



AWAS

AGENCY FOR THE WELFARE OF ASYLUM SEEKERS

"Supporting Frontline Staff at The Agency for Asylum Seekers"

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Frontliners: Overview

Professionals come from diverse fields, including social workers, healthcare providers, support workers, assistant psychological officer, psychologists, cultural mediators, counsellors, and administrative staff

Crucial role in ensuring that asylum seekers receive the care, guidance, and resources they need during their accommodation in our centres.

Their work is not only demanding but also deeply impactful, as they help vulnerable populations navigate complex social and legal systems, while addressing their immediate needs for safety, health, and wellbeing.

Frontliners: Roles

- 1. Initial Reception and Orientation:** Front liners (mainly support workers) welcome new arrivals and provide necessities to the new asylum seekers while offering also information about the asylum process, living arrangements, and available services.
- 2. Health and Psychological Support:** Many of the asylum seekers may be struggling with trauma, mental health challenges, or chronic illnesses resulting from their difficult journeys and experiences. These professionals provide crucial care, offering medical attention, psychological counselling, and trauma-informed support to ensure the wellbeing of asylum seekers. By addressing both immediate health concerns and long-term psychological recovery, they help individuals rebuild their lives with dignity and resilience.

Frontliners: Roles

- 3. Social Services:** Social workers support asylum seekers with integration, accessing necessary resources such as education, employment, and legal aid. Their role is crucial supporting those considered vulnerable.
- 4. Safety and Security:** Security personnel ensure the safety of asylum seekers within the facilities and assist in managing any conflicts or emergencies.
- 5. Logistical and Administrative Support:** Administrative staff organize day-to-day operations such as food distribution, transportation for medical appointments or any important appointments.

These teams play a crucial role in addressing the immediate needs of asylum seekers, while also helping to support their long-term integration into society.

Frontliners: Risks

However, professionals in this field often face significant emotional and physical challenges, which can have a serious impact on their well-being.

1. These challenges:

Burnout, secondary trauma, and compassion fatigue.

2. In addition to this:

Limited resources, huge caseloads and exposure to distressing stories.

All of which arise from constantly managing the trauma and mental health needs of asylum seekers.

Frontliners: Health repercussions

All this risk can result in both **emotional fatigue** and **physical health decline**.

Without proper support and coping mechanisms, these dedicated **professionals risk compromising their own health**, which can ultimately **affect the quality of care they provide to asylum seekers**, so this highlights the need for support systems to protect the health of those who work in such critical roles.

AWAS actions: AWAS Care Line

To address the emotional and physical strain on its frontline staff, AWAS has established a dedicated care line that offers tailored support to each professional by providing Supervision Services.

1. The aim of this provision is to support the staff's professional development, offering them an opportunity to **question** their respective practices and **evaluating** their experiences, which may naturally include difficult situations. Supervision provide a space to **reflect** on such situations, that may even be complex and emotionally challenging.
2. Supervision is provided on an **individual and/or group** basis depending on the specific cohort of staff. **Individual supervision** takes place **once a month**, whilst **group supervision** takes place once **every two months**.
3. Our supervisors are **external warranted experts**, including psychologists and social workers, who maintain direct communication with unit leaders and management to ensure effective oversight.

AWAS Care: Frontliners initiative

Additionally, to AWAS Care line, our Social Workers and Psychosocial Unit have initiated a **peer supervision program**.

This program facilitates regular meetings where staff can discuss their challenges, share insights, and seek support from colleagues. If necessary, their concerns are escalated to management to ensure they are addressed promptly and effectively.

Management provides the space and facilities to perform these interactions without taking part of it unless this is requested



Thank you!



EMN Luxembourg Annual
National Conference “Mental
health and well-being of
front-line (reception)
workers” **2 October 2024**