

IAB-Colloquium

zur Arbeitsmarkt- und Berufsforschung

Delivering welfare-to-work at the frontlines: relevance, context and practices

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This presentation discusses the delivery of welfare-to-work policies at the frontlines of public agencies responsible for implementing these policies. The presentation is based on a literature review made for a forthcoming edited volume on the frontline delivery of welfare-to-work in various European countries. The presentation will pay attention to the following issues:

- The relevance of studying how frontline workers deliver welfare-to-work policies;
- The complex context in which delivery processes take place and in which frontline workers act and make decisions;
- The impact of contextualized frontline work on welfare-to-work practices, which exemplifies that frontline work often goes beyond ‘technical’ policy implementation and has a distinct ‘political’ dimension.

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10:30 Uhr

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