AI in Social Services: Opportunities, Skill Investments, and Regulatory Frameworks

Samantha Howe

Policy Assistant

Social Services

Samantha Howe
Policy Assistant
Social Services

What is the perspective of Trade Unions?

- Benefit or burden?

- Helpful or hindrance?

- Surveillance or safety?

- Automation or job redesign?

- Development?

- Empowerment?

EPSU
EUROPEAN PUBLIC SERVICE UNION

Challenges / Concerns

➢ Impact on Employment and Job Quality

➢ Deskilling: Over-reliance on AI

➢ Ethical and Equity Issues

➢ Impact on Service Quality

➢ Intention: Surveillance and Worker Rights

➢ Privacy Issues

Opportunities / Strengths

- ✓ Efficiency and 'productivity': streamline administrative tasks, automation of repetitive tasks
- ✓ Augmentation of Human Roles
- ✓ Improved safety: for both care recipients and care workers
- ✓ Improved / additional skills

THANK YOU!
Samantha Howe
Policy Assistant – Social Services
showe@epsu.org
https://www.epsu.org/

CONTENT

PAST

Idea & Context

PROJECT

Model & Data

FUTURE

Roadmap & Next Steps

WHERE WE CAME FROM...

... to think in artificial intelligence in March 2022

Internal Context

Manual selection process, slow and time consuming, administrative tasks vs. added value tasks

Lack of solutions

Lack of market solutions matching our process for labour intermediation, lack of out of the box solutions for people with disabilities

Idea & PoC

Create AI model from scratch in-house, use our own data, validate the idea

Fundación ONCE

PROJECT

Key Aspects

Own from Scratch

API AI model develop from scratch, using our own data, based in the generation of profiles for candidates and job positions.

Bias Control & Ethics
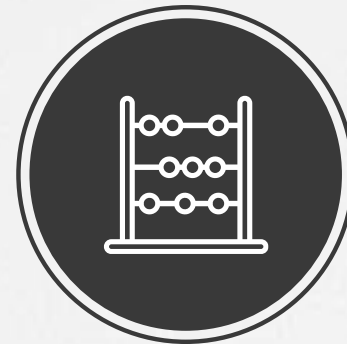
Anonimization by default, Compliance with regulations, Transparency, Profiles Bias Reductions, Audit.

Inside our landscape

Integrated into our IT ecosystems and platforms, help our internal people in a transparent way, no need for more applications.

Fundación ONCE

BENEFITS

Fundación ONCE

More options available

Immediate results

Faster response time

Fair selection process

Don't need new skills

More time for personal interviews

FUTURE

Fundación ONCE

Adding LLM capabilities to improve explicability and simplicity of the model

Training Path Recommeder for job seekers

AI Employability Lab

| 2024 Q4 | 2025 Q1 | 2025 Q2 | 2025 Q3 | 2025 Q4 | Future |

Training the model with external sources

Certify AI model fairness with external advisors

Training Courses Recommender Based on Demand and Market Trends

Enable third parties to integrate our model (i.e. Spanish Goverment Employment Service)