

Job Recruitment and Job Retention in Social Services

## **16 December 2024 (14.00 PM – 16.00 PM CET)**

## Online

**Overview**

This event addresses the pressing challenges faced by social service providers across Europe in recruiting and retaining qualified staff. It aims to provide a platform for EPR members to exchange perspectives on this issue, explore possible solutions, and share insights from research, good practices, or even lessons learned from less successful approaches. By fostering open dialogue, the event seeks to encourage mutual learning and inspire innovative strategies to tackle these critical workforce issues.

**Target Audience**

* Project managers, team members, Human Resources managers working for the EPR members.

**Duration**

* 120 minutes

# AGENDA

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| 14:00 | Welcome and IntroductionRoberto Zanon – Head of Projects *EPR* |
| 14:10 | Tour de Table: participants briefly introduce themselves and their organization |
| 14:20 | Michael Backhaus – Human Resources manager at Mariaberg e.V. Michael will share his experience as the Human Resources Manager of Mariaberg, discussing how his organization’s approach to recruiting new staff has evolved, as well as how the approach of job seekers has changed when interacting with organizations providing personal services. He will also talk about some research conducted in Germany, highlighting clear data on trends in this sector, and will present the KUNU platform, where organizations are evaluated by their own staff |
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| 14:50 | **Group(s) discussion** * What are the main challenges your organization has faced in recruiting and retaining staff in social services?
* In your opinion, what are the underlying reasons for these difficulties in hiring and retaining staff?
* Have there been strategies you've tried that did not yield the expected results? What lessons have you learned from those experiences?
* What strategies or innovative approaches have you implemented to overcome these challenges, and what outcomes have you achieved?
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| 15:20 | **Plenary session and feedback** |
| 15:50 |

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| **Wrap Up and Conclusions** |

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