The current situation of the social service workforce in Ukraine and the impact of the conflict on the workforce

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Challenges in the system of social services in Ukraine

2021 – February 2022
(Prerequisites before the full-scale invasion)

- Implementation of the new law of Ukraine "On social services" (more than 25 new regulatory acts during the year)
- Funding and creation of 18 basic social services have been transferred to the local level
- Unfinished territorial and administrative reform, different powers of rural and urban territorial communities
- The responsible body for assigning social services has been changed
- The procedure for providing social services has been changed

March 2022 – March 2023

- A significant increase in the need for social services in relatively safe regions as a result of the emergence of internally displaced persons
- Unpreparedness of the host communities to develop social services in accordance with the need, since the host communities must independently finance the salaries of social workers
- The resolution on compensation to communities for the provision of residences for internally displaced persons and their employment appears only in July 2022, and does not provide for the financing of specialists
- The outflow of qualified social workers due to emigration abroad
- Priority is given to helping military personnel, not vulnerable families
Reasons for low human resources in the system of social services

- higher educational institutions do not take into account the changes that have taken place in the system of social services when training students;
- production practice among students is chaotic;
- there is no obligation for students who studied with state funds to work for a certain period of time in communal institutions;
- there is no specialization for social workers;
- social workers are regarded as having a lower status;
- there are no updated training programs for social workers
Reasons for low human resources in the system of social services

- heavy caseload on one social work specialist;
- the number of complex recipients of services increased;
- limited resources for providing services;
- low wages;
- lack of psychological supervision for social workers;
- high level of burnout;
- constant staff turnover
Lack of trained specialists for new social services

- services for persons/children with disabilities (supported accommodation, early intervention, transit supported accommodation / educational social apartment (house), day care for children with disabilities, personal assistant for a child; social rehabilitation of persons with intellectual and mental disabilities; temporary rest for parents or persons, who replace them, who provide care for children with disabilities);

- care and upbringing of children in conditions close to family ones