



IWorCon Final Conference

Working conditions and impact of AI & Digitalisation in social services

6 February 2025

09:30 – 16:30

Belgian National Labour Council (Conseil national du travail)



Co-funded by
the European Union

10:00 - 10:30

Welcoming words

- Michaël De Gols, Director UNISOC (BE) about the National Labour Council, the “social partners’ house” in Belgium
- Mathieu de Poorter, Economic Advisor UNIPSO (BE) and IWorCon coordinator, about the project





Presentation Unisoc
IWorkCon
06/02/2025

unisoc

Unie van socialprofitondernemingen
Union des entreprises à profit social

Non profit sector



Non profit sector

- 🌀 We also call it “social profit sector”
 - Services of general interest (SGI’s)
- 🌀 Mainly private sector, but also public sector
 - Non-profit organization
 - Not commercial!



Our sectors at a glance



EDUCATION



HOSPITALS AND CARE



WELL-BEING SECTOR



RECOVERY AND
ACCOMMODATION SERVICES



CULTURAL SECTOR



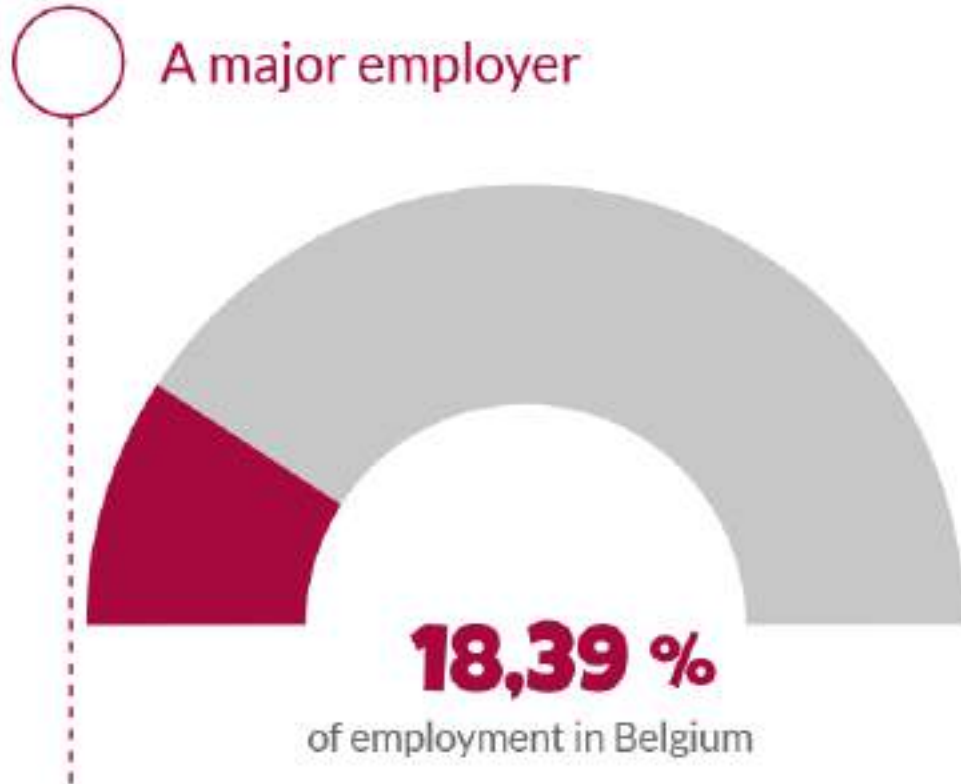
SHELTERED WORK (ESPECIALLY
FOR PEOPLE WITH DISABILITIES)



HELP AND CARE AT HOME



Key figures



Key figures

An employer active in a wide range of sectors

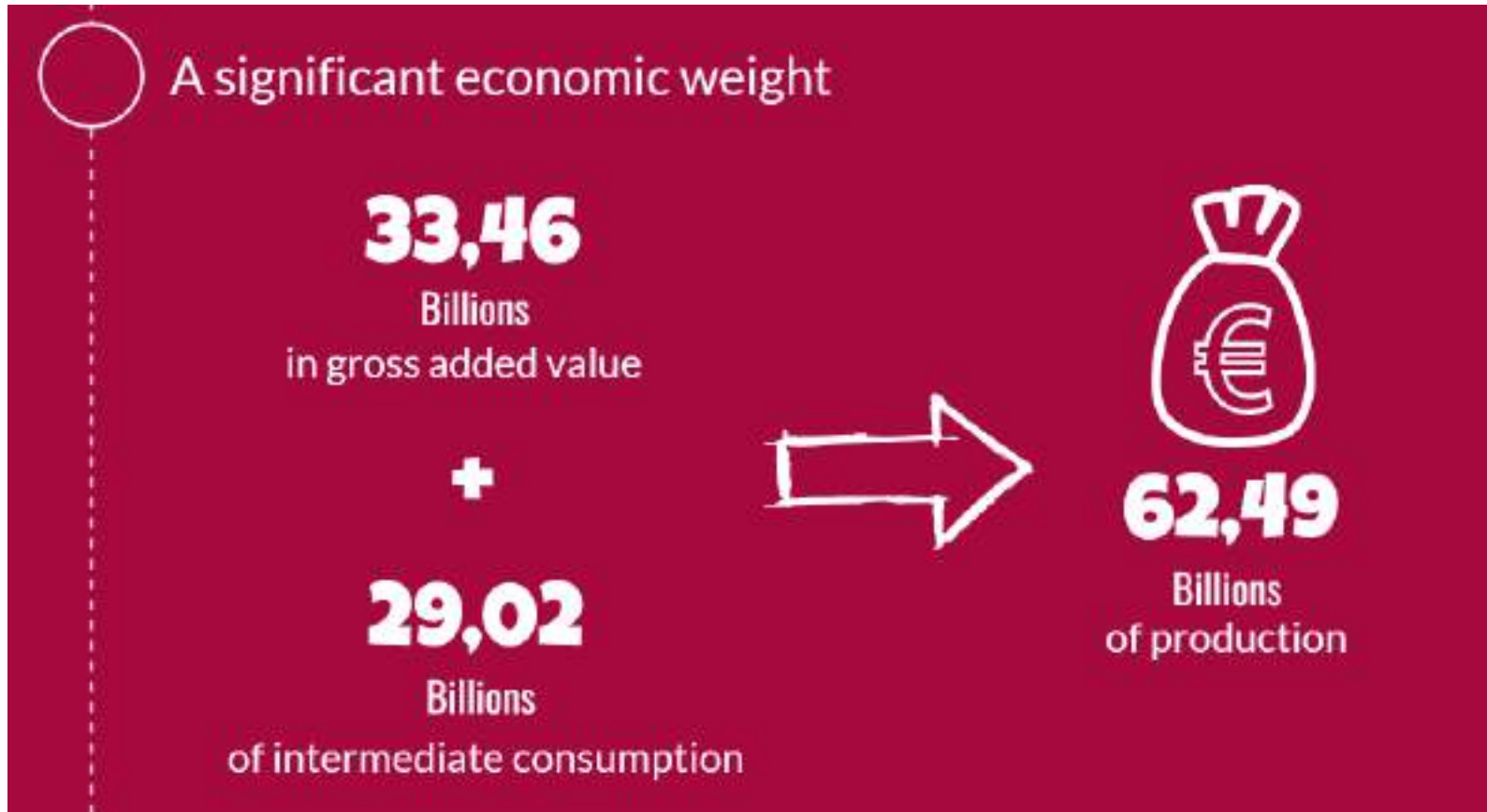
	jobs	% social profit sector
Education (PC 152 and 225)	20.097	3,3 %
Performing arts (PC 304)	6.415	1,0 %
Family and senior aid (PC 318)	41.142	6,7 %
Social services and accommodation (PC 319)	79.319	12,9 %
Sheltered work (for people with disabilities) (PC 327)	42.605	6,9 %
Cultural Sector (PC 329)	51.877	8,4 %
Health establishments and services (PC 330)	289.944	47,0 %
Welfare and health sector (PC 331 et 332)	30.003	4,9 %
Residual social profit sector (PC 337)	55.398	9,0 %



Key figures



Key figures



- 🌀 **Cross-sectoral employers' organisation**
 - Social dialogue
 - Defending members' interests
 - Communication of information to sectors

- 🌀 **42 member federations**

- 🌀 **Also active at European level**
 - Interprofessional level: SGI Europe
 - Sectoral level: FESE (Social employers, only as observer)
 - ESF+ management committee



Social dialogue partner

- ① Active in various federal consultation bodies (composition mostly 3 trade unions and 4 employer's organisations)
 - National Labour Council: labour market topics
 - Central Economic Council: economic topics
 - Joint sectoral commission
 - High council for prevention and protection at work (H&S)
 - Social funds (training)
 - Federal Council for Sustainable Development
 - And many more!



National Labour Council

- ④ Difficult to become part of it
 - Exists since 1952, Unisoc member since 2009
 - You must prove that you are a valid social partner
- ④ Collective bargaining agreements for the whole private sector (172)
- ④ Examples about some important topics:
 - Minimum wage
 - Trade union representation (in enterprises)
 - Leaves/holidays
 - Part-time work
 - Collective dismissal
 - Telework
 - Night work
 - Commuting costs
 - Work-life balance
- ④ Advisory opinions on all regulations on labour and social security law
 - Almost 90% unanimous
- ④ Recommendations, reports and other non-binding instruments
 - Alcohol and drugs
 - Non-discrimination



Actual and future important topics

- 🌀 Artificial intelligence
- 🌀 Wage negotiations
- 🌀 Telework & right to disconnect
- 🌀 Pay transparency
- 🌀 Pensions
- 🌀 Unemployment and skills mismatches
- 🌀 Work organisation (working time,...)



Conference Programme

- 10:30 - 11:30** **Presentation of main IWorCon project outcomes**
- 11:30 - 12:15** **Digital tools and AI - Which strategies and tools can be further developed?**
- 12:15 – 13:45* *Lunch and networking break*
- 13:45– 14:45** **Integrating digital solutions effectively**
- 14:45 – 15:45** **Working group discussions for concrete take-aways**
- 15:45 – 16:00* *Coffee break*
- 16:00 – 16:20** **Reporting back from working group discussions**
- 16:20 – 16:30** **Closing**



10:30 - 11:30

Presentation of main IWorCon project outcomes

- **Preventing Risks and Promoting Wellbeing at Work in social services: Presentation of recommendations**, by Sylvain Renouvel, Head of European Affairs, Nexem (FR)
- **Building and managing effective employers' organisations in social services: Presentation of practical guide**, by Diana Chiriacescu, Director FONSS (RO)





Improving working conditions in social services: Recommendations on risk prevention and wellbeing at work

Sylvain Renouvel, Head of European Affairs, Nexem (FR)



Co-funded by
the European Union



Reminder of the process

Improving working conditions (WP2)

- Develop recommendations on 10 priority topics impacting the sector's working conditions
- Academic input on each topic: Research Institute for Work and Society (HIVA), KU LEUVEN
- 10 recommendations developed in working groups
- 1 report summarising all recommendations





Presentation of IWorCon recommendations: Focus on risk prevention



Recommendation 1: OSH risks assessment at organisation level

- Risk assessment is not an option
- Risk assessment is a collaborative work
- Objective assessment for work units but taking into account some workers categories in a particular situation
- Ongoing process

Recommendation 2: Improving physical health at work

- Many kinds of risk factors
- Prevention measures according to the Directive
- Focus on work organisation
- Adaptation of the workplace to the worker
- Training and prevention culture
- Communication

Recommendation 3: Improving mental health at work

- Risks assessment
- Awareness
- Work-life balance
- Social support
- Use technology
- Wellbeing culture
- Address barriers (reluctance)
- Bullying prevention
- Health check ups

Recommendation 4: Management's training on OSH risk prevention

- Content:
 - OSH specific skills; legislation – risks specific to social services-risks prevention process
 - Leadership skills; work organisation, social dialogue, prevention culture for all employees, spotting weak signals, change management

Recommendation 5: Managing change

- In social services, adaptation to change is the most requested skill according to CEDEFOP.
- Change must be managed, there are tools for this with 3 phases:
 - Unfreezing phase: address the fears
 - Change phase: workers concerned are taken on board in trainings / workshops...
 - Consolidation phase: make the new process a habit
 - Illustration: green and digital transition



Presentation of IWorCon recommendations: Focus on wellbeing at work



Recommendation 6: Preventing occupational disintegration and job reintegration

Preventing disintegration

- proactive HR measures (inform about health risks, detect early signs, manage conflicts, etc.)
- Organisational measures (restructuring work, staffing plans, open communication, etc.)
- Individual measures (job reviews, monitoring disengagement, etc.)

Reintegration

- Exit interviews, support during absence, individualised return planning, etc.

Recommendation 7: Work-life balance

- Building a work-life balance strategy
 - Clear policies to establish boundaries between work and personal life (re. working hours, breaks, right to disconnect)
 - Flexible work arrangements
 - Support for transitions (return from sick leave, maternity leave, etc.)
 - Time management training

Recommendation 8: Managing diversity and gender

- Addressing stereotypes and bias, communication barriers, resistance to change, etc.
- Diversity Action Plan
 - Analysis of workforce data, communication practices, management representation, recruitment practices, etc.
 - Define clear, measurable goals + actions to take
- HR measures: inclusive recruitment process, diversity in leadership, equal access to training, flexible work arrangements, etc.



Recommendation 9: Ageing at the workplace

- Improving working conditions for older workers
 - Work schedules, assistive devices, training, etc.
- Organisation of work
 - Autonomy, small teams, user-centred care...
- Age-related motivational elements
- Tackling age discrimination
- Age management

Recommendation 10: Improving skills leading to better Jobs

- Skills intelligence
 - Develop skills strategy
 - Partnerships with training providers
 - Monitoring systems
 - Feedback networks
- Training policies
 - Supportive learning culture
 - Minimum number of training hours per year
 - Cost-covering mechanisms
 - In-house training, mentoring, etc.





All this is gathered in
one single report
available in
English, Finnish, French,
German and Spanish

Improving Working Conditions in Social Services
IWorCon
October 2024

Improving working conditions in social services:
10 recommendations

Co-funded by the European Union





Building and managing effective employers' organisations in social services: Presentation of practical guide

Diana Chiriacescu, Director FONSS (RO)



Co-funded by
the European Union

Background

Capacity building for employers' organisations in social services

- Strong social dialogue and collective agreements contribute to better working conditions
- Social dialogue can help tackle sector challenges, e.g., staff shortages and skills gaps
- Social dialogue in social services is still weak in many European countries, particularly at sectoral level
= Key concern addressed in the IWorCon project



Background



Capacity building for employers' organisations in social services

- Project partners participated in study visits in NL, BE, ES, FR, AT and CZ
- Goal: learn about social services, employers' organisations and social dialogue, exchange experiences
- Key learnings were turned into guide "Building and managing effective employers' organisations in social services"



Content of the Guide

-  **1. Governance and strategy**
-  **2. Membership and Networking**
-  **3. Financing**
-  **4. Social dialogue**
-  **5. Communication**
-  **6. Representation and influence**



1. Governance and strategy

- Solid **governance structure** to ensure clear roles, accountability, and effective decision-making (General Assembly, Board, President, Vice-Presidents, etc.)
- Clear **vision and mission statement**, outlining purpose, means to accomplish purpose and values.
- Mission and strategy define ways in which the organisation and its staff should operate, negotiate, communicate, and influence policies.

Examples of missions of employers' organisations:

"The organisation **supports and strengthens its members in their delivery of social services** that are vital to the entire population, and which therefore have to be of a high quality and (financially) accessible to everybody."

"The Association has a social responsibility to make the organisation of care for the elderly and chronically ill **future-proof**. That means: **reducing bureaucracy, reducing staff shortages, driving innovation in the sector and facilitating and protecting the professionalism of care professionals.**"

"The Federation's mission is **to represent and contribute to the development of competitive, efficient organisations**, creators of social and economic value, which favour employment and improve the level of employability of people with disabilities."





2. Membership and Networking

- Strategic approach to membership:
 - Define and communicate value
 - Understand and address the sector's challenges
 - Demonstrate impact
 - Build relationships and foster engagement
 - Provide a platform for exchange between members
- Partnerships with other sectoral bodies and trade unions to develop organisation's influence and advocacy efforts.



3. Financing

- Diverse funding streams guarantee sustainable financing
 - Membership fees
 - Grants and government support
 - Sponsorships and partnerships
 - Paid services
 - In-kind support and cost-sharing
- Important: demonstrate return on investment through tangible benefits incl. advocacy, training, and support.



4. Social dialogue

- Demonstrate representativeness
 - Build relationships with key stakeholders (government bodies, trade unions, other sector organisations)
 - Gain representation on social dialogue platforms
 - Build capacity for negotiations and advocacy
- Through social dialogue:
 - Advocate for policies that address sector's needs
 - Contribute to consultations & influence regulations
 - Negotiate with trade unions
 - Advocate for increased funding



5. Communication

- Effective internal communication: engage members, provide them with sector updates, info about ongoing negotiations, toolkits, guides, etc.
- Effective external communication
 - Clear message and purpose
 - Combine digital tools and channels with traditional media
 - Strong relationships with policy makers, media, partner organisations
 - Publications, events, etc.



6. Representation and influence

- Advocating for the interests of employers
 - in legislative, regulatory, and policy-making forums.
 - in consultative bodies.
- Representing members in negotiations with trade unions on wages, skills, working conditions, etc.
- Influence = ability to shape policies, regulations, and public opinion in ways that benefit members





Thank you for your attention!

Any questions?

11:30 - 12:15

Digital tools and AI - Which strategies and tools can be further developed?

Moderator: Sylvain Renouvel, Director Social Employers

- **Social and ethical impacts of AI in social services**, by Alice Demaret, FARI - AI for the Common Good Institute (BE)
- **Strategy for supporting digitalisation in elderly care**, by Lynn Grijsen, Actiz (NL)



FARI – CITIZEN ENGAGEMENT HUB

AI Center for the Common Good

IWorCon Final Conference - 6 Feb 2025

Social and ethical impacts of AI in social services

Alice Demaret

An Initiative of



Supported by





FARI is a non-profit university institute on AI, data and robotics focused on the Common Good. We are jointly initiated by two Brussels universities (VUB & ULB) - uniting the interdisciplinary expertise across 10 research groups on AI, data, robotics, social sciences, ethics, and law.

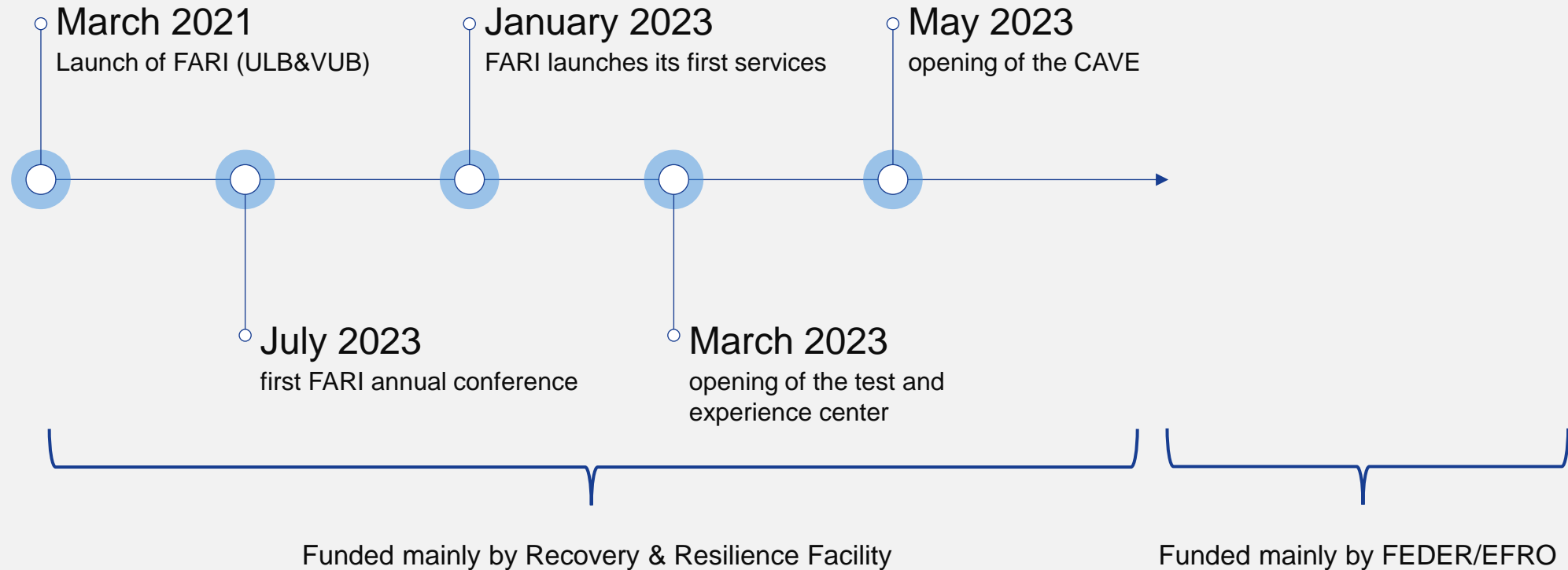
We do research and build bridges with public administrations, industry, and citizens, promoting sustainable AI, data & robotics with a focus on urban and public priority domains such as health, mobility, sustainable robotics, climate and energy, participatory and inclusive society.

« Technological progress not accompanied by wisdom is not real progress »

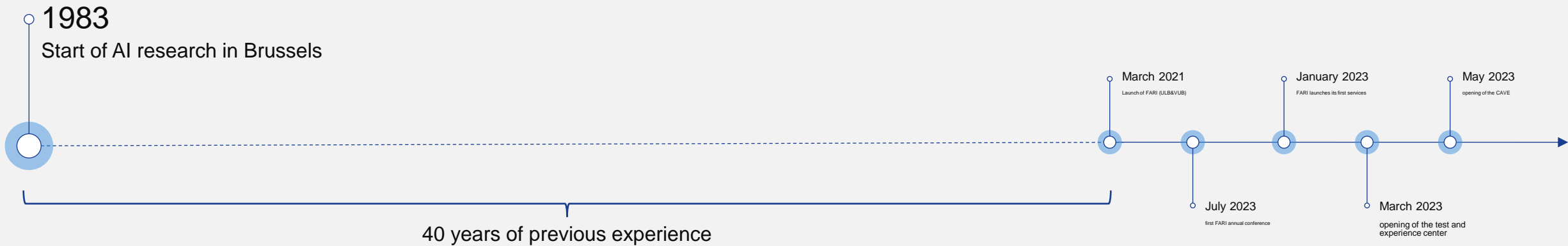
- Caroline Pauwels



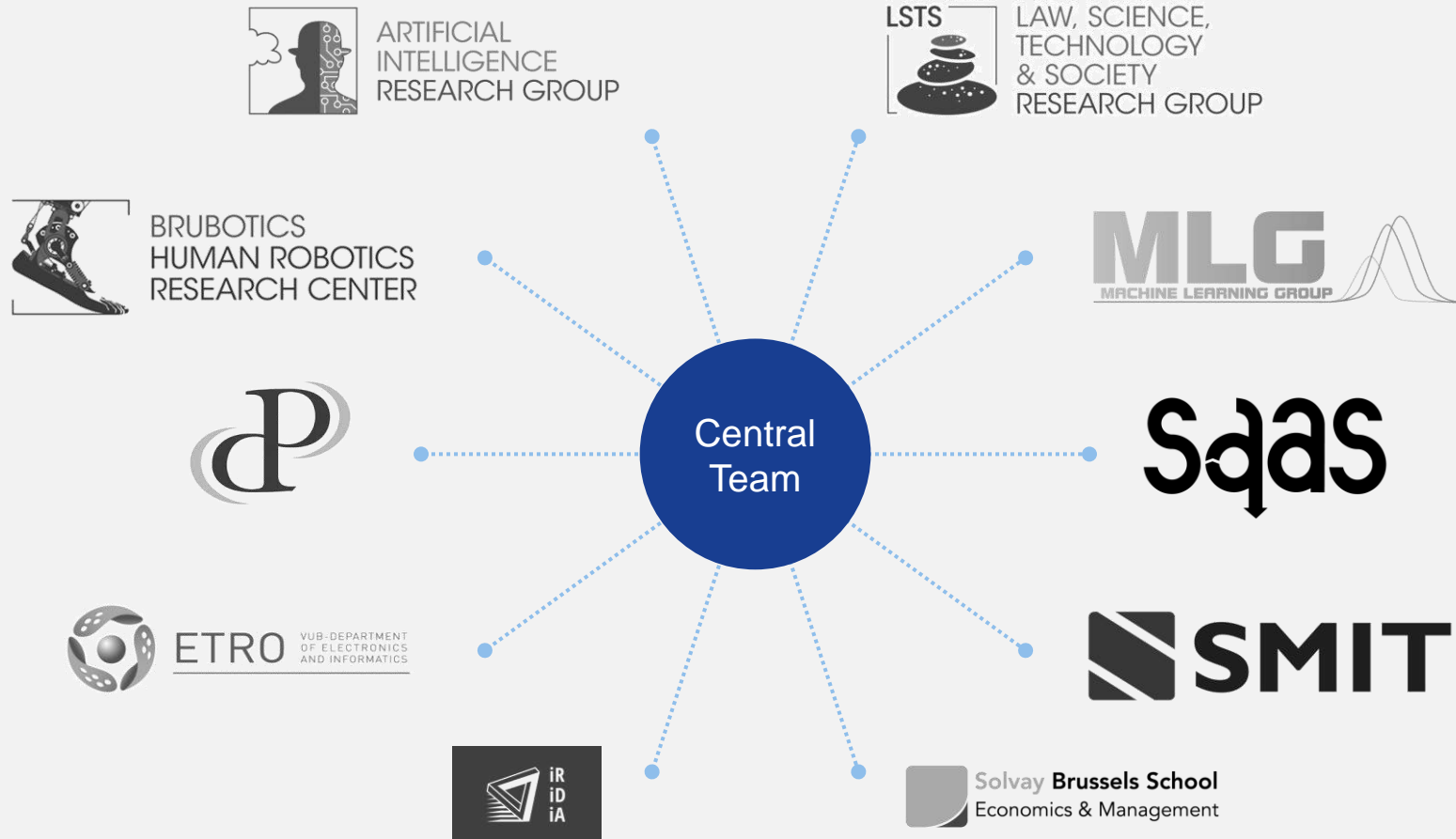
A young institute ...



... built upon 40 years of previous research



10 affiliated research groups across VUB & ULB



FARI - CITIZEN ENGAGEMENT HUB

Our Mission: build bridges between FARI's partner research centers, the inhabitants of Brussels Capital Region and the public administrations

Research and innovation



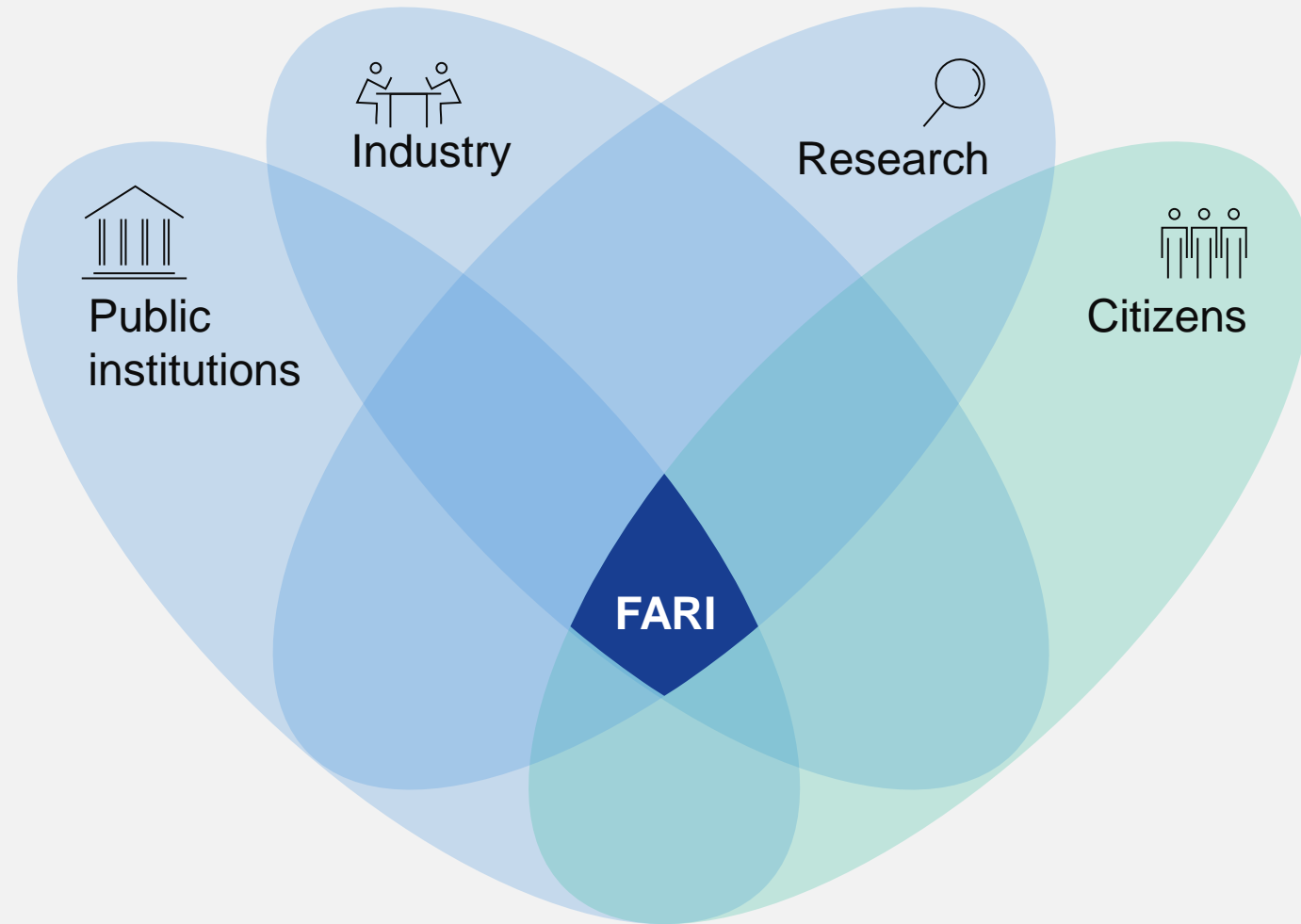
Education and Learning



Building a Community of practice



Bridge between public institutions, industry, research and citizens



AI, Data & Social Economy Workshop

29 November 2024

Lille, FR

20 participants:

- Enablers
- Social Economy Organisations (SEO)
- Companies



Outcome: Assessments on needs & challenges

NEEDS

- **Education and Accessibility:** Both groups need accessible, practical knowledge about sustainability, AI, and data. Tools must accommodate different levels of digital literacy.
- **Collaboration:** Networking and shared spaces are essential for fostering resource sharing and collective innovation.
- **Balancing Technology with Values:** Maintaining alignment with social economy principles is vital, ensuring that technology enhances rather than detracts from community priorities.



Outcome: Assessments on needs & challenges

CHALLENGES

- **Budget Constraints:** Funding limitations restrict the ability to explore and implement technology solutions effectively.
- **Skill Gaps:** Both groups face challenges in developing in-house expertise and understanding the broader implications of technology.
- **Scalability and Resource Management:** Scaling operations while managing dependencies and optimizing resources is a common difficulty.





FOCUS

Both enablers and SEOs are committed to ethical, community-driven approaches that ensure technology serves the greater good and remains aligned with the core principles of the social economy.

Problem definition

Identification and translation into a **computational** problem, by J. Loeckx VUB

VISION

- Estimated current impact of the problem vs the solution & expected value

PEOPLE

- Who is impacted by the problem

TECHNOLOGY

- Dependencies on external services

DATA

- What data is currently consulted when solving the problem?

PROCESS

- Where does the problem become visible, what are the consequences

Source: L0 prototype: problem definition, J. Loeckx

Beyond the digital divide in Brussels: social distance

2022

Marolles BE

Qualitative survey

- Front Line workers
- Citizens



Source: Photo issue de l'exposition "Balade dans les Marolles", un projet du comité culturel MELTING POTES - Sama Culture

Outcome: qualitative analysis of the neighbourhood

Beyond digital divide, a **distance** from public life institutions*

- **Digital Barriers:** Complex digital procedures and automated phone systems require technical skills, limiting access to information.
- **Reduced Physical Service Counters:** Fewer in-person service points and changing roles affect accessibility and support quality.
- **Decline in Face-to-Face Interactions:** Increased remote work and digital processes reduce direct human contact.
- **Growing Social Distance:** Individuals feel disconnected from institutions, often perceiving interactions as intrusive.

*This refers to organizations involved in daily life, including public administrations (regional, community, and federal), social security agencies, hospital services, social services, and banks.

Source: Extrait du diagnostic qualitatif dans les Marolles réalisé dans le cadre des CLSS 2022 au sein du CPAS de Bruxelles-Ville



FOCUS

“non-take-up” a situation in which an eligible person does not benefit from one or more rights to which he or she is entitled.

Dematerialisation of services, administrative relations and non-take-up

Impacts of e-government development & reduced physical service counter, by L. Noël ULB

Beneficiaries

- required skills: use of internet, website interfaces, maintenance of hardware & systems.
- costs of an internet connection.
- impossibility of submitting an application.

Relations with Administrations

- increase in the time required by local social services to provide support.
- loss of control over the means of obtaining information, making applications, etc.

“Paradoxically, a high level of non-take-up is therefore observed among people in situations of precariousness and poverty for whom these social rights are essential.”

Source: Laurence Noël, « Non-take-up of rights and precariousness in the Brussels Region », Brussels Studies [En ligne], Collection générale, n° 157

Code du Numérique

by Comite Humain du Numérique

2021-2024

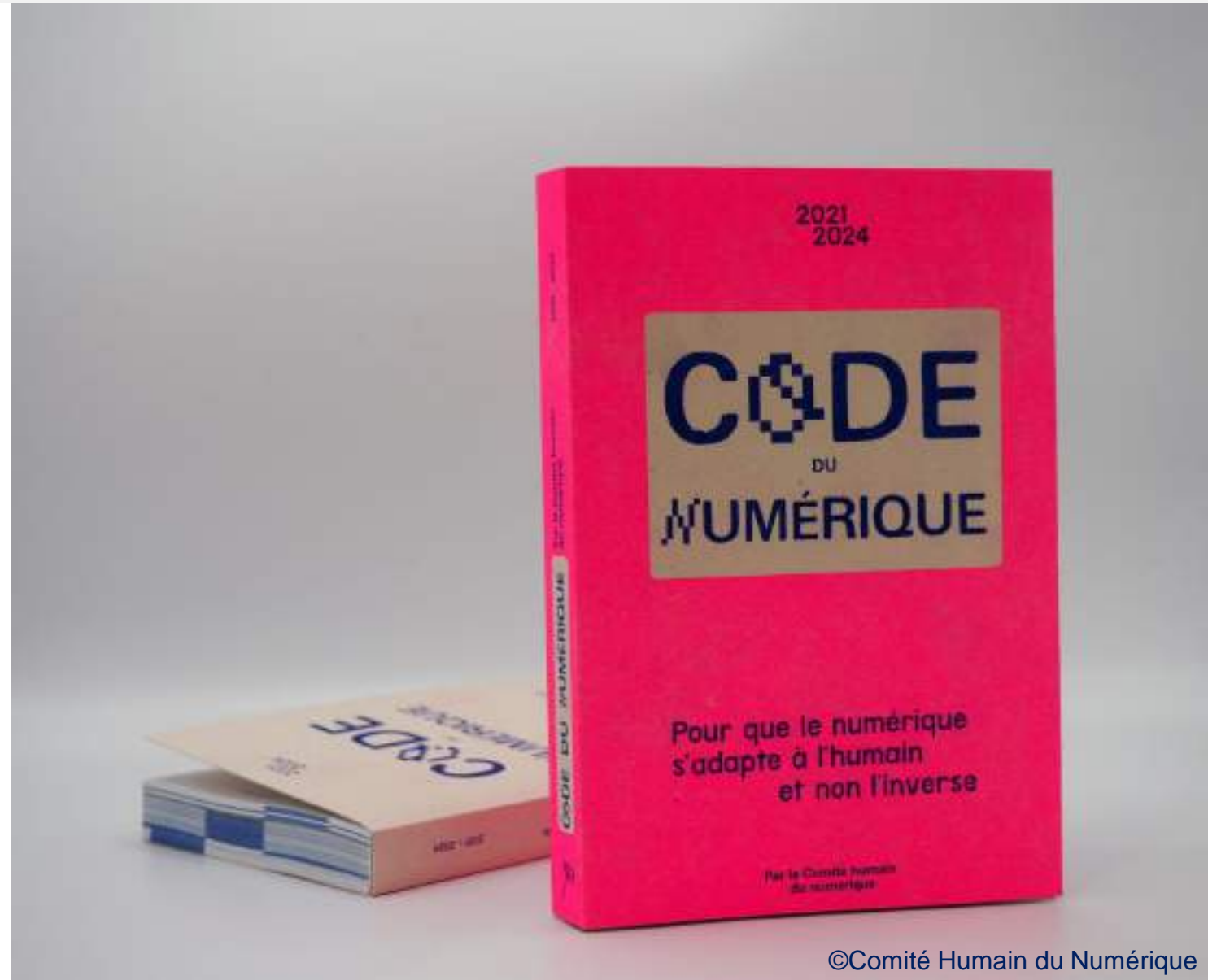
Brussels, BE

500 Interviews

3 Years of applied research

8 Collective laws

15 Practical tools



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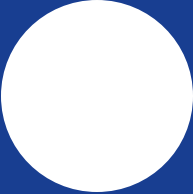
Digital Code by the Comité humain du numérique

Rethinking digital technology's place in our lives from a **living** perspective

- **ACT I:** Rester accessible d'humain à humain : une nécessité pour l'accès aux services essentiels et aux droits fondamentaux.
- **ACT II:** Imposer des limites au numérique, une nécessité pour protéger la santé physique et mentale des gens et de la Terre.



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We wish to start new collaborations, to create impactful solutions for the Common Good.
Contact us via email, follow us on social media and share with us your ideas to better our lives.

Contact information



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info@fari.be



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Our social networks

FARI - AI for the Common Good Institute



alice.demaret@fari.brussels



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**Strategy for
supporting
digitalisation in
elderly care**



AI to support recording, reporting, and documentation



AI for (more proactive) monitoring and alerting

Care-supporting robots and devices with electronic functions



Chatbots and digital humans as info hubs, companions, or care assistants



AI for smarter scheduling



AI-driven decision support (diagnostics, prognostics, and prescriptive)



Time saving

Reducing administrative burden

Employee-centric approach



AI to support recording, reporting, and documentation

Increased client engagement

Strategic alignment



Continuous optimization

Iterative co-development process



AI to support recording, reporting, and documentation



AI for (more proactive) monitoring and alerting

Care-supporting robots and devices with electronic functions



Chatbots and digital humans as info hubs, companions, or care assistants



AI for smarter scheduling



AI-driven decision support (diagnostics, prognostics, and prescriptive)



AI for smarter
scheduling



Workload
balancing

Strong
leadership
support
needed

AI for smarter
scheduling

Greater
flexibility

Scalability
and impact





AI to support recording, reporting, and documentation



AI for (more proactive) monitoring and alerting

Care-supporting robots and devices with electronic functions



Chatbots and digital humans as info hubs, companions, or care assistants



AI for smarter scheduling



AI-driven decision support (diagnostics, prognostics, and prescriptive)



Recommendations

Develop a
sector-wide
AI vision

Invest in AI
knowledge
and skills

Establish a
strong digital
foundation

Promote
collaboration
and knowledge
sharing

Recommendations

Carefully
integrate AI
into care
processes

Make ethical
considerations

Weigh costs
and benefits



12:15 – 13:45

Lunch and networking break

13:45– 14:45

Integrating digital solutions effectively

Moderator: Samantha Howe, Policy Assistant – Social Services, EPSU

- **Making use of AI for Time Schedules Management**, by Timo Heiskala, Autism Foundation Finland (AI for staff planning)
- **Making use of AI to save social worker's time**, by Seb Barker, Co-Founder and COO, Magic Notes (UK)
- **Training and Upskilling the Workforce for a Digital Future (Care4Skills)**, by Kalianne Farren, EASPD



Autism Foundation Finland



Today

Basic facts

Why use AI in staff planning

Q/A





Since 1998

Autism Foundation Finland was established in 1998 by families whose vision was to help deliver independent and meaningful living for people in the autism spectrum.

Our goal is to create a reassuring environment and to deliver successful outcomes, together with our clients, by enhancing their abilities and strengths through positive coaching and counselling.



Uniquely ordinary everyday life

Since the day the foundation was established, we have systematically increased our presence in Finland.

Key Figures 2025

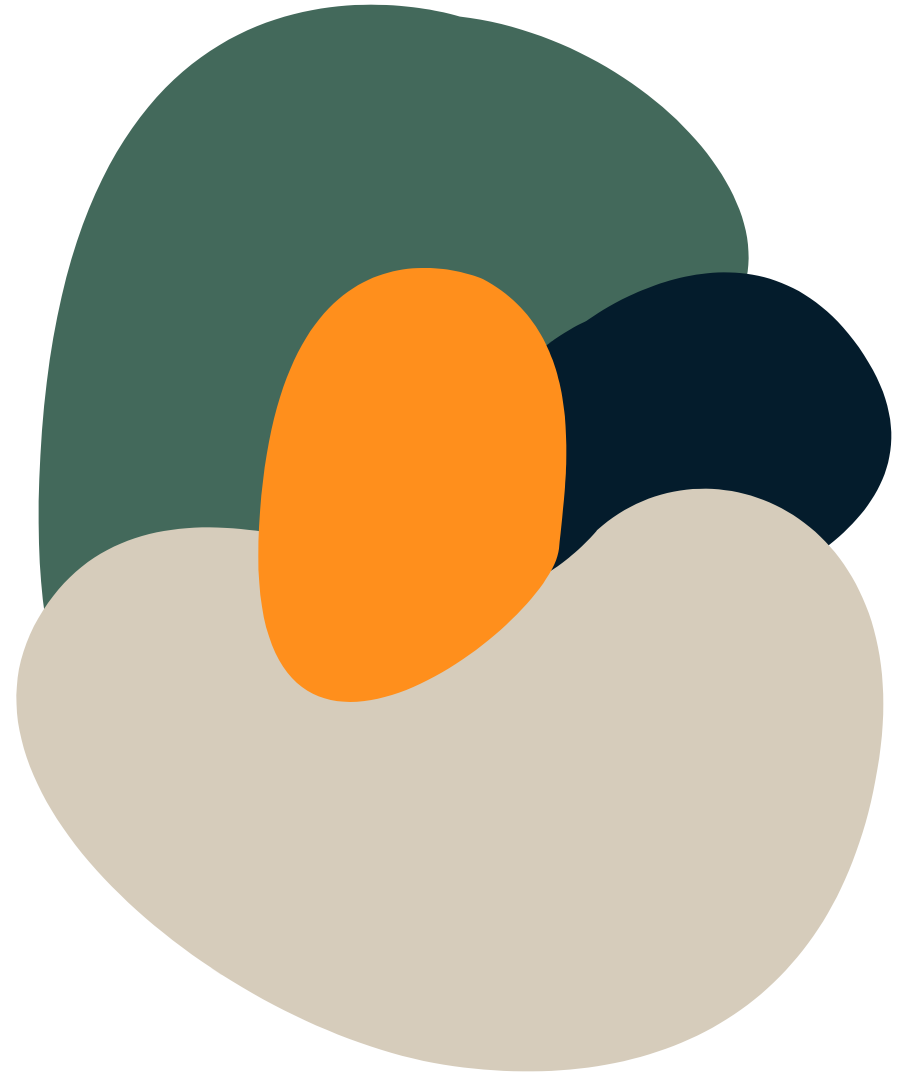
Staff: over 500 proud professionals

30 locations throughout Finland

Group homes, supported living, daily activities

Over **1,300 individual clients** and we are aiming to serve even more

Turnover	25 M€ (2022),
	29 M€ (2023)
	37 M€ (2024)
	41 M€ (2025 est.)

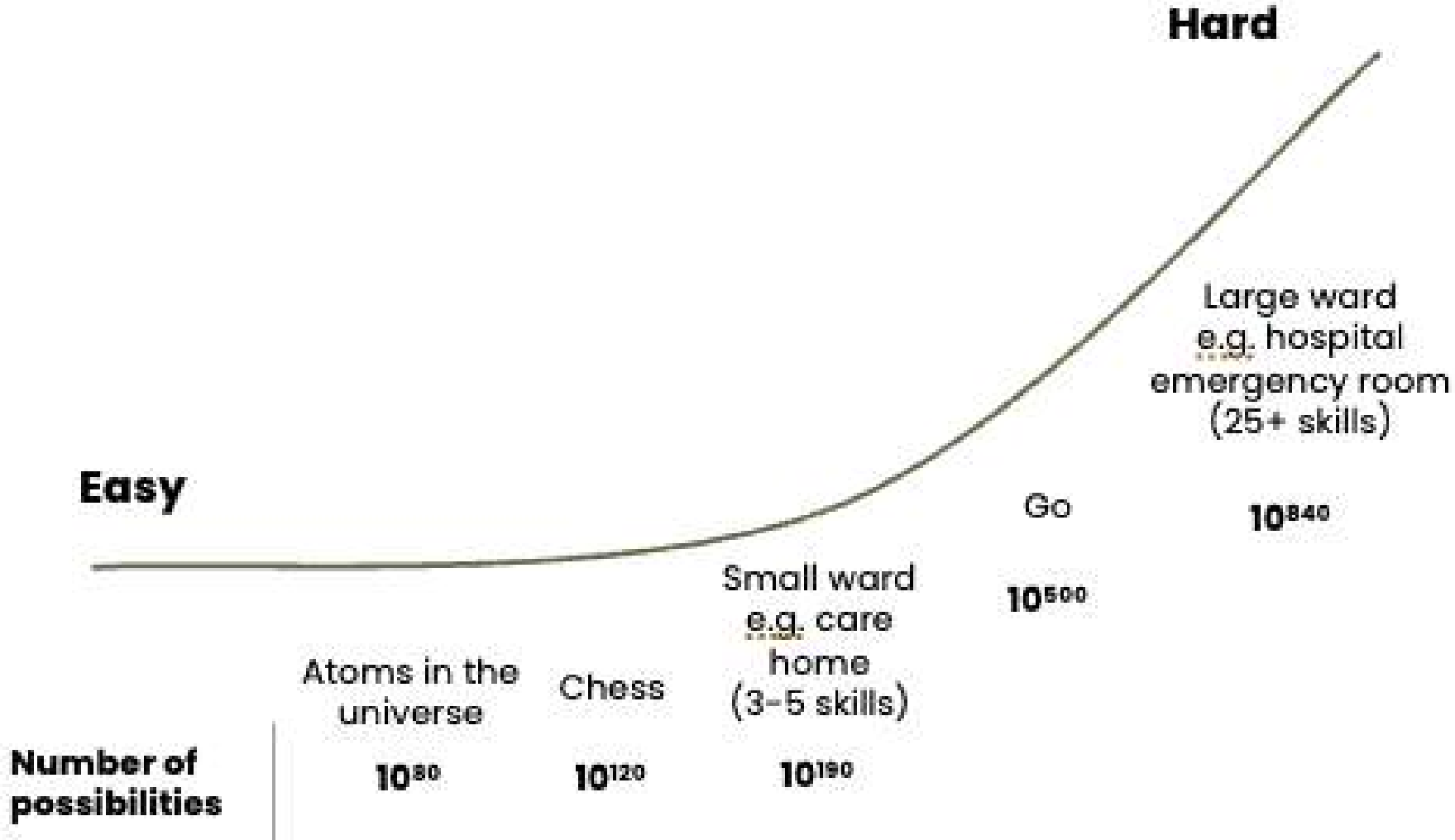






**Autism
Foundation
Finland**

Workforce planning is really hard



Why use AI in workforce planning?



A time-consuming process

In the EU alone healthcare personnel planning costs more than 2B€ annually [1]

Time spent on planning worsens the lack of healthcare experts by more than 50 000 FTE

30 UNITS



500+ STAFF



**3 SHIFTS PER DAY
EVERY 6 WEEKS**



**OUR
REALITY**

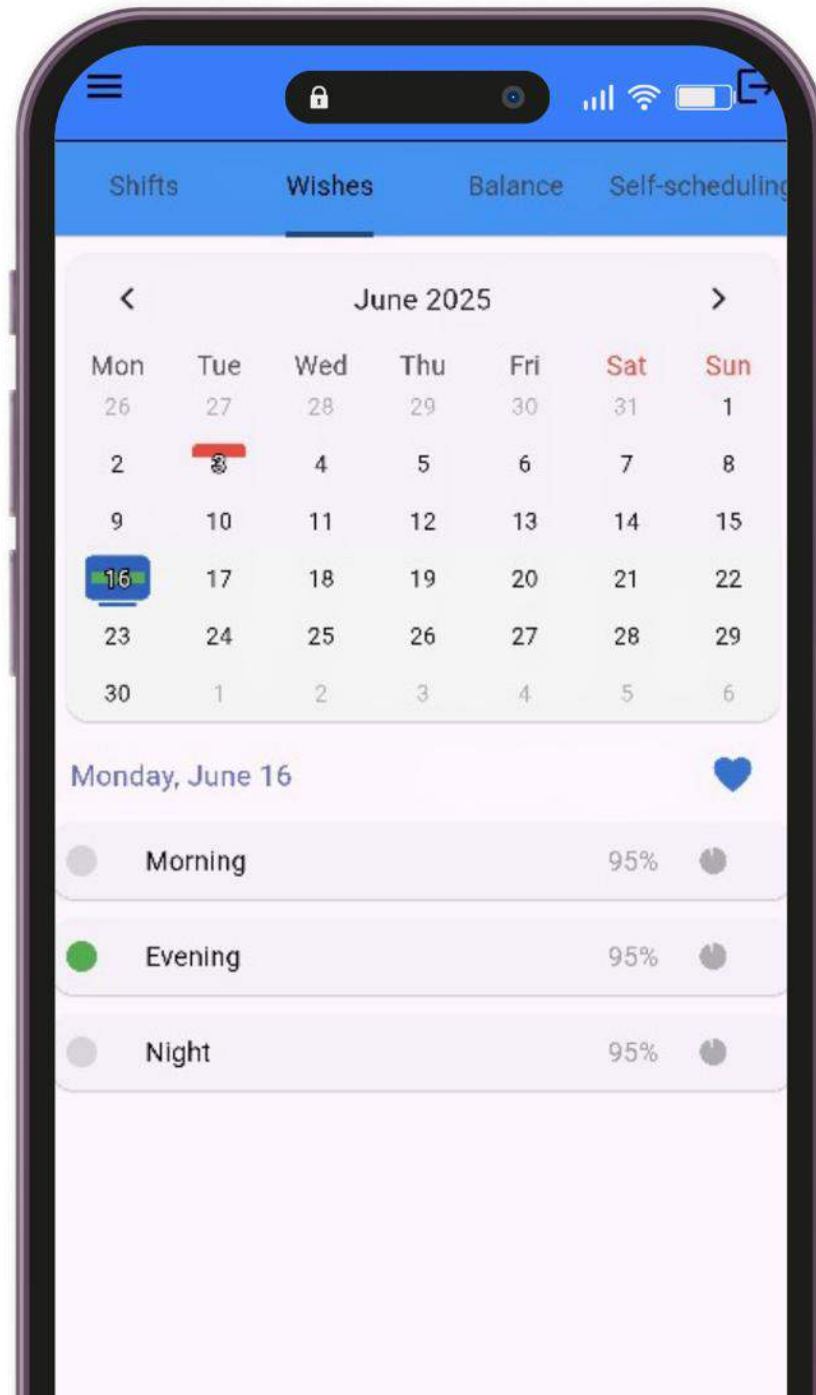


We used to spend approximately two working days per unit to plan the next six weeks = 480 days of workforce planning per year!

Next generation workforce planning with AI:
SUPERHUMAN QUALITY AND SPEED



The staff member marks her/his wishes with Vuorox app



- PLANNING
- OVERVIEW
- ROSTER
- ABSENCES
- REPORTS
- BACKGROUND
- STATISTICS
- ARCHIVE
- IMPORT RESULTS
- SETTINGS
- ABOUT VUOROX

05 / 2025

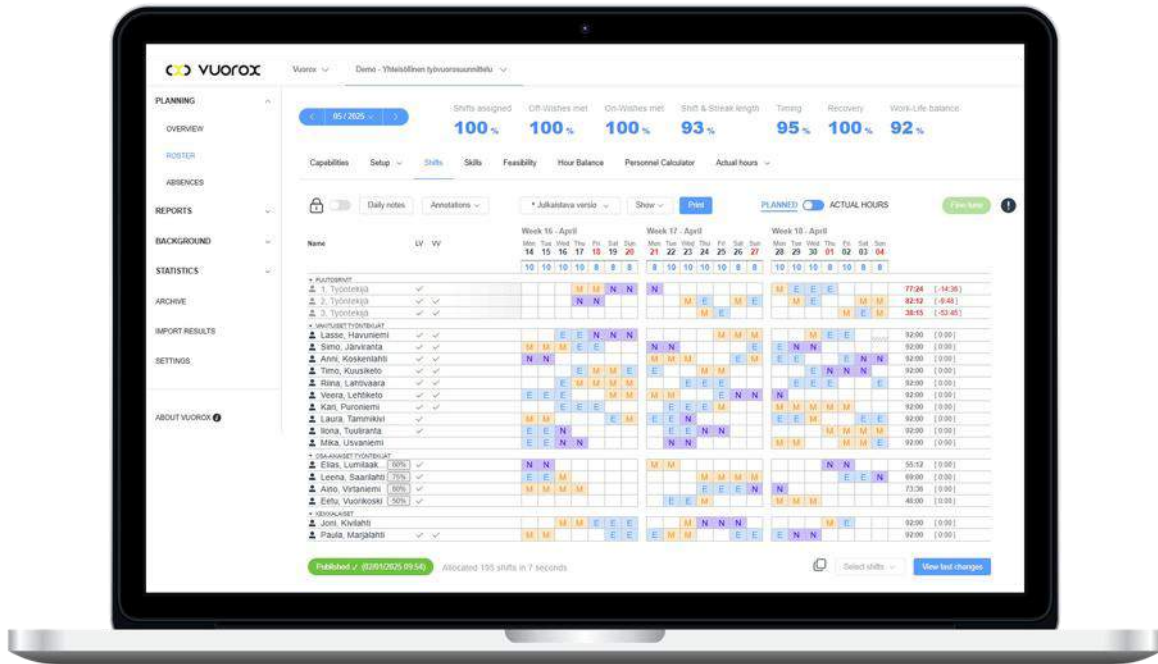
Shifts assigned: **100%** Off-Wishes met: **100%** On-Wishes met: **100%** Shift & Streak length: **93%** Timing: **95%** Recovery: **100%** Work-Life balance: **92%**

Capabilities Setup Shifts Skills Feasibility Hour Balance Personnel Calculator Actual hours

Daily notes
 Annotations
 * Julkaistava versio
 Show
 Print
 PLANNED
 ACTUAL HOURS
 Fine-tune

Name	LV	VV	Week 16 - April							Week 17 - April							Week 18 - April													
			Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun							
▼ PUUTOSRIVIT			10	10	10	10	8	8	8	8	10	10	10	10	8	8	10	10	10	8	10	8	8							
1, Työntekijä	✓					M	M	N	N	N							M	E	E	E				77:24 [-14:36]						
2, Työntekijä	✓	✓				N	N					M	E		M	E		M	E			M	M	82:12 [-9:48]						
3, Työntekijä	✓	✓										M	E							M	E	M		38:15 [-53:45]						
▼ VAKUUISET TYÖNTEKIJÄT																														
Lasse, Havuniemi	✓	✓			E	E	N	N	N					M	M	M			M	E	E			92:00 [0:00]						
Simo, Järviranta	✓	✓	M	M	M	E	E			N	N					E	E	N	N					92:00 [0:00]						
Anni, Koskenlahti	✓	✓	N	N						M	M	M			E	M	E	E			E	N	N	92:00 [0:00]						
Timo, Kuusiketo	✓	✓				E	M	M	E	E			M	M				E	N	N	N			92:00 [0:00]						
Riina, Lahtivaara	✓	✓			E	M	M	M	M			E	E	E				E	E	E			E	92:00 [0:00]						
Veera, Lehtiketo	✓	✓	E	E	E			M	M	M	M			E	N	N	N							92:00 [0:00]						
Kari, Puroniemi	✓	✓			E	E	E			E	E	E	M			M	M	M	M	M				92:00 [0:00]						
Laura, Tammikivi	✓		M	M				E	M	E	E	N				E	E	M			E	E	92:00 [0:00]							
Ilona, Tuuliranta	✓		E	E	N					E	E	N	N						M	M	M	M	92:00 [0:00]							
Mika, Usvaniemi	✓		E	E	N	N				N	N					M	M				M	M	E	92:00 [0:00]						
▼ OSA-AIKAISET TYÖNTEKIJÄT																														
Elias, Lumilaak...	60%	✓	N	N						M	M								N	N				55:12 [0:00]						
Leena, Saarilahti	75%	✓	E	E	M								M	M	M	M				E	E	N		69:00 [0:00]						
Aino, Virtaniemi	80%	✓	M	M	M	M							E	E	E	N	N							73:36 [0:00]						
Eetu, Vuorikoski	50%	✓								E	E	M				M	M	M						46:00 [0:00]						
▼ KEIKKALAISET																														
Joni, Kivilahti					M	M	E	E	E			M	N	N	N				M	E				92:00 [0:00]						
Paula, Marjalahti	✓	✓	M	M				E	E	E	M	M			E	E	E	N	N					92:00 [0:00]						

Published ✓ (02/01/2025 09:54) Allocated 195 shifts in 7 seconds Select shifts View last changes



The unit director checks that everyone has marked their wishes.

Pushes a button – 15 minutes later the roster is ready!

95% of the wishes come true.



The AI under the hood of Vuorox is based on AlphaGoZero which is an improved version of Deepmind's neural network.



70 hours

AlphaGo Zero plays at super-human level. The game is disciplined and involves multiple challenges across the board.

68 of 61

Captured Stones



Vuorox – individual roster plans in minutes



Vuorox is a workforce planning solution designed for healthcare and social sector



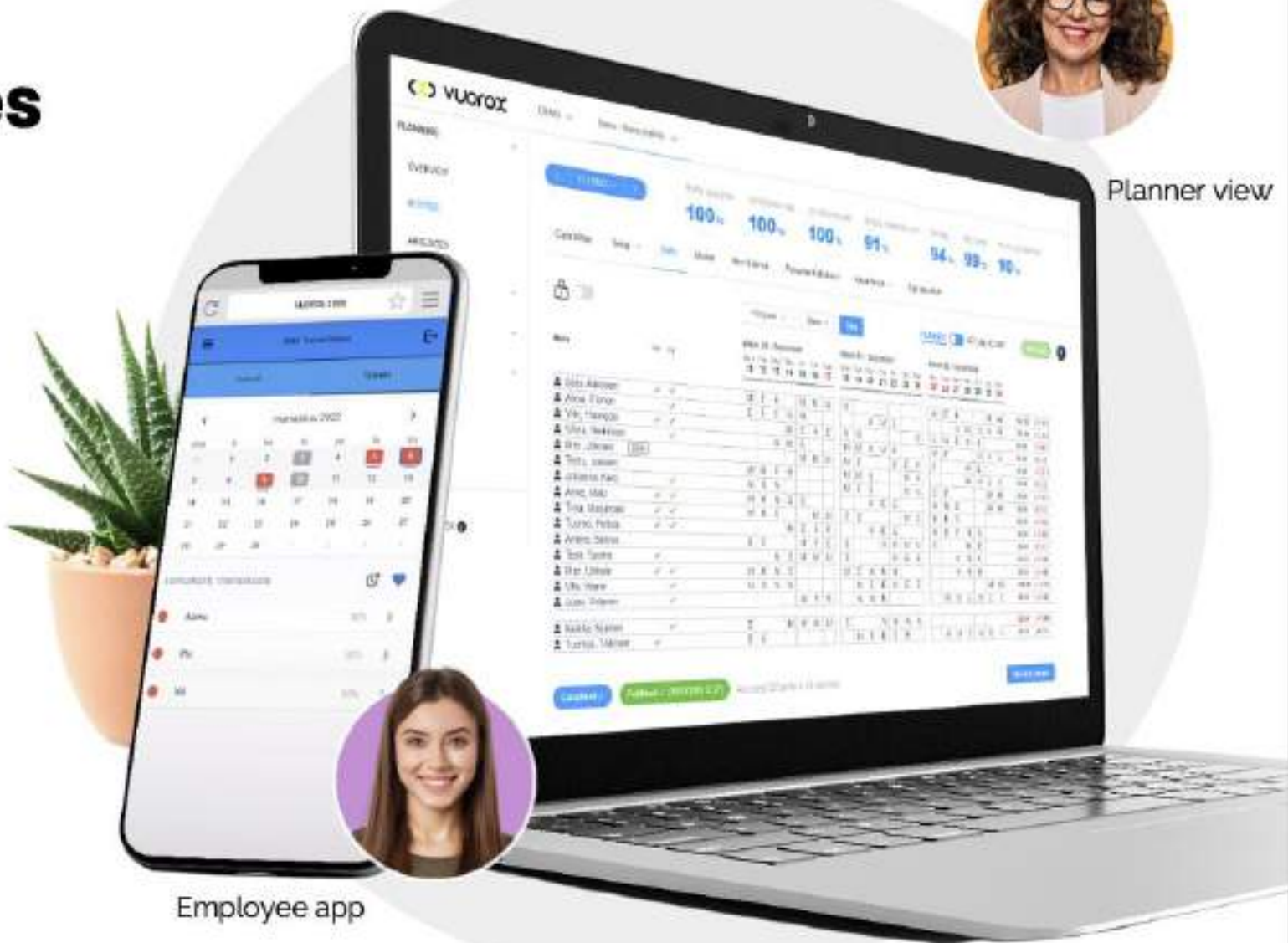
Our world-class AI solves the roster planning problem in minutes and meets the numerous requirements a roster faces



Vuorox is fair and unbiased towards employees. It takes individual preferences into account and strives for a good work-life balance in planning



Planner view



Employee app

Roster planning process with Vuorox

Vuorox automates away **90%** of the work a planner or supervisor needs to do

Pre-planning

- ~~= Compile employee preferences from post-its, emails, sms's etc.~~
- Gather information about special events during planning period from various sources
- ~~= List all absences~~
- ~~= Define needed shifts~~
- Confirm list of employees

Planning

- ~~= Allocate shifts to employees manually~~
- Assess result, identify problems, reiterate until satisfied
- ~~= Plan what to do with uncovered shifts~~
- ~~= Assess hour balances and finalize shifts~~
- Publish the roster

Aftercare

- Manage changes (sick leaves, additional shifts)
- ~~= Log actual hours~~
- ~~= Report salary information~~
- ~~= Report worked hours to governing authority~~
- ~~= Use whatsapp groups, direct phone calls, sms's etc. to get replacement workers~~
- ~~= Log extra hours on time-savings account and make sure employees can access their balance~~



Thank you for
your interest!





Training and Upskilling the Workforce for a Digital Future

An Introduction to the Care4Skills Rapid Response Training

Kalianne Farren (e-Learning Officer, EASPD)

06.2.2025



C4S Project

Address the training needs within the long-term care (LTC) workforce to meet current and future challenges.

- Prepare and equip the LTC workforce with the necessary skills to navigate and excel in the evolving landscape of the LTC sector.
- Encourage and facilitate the digital and person-centered care transformations occurring within the LTC sector.

Main Target Groups:

- Social work assistants
- Nursing professionals
- Social care workers
- Social services managers



C4S Rapid Response Training Programme

Focusses on two main transformations in care and support:

- The advancement of Person-centred approaches
- The advancement of Digital Technology and its uptake in care settings

Targets

- +1500 workers
- From 10 countries
- From the 3 targeted occupation groups (Social work assistants, Nursing associate professionals, Social care workers)
 - A diverse group with different initial educational levels



The Rapid Response Training programme

Aims:

- To up/re-skill the workforce (with specific emphasis on digital care)
- To integrate and complement existing induction programmes (in terms of the values of social care)
- To spark debate within care organisations around the topics

Format:

Training programme of 6-8 hours study load (length was decided following a survey among delivery partners)

- MOOC (hosted on the EASPD Knowledge Hub)
- In person (additional effort of local trainers)

Entry requirements:

- Literate in one of the languages in which the course is available
- Basic digital literacy

Components of the modules



Introduction

Outline Module
Content and
Objectives



Educational content

Core learning
Content of the
Module



Scenarios involving the personas

Story to Enhance
Understanding of
the Educational
Content

Assessment and Certification



Final Assessment

- Assessment of the acquired competences
- At completion of the course.
- It consists of 36 quiz questions covering all 4 modules.

Certification Requirements

- At least 75% correct answers.
- Max 3 attempts.



WHY A CERTIFICATE?

- To validate acquired knowledge on person centred and rights-based long-term care.
- To demonstrate basic competences in adopting digital technology in LTC practices.

WHAT IS IT WORTH?

- To demonstrate awareness, basic understanding and some competences.
- It is not a professional qualification or an entitlement to work in the LTC sector.

Module 1 Overview: "Values & Quality" in LTC

Topic

Explore the foundational values and quality standards in long-term care.

Module goal

Equip you with the knowledge and tools to deliver dignified, rights-based LTC that promotes well-being for all.

Core Concepts:

- Values: dignity, respect, individuality, choice, self-determination.
- Quality of Life Supports Model (QOLSM)
- Person-centred planning
- Empowerment and informed choices
- Effective collaboration and management between stakeholders



Module 2 Overview: "Risk & Safety" in LTC

Topic

Addressing risk assessment, duty of care, and safety practices in LTC.

Module goal

Provide strategies for balancing risk management with respect for service users' autonomy.

Core Concepts:

- Risk Assessment in LTC
- LTC workers' duty of care
- Balancing Risk and Duty of Care (and conflicts that may arise)
- Recognising and Preventing Abuse and Neglect
- Workplace Safety for LTC Professionals



Module 3 Overview: “Assistive Technologies” in LTC

Topic

Introduction to assistive technologies that improve quality of life for people with diverse needs.

Module goal

Familiarise learners with key categories of assistive tools and empower them to support users in using their personal equipment.

Core Concepts:

- Awareness on the importance of assistive technologies for persons with LTC needs.
- Overview of communication aids, digital accessibility, and environmental controls.
- Emphasis on digital assistive technologies and practical examples.



Module 4 Overview: “Digital Care” in LTC

Topic

Exploring the role of digital solutions in enhancing health, safety, and care management.

Module goal

Raise awareness on the role of technology in the way care is delivered, develop digital competencies and understand privacy and safety measures in digital care.

Core Concepts:

- Encouraging LTC workers and service users to embrace digital tools for person-centred care.
- Types of digital care solutions: smart health, fall detection, and care management tools.
- The importance of digital skills and privacy for LTC professionals.





C4S Module 3 and 4 Demonstration



Module 3 and 4: Specific Aims

Familiarise
Dispel
Encourage





Preliminary results re participant satisfaction

- 95% of participants responded “strongly agree” or “agree” to the statement, “The training content was relevant to my daily work responsibilities.”
- 95% of participants responded “strongly agree” or “agree” to the statement, “The examples and case studies provided in the training were realistic and helpful.”
- 91% of participants responded “strongly agree” or “agree” to the statement, “I feel more confident in my role after completing the training.”





Thank you

Kalianne.farren@easpd.eu

Care4Skills - Long-Term Care Sectoral
Cooperation on Skills

Project 101140263



14:45 – 15:45

Working group discussions for concrete take-aways

Group 1: Making use of digitalisation and AI to reduce administrative burden for more personal interaction	Group 2: Improving Staff Well-being at work through Digital Tools	Group 3: Training and Upskilling the Workforce for a Digital Future
<p>Questions to frame the discussion:</p> <p>How can digitalisation and AI reduce the administrative burden for care workers in a way that frees up more time for human interactions?</p> <p>What are challenges employees might face when transitioning to AI-based systems? How can they be addressed and what is the role of managers in this process?</p>	<p>Questions to frame the discussion:</p> <p>How can digital tools improve staff well-being? Are there any potential side-effects to be addressed?</p> <p>What are the necessary prerequisites for developing digital tools addressing working conditions?</p>	<p>Questions to frame the discussion:</p> <p>What strategies can organisations adopt to increase AI and digital literacy among workers and to build trust in AI and digital systems?</p> <p>How to engage, equip, train social services workers for a digital future in terms of methodologies and tools?</p>

Group 1: Making use of digitalisation and AI to reduce administrative burden for more personal interaction

Aela Rolland
Angele Bajoriene
Anna Ruelens
Bernhard Jung
Diane Grech Galea
Hamza Bennis
Kewan Mildred
Marc Héraly
Maria Melaniti
Mathieu de Poorter
Michaël De Gols
Samantha Howe
Sofia Santos Nunes
Timo Heiskala
Umid Mammadzade
Vaia Arsenopoulou
Yvonne Gräsman

Group 2: Improving Staff Well-being at work through Digital Tools (with French interpretation)

Alice Demaret
Alis Tsocheva
Anne Guisset
Barbara Gscheidmayr
Benedetta Pesce
Catherine Keogh
Elise Lay
Frédéric Viseur
Georges Tompowsky
Jolanda Dircks
Léa Rogliano
Mathilda Passanisi
Michiel Kooijman
Pauline Wicquart
Sami Haapakoski
Seb Barker
Taija Halme
Yancy Castro

Group 3: Training and Upskilling the Workforce for a Digital Future

Alexander Bradley
Antonio Molina Schmid
Charmaine Fenech St John
Diana Chiriacescu
Ekaterina Zepnova
Frédéric Clerboux
Heta Siranko
Joelle Garello
Kalianne Farren
Khayala Mammadova
Kirsi Konoa
Leonie Martin
Lynn Grijsen
Pavel Jirek
Quentin Pivont
Robbie Stakelum
Tim Kind
Yusra Erilli Kurumlu

15:45 – 16:00

Coffee break

16:00 – 16:20

Reporting back from working group discussions

Group 1: Samantha Howe, EPSU

Group 2: Michiel Kooijman, Actiz (NL)

Group 3: Joelle Garello, Elisfa (FR)



16:20 – 16:30

Closing

- Samantha Howe, EPSU
- Sylvain Renouvel, Social Employers



Event Evaluation Form:

