Working conditions and impact of AI & Digitalisation in social services

Date: 6 February 2025 (Thursday)
Time: 09:30 – 16:30 CET
Place: Belgian National Labour Council (Conseil national du travail -
Avenue de la Joyeuse Entrée 17-21, 1040 Brussels)

Interpretation: French (English main language)

Overview

This event will present and discuss the outcomes of the IWorCon project. IWorCon developed recommendations on risk prevention and wellbeing at work, further built the capacity of employers' organisations and strengthened social dialogue in the social services sector.

The event also aims to launch a discussion on how to enhance workplace safety and employee satisfaction through digital tools and AI. It will provide an overview of digital tools already available, solutions that could be implemented, and examine the opportunities and challenges associated with adopting AI in social services to improve working conditions.

Draft programme

09:30 - 10:00	**Registration and Welcome Coffee**

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

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)

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)

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

14:45 – 15:45   **Working group discussions for concrete take-aways**

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

Questions to frame the discussions:

- *How can digitalisation and AI reduce the administrative burden for care workers in a way that frees up more time for human interactions?*
- *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?*

Group 2: Improving Staff Well-being at work through Digital Tools

Questions to frame the discussions:

- *How can digital tools improve staff well-being and are there any potential side-effects to be addressed?*
- *What are the necessary prerequisites for developing digital tools addressing working conditions?*

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

Questions to frame the discussions:

- *What strategies can organisations adopt to increase AI and digital literacy among workers to build trust in AI and digital systems?*
- *How to engage, equip, train social services workers for a digital future in terms of methodologies and tools?*

15:45 – 16:00	**Coffee break**
16:00 – 16:20	**Reporting back from working group discussions**
16:20 – 16:30	**Closing**

Samantha Howe, EPSU, and Sylvain Renouvel, Social Employers