



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

Head of training programs

"Hope and homes for children"

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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 worker 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