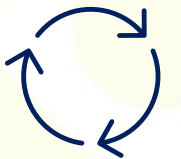
Make job offers in the sector more attractive, by providing benefits that can be of interest to foreign workers in the long-term.



Inclusive approach to recruitment and career progression.

Administrative procedures:

- Seek expertise from external entities, for example from national/regional/local employment offices.
- Look for support from an intermediary association that can take care of the administrative issues.
Train HR/personnel/managers on legal aspects, obligations and processes to employ foreign workers, with special attention on workers coming from non-EU countries. Employ an HR or manager who also has specific knowledge on employing foreign workers.
- Create internally a manual explaining the procedures to employ foreign workers, including the relevant contact persons and contact points that can be updated, if necessary.
- Cooperate closely with other actors involved in implementation of policy measures on legal migration.



Support foreign workers at work:

Recognition of qualifications & training	Language skills	Other support
<ul style="list-style-type: none">• Provide information and training to validate skills. It plays an important role in contributing to career development, job satisfaction and retention.• Coordination between government and social partners, to identify the specific sector labour shortage needs and to develop clear and common criteria for validating skills.• Support for recognition of diplomas.	<ul style="list-style-type: none">• Promote language learning at the workplace (courses, support btw. colleagues, etc.). Language is a mean for inclusion at work and in the community.• Internal & external support at the workplace to improve language skills.• Provide information on courses and initiatives available.	<ul style="list-style-type: none">• Provide clear information on labour rights and obligations in the country as well as in the organisation.• Provide information on process to renew visa, work permit, residence and/or any other support to facilitate inclusion in the society.• Support between colleagues (experienced employees support newcomers).

Diversity and inclusion at the workplace:



Analyse effective ways to better include all employees into the organisation's structures, with colleagues and service users.



Inclusive initiatives at work, such as team building or activities for cultural exchanges between employees, for a better understanding of the different cultures and traditions.



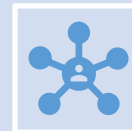
Create a safe work environment by providing individualised support and/or with the help of an external mediator tailored to the needs of all workers.



Seek external expertise to moderate/mediate difficult situations.



Designing tailor-made collective training at local, regional or national level, where several foreign employees would be involved.



Establish a strong collaboration between organisations in the social services sector and structures that support the inclusion of foreign workers.



**Online Training Course (MOOC) for
managers and HR personnel**

Our MOOC platform

- Development of a Massive Open Online Course (MOOC) for Managers and HR personnel in social services
- Accessible through the project website
- Piloting to start in June 2024



Welcome to Foreign Workers in Social Sector project's E-learning Platform

The project supports the inclusion of foreign workers in the social care sector who have complex conditions when entering the labour market, for example, due to language and cultural barriers, but also due to the lack of confidence of employers in their ability and prejudices from other employees.

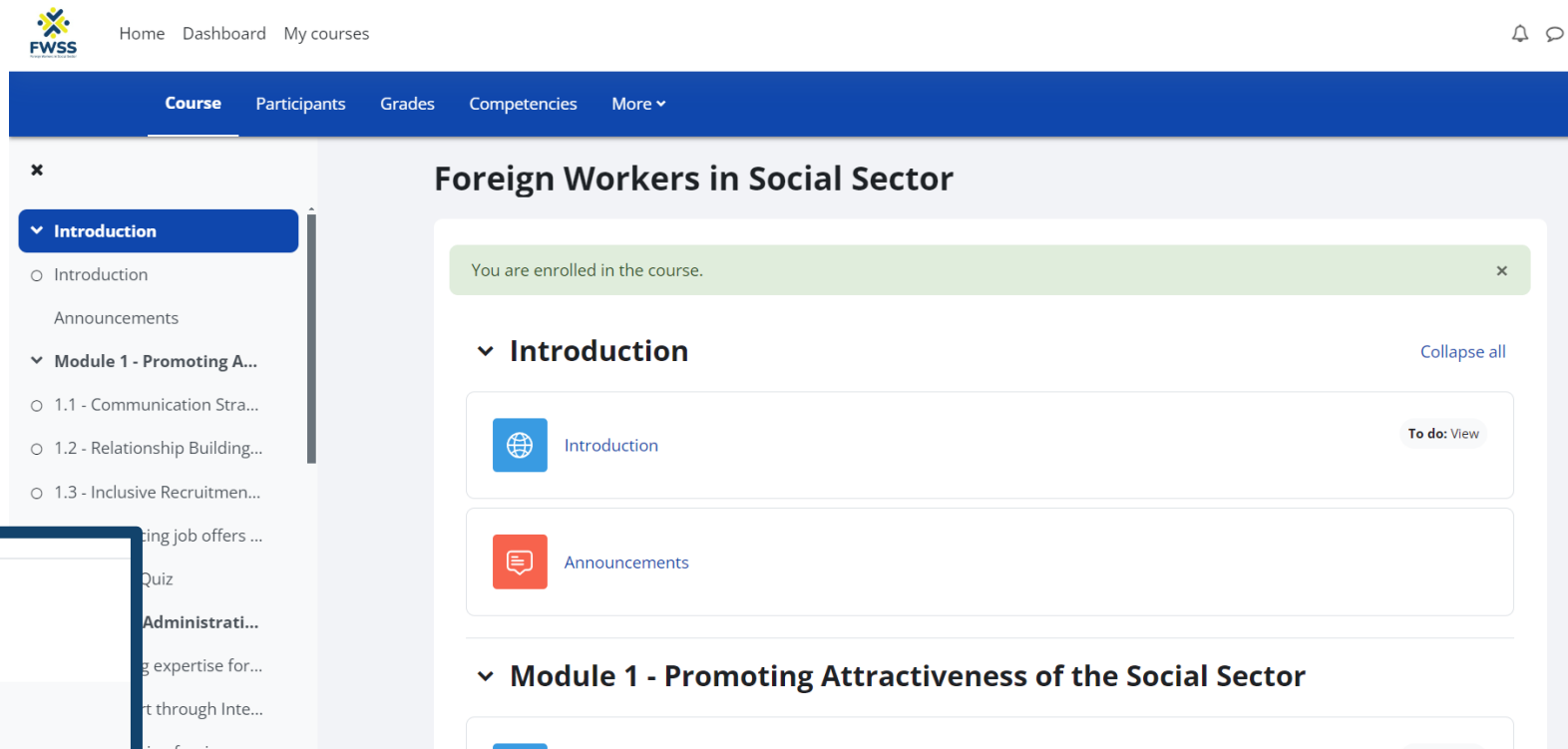
Inside the Platform

A certificate of completion is provided at the end of the course

✓ Certificate of Completion 🔒

🔒 Not available unless: The activity (**Missing activity**) is marked complete

Courses available in English, French, German, Czech and Greek



The screenshot displays the FWSS platform interface. At the top, there is a navigation bar with the FWSS logo and links for Home, Dashboard, and My courses. Below this is a course-specific navigation bar with tabs for Course, Participants, Grades, Competencies, and More. The main content area is titled 'Foreign Workers in Social Sector'. On the left, a sidebar menu shows the course structure: Introduction, Announcements, Module 1 - Promoting A..., and its sub-items. The main content area shows a confirmation message 'You are enrolled in the course.' followed by a list of activities: Introduction (with a globe icon) and Announcements (with a speech bubble icon). Below these, the start of 'Module 1 - Promoting Attractiveness of the Social Sector' is visible. A 'To do: View' button is present next to the Introduction activity.



Module 1 – Promoting Attractiveness of the Social Services Sector

- 1.1 Communication Strategies for more Attractiveness
- 1.2 Relationship Building for Job Visibility
- 1.3 Inclusive Recruitment Practices
- 1.4 Enhancing job offers for foreign workers



Module 2 – Administrative Procedures

- 2.1 Seeking expertise for administrative procedures
- 2.2 Support through intermediary Associations
- 2.3 Employing foreign workers: Legal Aspects
- 2.4 Creation of an internal manual



Module 3 – Supporting Foreign Workers

- 3.1 Recognition of qualification and training
- 3.2 Language Skills Enhancement at the Workplace
- 3.3 Other support services



Module 4 – Diversity and Inclusion at the workplace

- 4.1 Developing a Diversity Management Plan
- 4.2 Creation of a safe and inclusive work environment
- 4.3 Seeking external expertise for inclusion
- 4.4 Collaboration for Inclusion Support



Initiatives at EU level

Labour Migration Platform

Deliverable of the [Skills and Talent package](#), launched in January 2023.

Main objective: advance labour migration from third countries to the EU and to ensure that it is well-managed and targeted to where the **labour and skills needs** are.

Discussions can cover a wide range of topics including:

- Labour shortages and the potential of legal migration in mitigating them.
- Design and the function of the EU Talent Pool.
- Measures and good practices to protect third-country seasonal workers and cooperation to prevent and fight the employment of irregular migrants and undeclared work as well as human trafficking for the purpose of labour exploitation.

EU Skills Profile Tool for Third Country Nationals

- Main objective: helps to map the skills, qualifications and work experiences of the third country nationals and to give them personalised advice on further steps, e.g. a referral to recognition of diplomas, skills validation, further training or employment support services.
- intended for use by organisations offering assistance to Third Country Nationals.



Thank you!



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