

# **Roles of Professionals Who Coordinate Comprehensive Support**

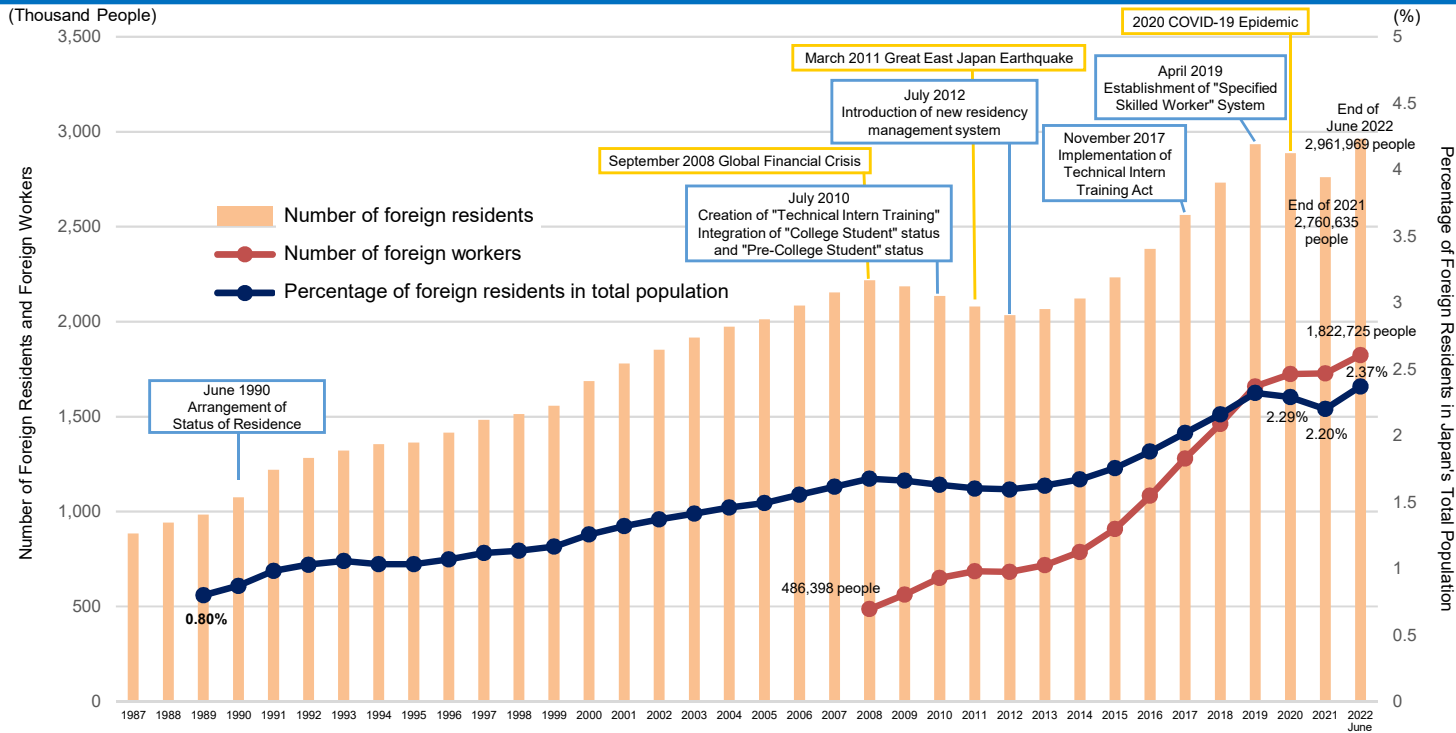
## **(Report on Discussions [Outline])**

**April 2023**

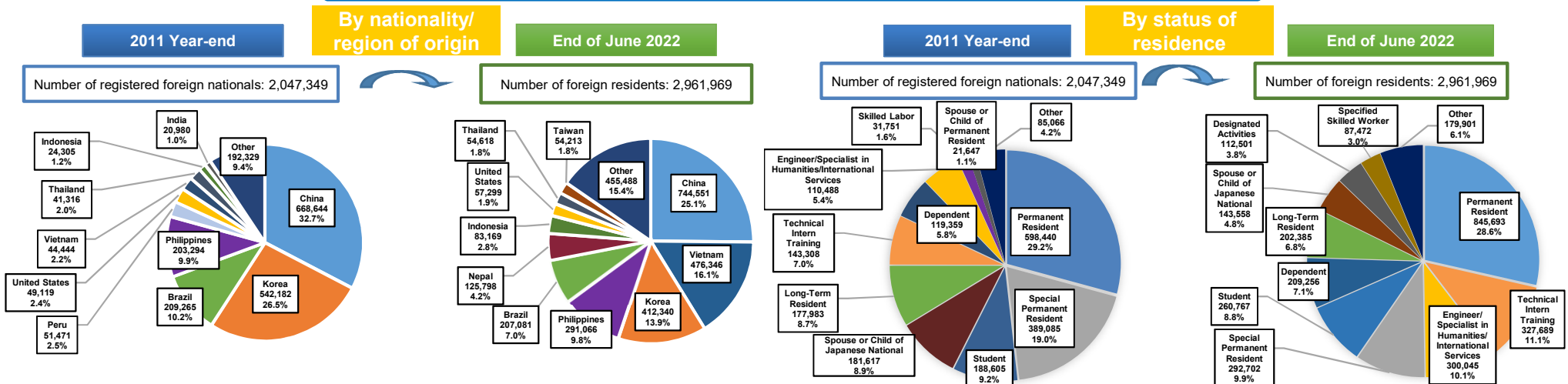
**Committee on the Roles of Professionals Who Coordinate  
Comprehensive Support**

# 1. Basic Concept (Changes in the Status of Foreign Residents in Japan)

Trend in the number of foreign residents and their percentage of Japan's total population and the number of foreign workers



Changes in the number of foreign residents and their percentage of the population



## 2-1. Basic Concept (Significance of Establishing Training and Certification Schemes for Foreign National Support Coordinators [1])

### Ideal Society of Harmonious Coexistence with Foreign Nationals (Three Visions)

#### Safe and Comfortable Society

A society where foreign nationals are included as members of Japanese society of the future, and where all people can live safely and comfortably

#### Diverse and Vibrant Society

A diverse and vibrant society where all people, including foreign nationals, from various backgrounds can participate and demonstrate their abilities to their fullest

#### Society that Respects Individual Dignity and Human Rights

A society where all people, including foreign nationals, respect each other's individual dignity and human rights and can live without discrimination or prejudice

### Medium- to Long-term Issues to be Addressed (Four Key Points)

1 Initiatives such as Japanese language education for smooth communication and participation in society

2 Disseminating information to foreign nationals/Strengthening consultation systems for foreign nationals

3 Support for each life stage and life cycle

4 Initiatives to establish the foundation of a society of harmonious coexistence

## 2-2. Basic Concept (Significance of Establishing Training and Certification Schemes for Foreign National Support Coordinators [2])

### Roadmap for the Realization of a Society of Harmonious Coexistence with Foreign Nationals (approved by the Ministerial Conference on Acceptance and Coexistence of Foreign Nationals on June 14, 2022)

(Discussing training and certification schemes for coordinators of comprehensive support)

- The government will **consider the content of training to develop professionals** (tentative name: Comprehensive Foreign National Support Coordinators) **who can lead foreign nationals facing problems in their lives to an appropriate source of assistance** (e.g., supports for those who need job searches and daily necessities by unemployment and Japanese-language studies for different needs and levels, etc.) **and measures for smooth assignment of those that have completed the training and gradually implement such measures**. In addition, the government will **consider how the certification system for highly specialized support professionals should be designed and arrive at a conclusion**.

#### Development and promotion of professionals who coordinate comprehensive support for foreign nationals, etc. <4>, <30>, <65>, and <86>

5-year goal	Develop who can lead foreign nationals facing problems in their lives to an appropriate source of assistance and measure for smooth appropriate assignment so that foreign nationals can quickly receive the assistance they need.						
Outline	<ul style="list-style-type: none"> <li>- Provide training needed to develop professionals (tentative name: “Comprehensive Foreign National Support Coordinator” ) who can lead foreign nationals facing problems in their lives to an appropriate source of assistance as well as maintain their expertise and raise their social recognition level.</li> <li>- Consider how the certification system for highly specialized support professionals should be designed and arrive at a conclusion.</li> </ul>						
	Specific policies	FY2022	FY2023	FY2024	FY2025	FY2026	KPI
Roadmap	Provision of training needed to develop Comprehensive Foreign National Support Coordinators (tentative name) and consideration of the ideal certification system	Consideration of the roles, abilities, etc. of Coordinators with experts, etc. to arrive at a conclusion	Consideration of issues such as the content of Coordinator training and promotion of the assignment of persons who complete training based on the opinions of experts	Provision of necessary training, etc. based on the results of consideration			<ul style="list-style-type: none"> <li>- Number of training sessions held</li> <li>- Number of persons who complete the training course</li> <li>- Employment of persons who complete the training course by related organizations (to be considered based on the results of review in FY2022 and FY2023)</li> </ul>
		Consideration based on the opinions of experts, etc. as to how the certification system for highly specialized support professionals should be designed, and its gradual implementation starting from what can be done first based on the results of the consideration					

### 3-1. Basic Concept (Survey Results of Foreign Residents [1])

**Basic Survey on Foreign Residents  
(conducted by the Immigration Services Agency from February to March 2022) (\*1)**

Question	Answer (multiple answers allowed)	Ratio
Issues with the pension system	I don't understand the system in detail.	42.9% (n = 7,982) (*1)
Issues with long-term care insurance	I don't understand the system in detail.	42.1% (n = 2,812) (*2)
Issues when consulting public institutions (local, prefectural, and national governments)	I did not know who to consult.	31.5% (n = 7,538) (*3)
Parenting issues	I don't know any place where I can talk about my worries concerning child education and child-raising, and I don't know anyone whom I can talk with about such worries.	13.3% (n = 1,367) (*4)

\* In addition to the above questions, some respondents responded "I did not know who to consult" to questions about issues when receiving medical care at hospitals, pregnancy and childbirth issues, and disaster issues.

\*1 The survey targeted 40,000 foreign residents (mid to long-term residents and special permanent residents) age 18 or older. The survey received valid responses from 7,982 respondents (the numbers [n] in parentheses indicate the number of valid responses to each question).

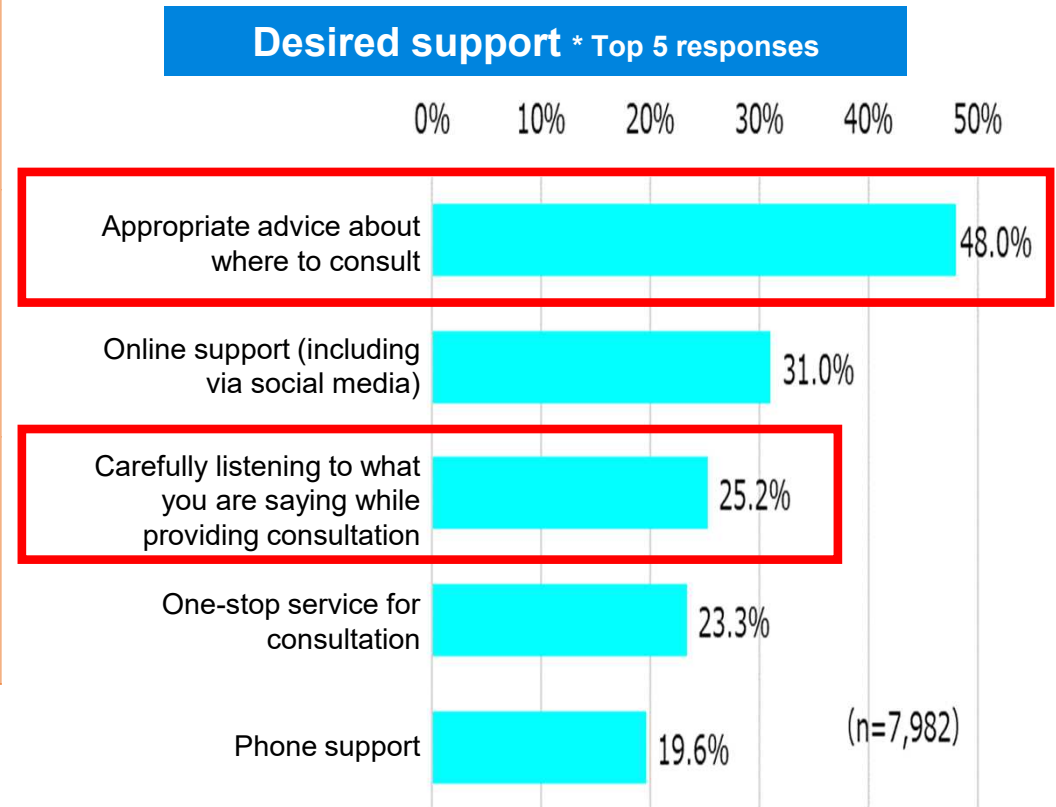
\*2 Respondents who answered the first question (\*1) and who were age 40 or older

\*3 Respondents who answered the first question (\*1), excluding 444 special permanent residents

\*4 Respondents who answered the first question (\*1) and who had a child age 0 to 6 in Japan

**Basic Survey on Foreign Residents**  
(conducted by the Immigration Services Agency from February to March 2022)

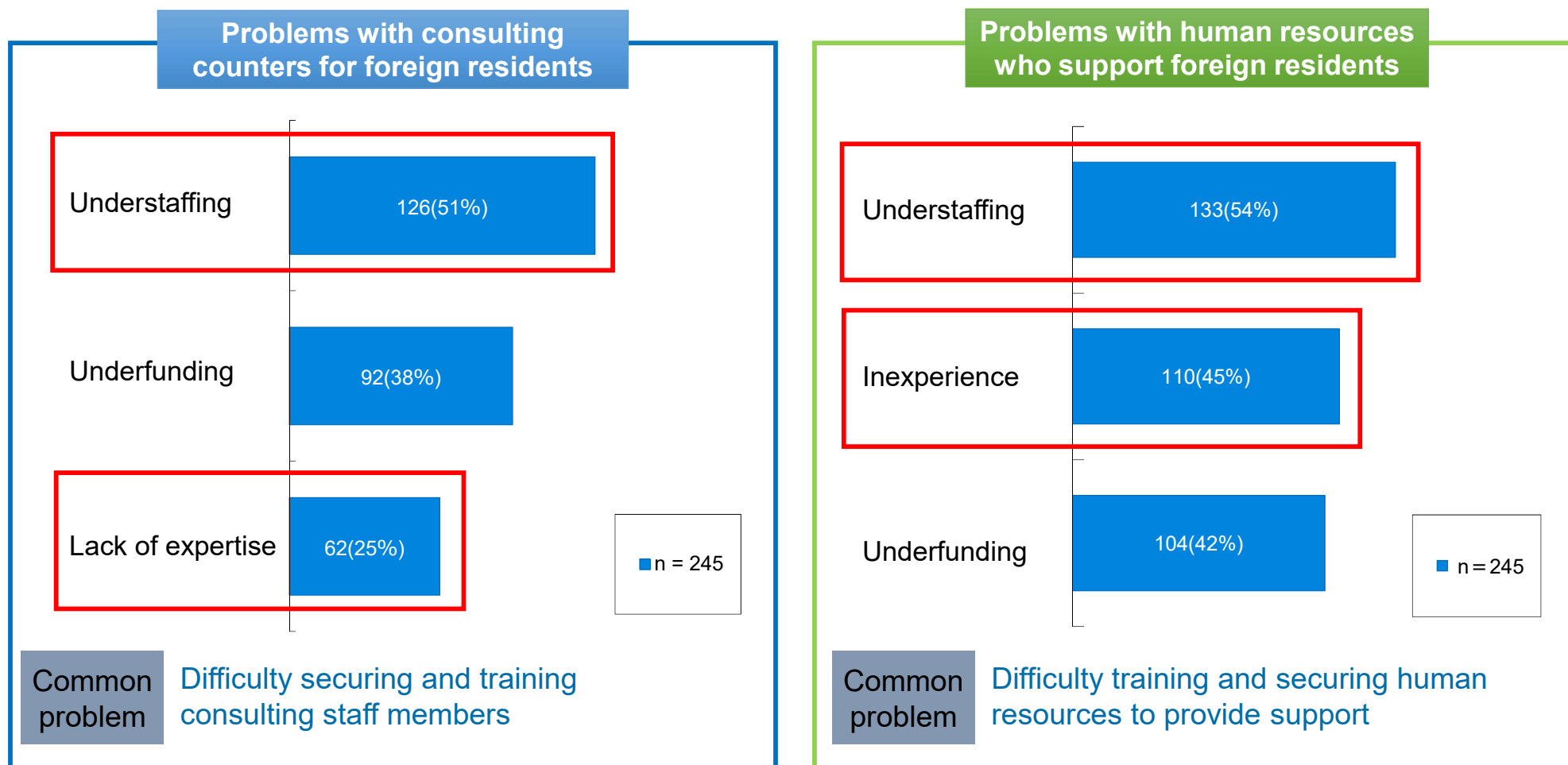
Question	Answer (multiple answers allowed)
Issues when consulting public institutions (local, prefectural, and national governments)	<u>I was sent around multiple departments before I could reach the right one.</u> (7.9%)
	<u>The person in charge had little expert knowledge.</u> (4.6%)



\* Surveys conducted by local governments also received similar responses to questions about issues at the customer service counters of local governments or other public institutions, such as “I wasn’t sure about the necessary procedures” and “I couldn’t get enough information from officials.”

### 3-2. Basic Concept (Survey Results of Foreign Residents [2])

#### Survey of Local Governments' Efforts Related to Harmonious Coexistence Measures (conducted by the Immigration Services Agency in July 2021) (\*1)



\*1 Out of the 308 local governments (47 prefectures and 261 municipalities [\*2]) surveyed, 245 local governments responded.

\*2 The local governments surveyed were selected from among core cities and the "top 150 local governments with the highest foreign resident populations" and the "top 150 local governments with the highest proportion of foreign residents" in the Survey of Population, Demographic Changes, and Number of Households Based on the Basic Register of Residents (as of January 1, 2020) conducted by the Ministry of Internal Affairs and Communications (MIC).

## 4. Basic Concept (Challenges in Connecting Foreign Residents to an Appropriate Source of Assistance and Necessary Measures)

### Challenges

#### (1) Shortage of qualified staff

- Public institutions do not have enough support staff who can deal with complicated, multifaceted problems faced by foreign residents.
- Public institutions do not have know-how regarding staff training.
- Many support staff members are employed on a fixed-term basis and are not highly recognized within society or within their organizations, which makes developing them into support professionals challenging.

#### (2) Difficulty finding qualified personnel

- Public institutions have difficulty finding qualified persons who can deal with complicated, multifaceted problems faced by foreign residents.

#### (3) Poor access to necessary information on living in Japan

- Some foreign residents face various challenges because they do not have enough information on systems or procedures necessary for living in Japan or available support services (during the early stages of their life in Japan).

#### (4) Shortage of sources of assistance

- A lack of recognition or the absence of appropriate local sources of assistance makes it impossible to connect foreign residents to the correct sources of assistance that they need to solve their issues.

### Measures

Training for support professionals

Certification system for support professionals

Appropriate provision of information by support professionals

Increase in the number of sources of assistance by support professionals (including cross-regional cooperation)

Start to discuss these issues alongside promotion of the assignment of Foreign National Support Coordinators in order to realize a society of harmonious coexistence with foreign nationals from FY2023 onward.

Implementing these measures requires training and certification systems for Foreign National Support Coordinators.



## 5. Basic Concept (Ideal Foreign National Support Coordinators)

**Individuals who can perform the tasks described in (1) and (2) below based on their expertise in Japan's laws and systems (\*1) and support services available to foreign residents as well as consulting support skills (\*2)**

(\*1) Including the laws and systems of foreign countries

(\*2) Foreign National Support Coordinators are expected to be assigned to the national government, local governments, and organizations that accept foreign nationals.

**(1) Foreign National Support Coordinators build relationships of mutual trust with foreign residents who seek help for complicated, multifaceted problems in their lives, understand their problems, draw up suitable support plans, give necessary advice, contact sources of assistance, coordinate assistance efforts with such sources of assistance, and help foreign residents solve their problems with their consent.**

**If other support staff members are available, Foreign National Support Coordinators provide them with necessary advice and guidance regarding complicated, multifaceted cases for which such other members are responsible.**

**(2) Foreign National Support Coordinators prevent foreign residents from facing problems in their lives in Japan. To enable foreign residents to smoothly reach out to the proper place when in need, these coordinators help them understand the gist of support systems and procedures in Japan as well as the differences from those of their home countries by giving advice and guidance directly or through support providers during daily life orientations and other programs. In addition, these coordinators provide foreign residents with information on where they can seek help when in need.**

## 6-1. Roles of Foreign National Support Coordinators (Outline of Roles)

Roles to fulfill

Roles expected

**Consulting support**

**Preventive support**

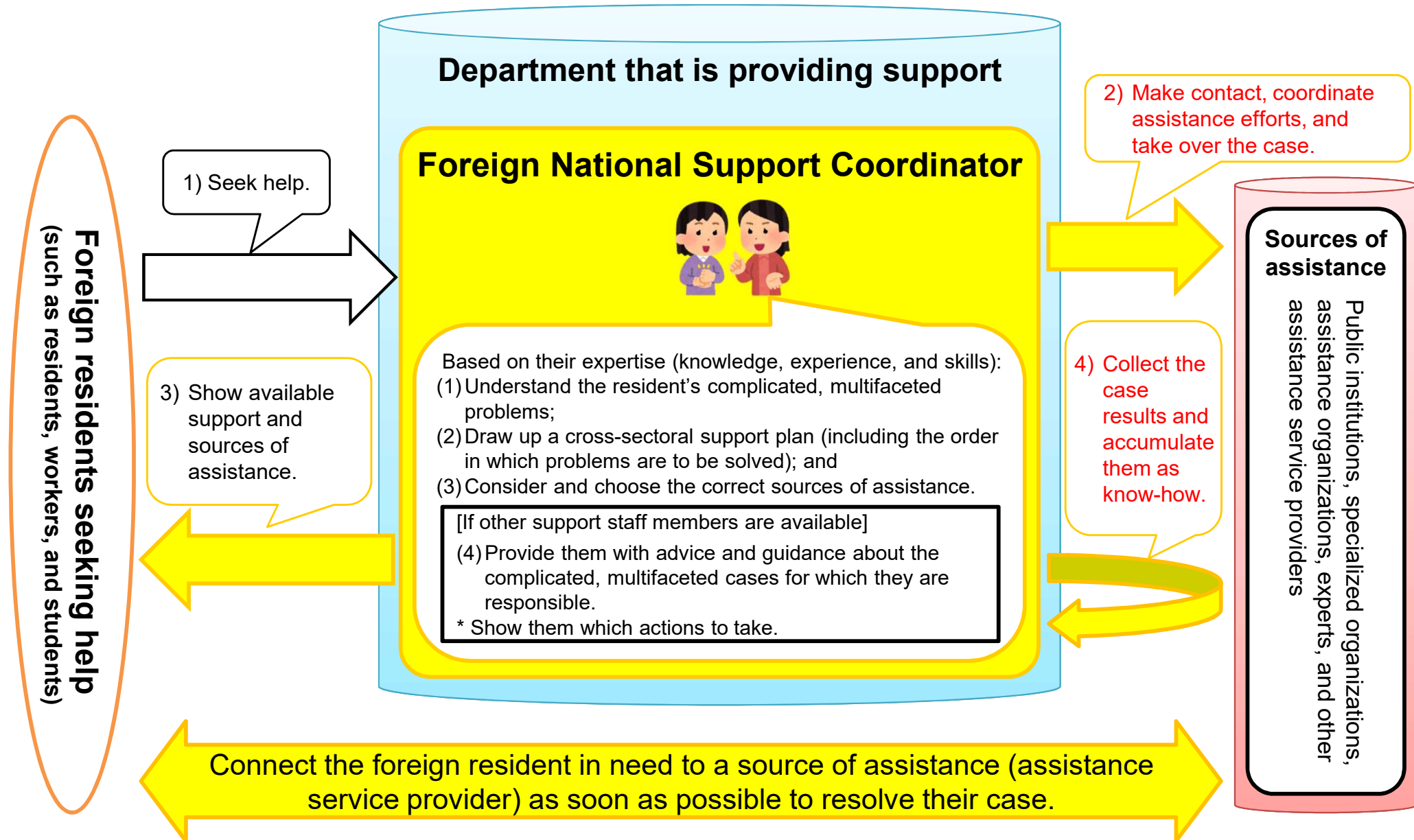
**Foundation for smoothly connecting foreign residents to appropriate sources of assistance**

**Promote mutual understanding with sources of assistance and increase sources of assistance based on support needs**

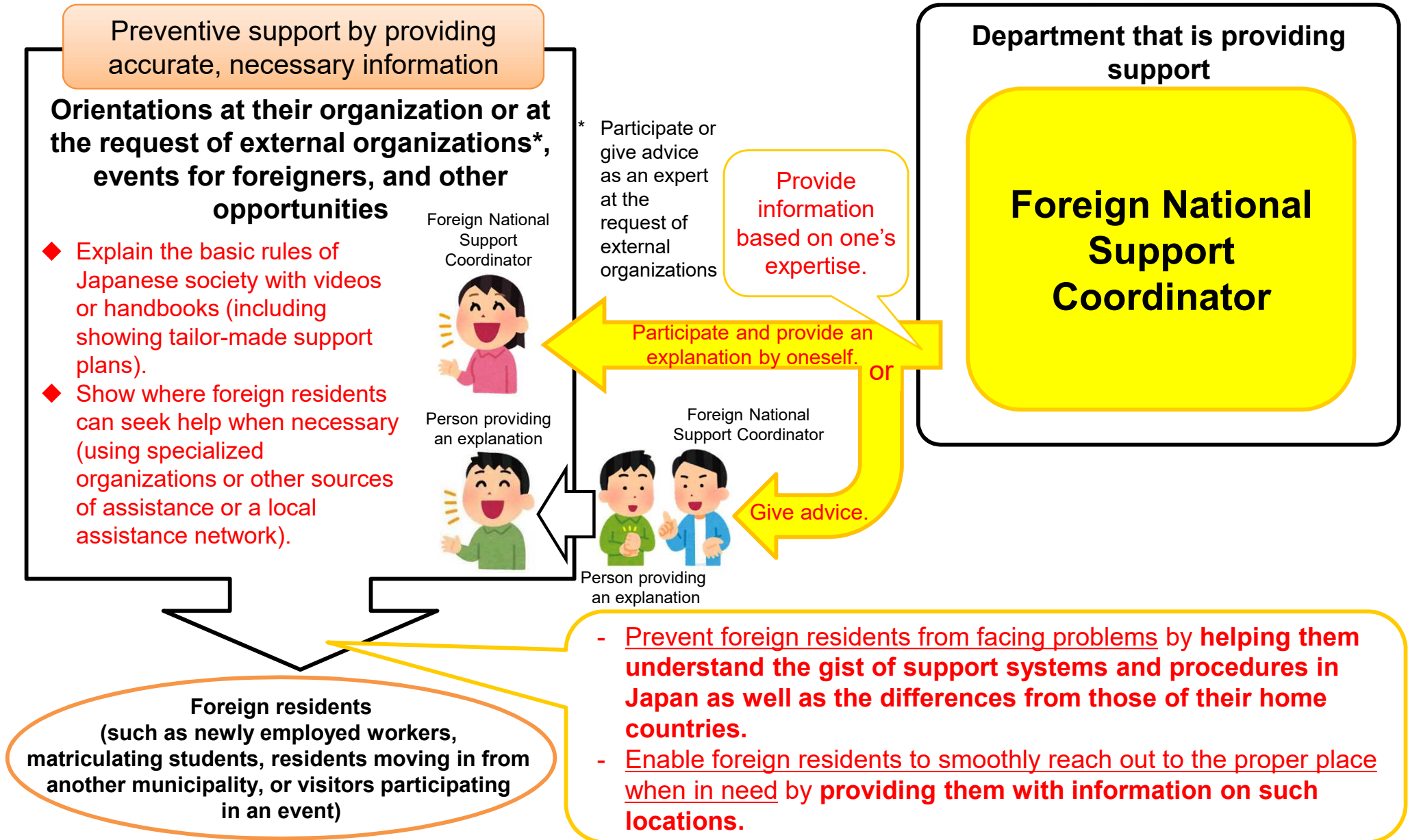
**Cooperate to improve the environment for accepting foreign nationals by sharing challenges\* identified through individual support**

\* Such as problems faced by local foreign residents and shortages of sources of assistance

## 6-2. Roles of Foreign National Support Coordinators (Consulting Support)



## 6-3. Roles of Foreign National Support Coordinators (Preventive Support)



## 7. Abilities Required of Foreign National Support Coordinators (Four Abilities)

### Ability to accurately understand the status of residence of foreign residents

⇒ Knowledge about immigration control laws and regulations

### Ability to understand different cultures and values

⇒ Cross-cultural understanding

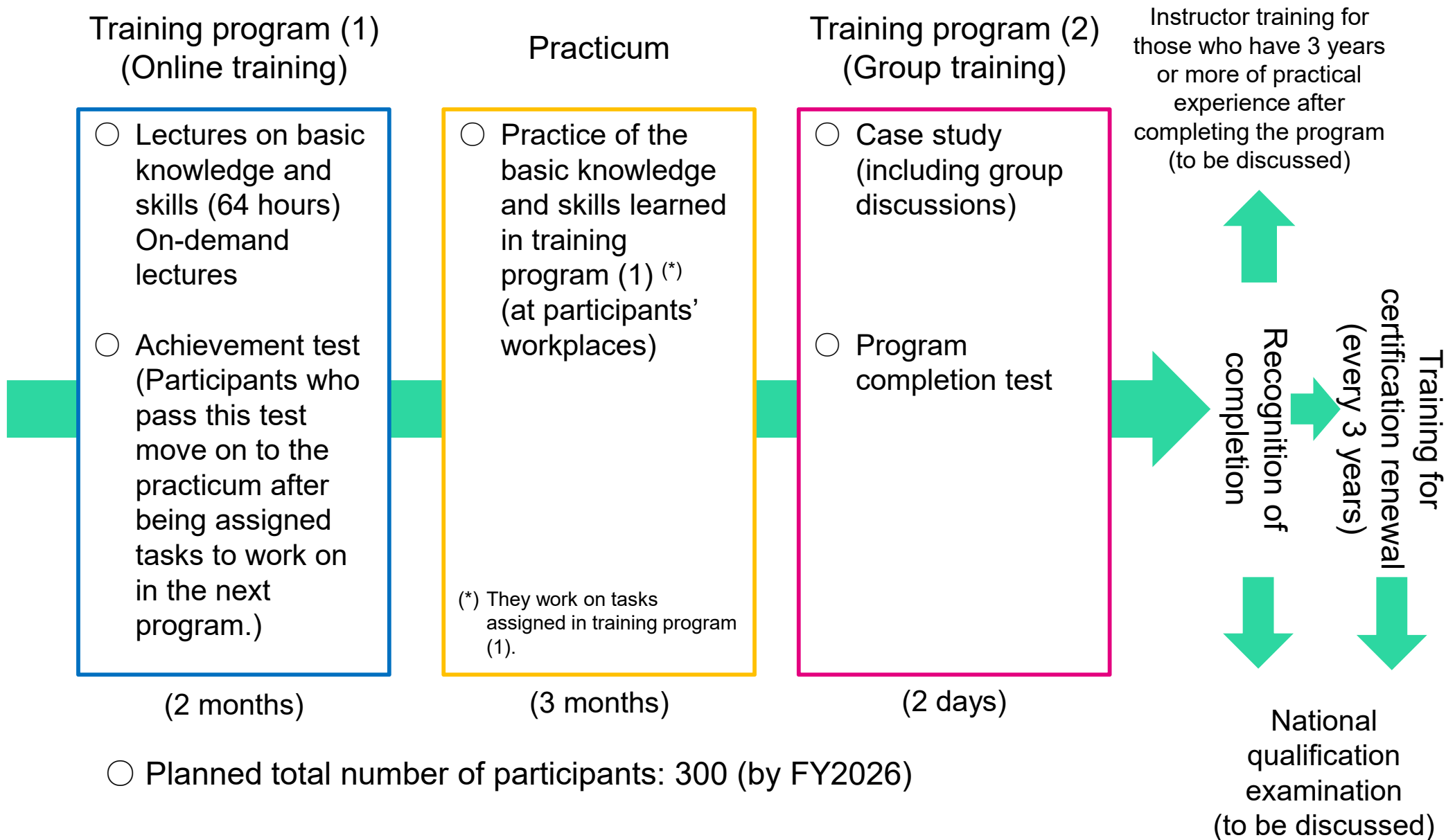
### Ability to help foreign residents adequately solve their complicated, multifaceted problems

- (1) Adequately understand foreign residents' complicated, multifaceted problems based on mutual trust.
- (2) Identify the necessary support.
- (3) Draw up suitable support plans aimed at solving foreign residents' problems from a cross-sectoral viewpoint, provide necessary advice, and make contact and coordinate assistance efforts with sources of assistance.

### Ability to connect foreign residents to appropriate sources of assistance

- (1) Knowledge of the purposes, governing laws, and roles of national government organs and Japan's laws and systems related to foreign residents' lives and employment as well as similar systems of foreign countries
- (2) Skills in building good relationships with and collaborating with relevant organs

## 8. Training for Foreign National Support Coordinators (Outline of the Training)



## 9. Actions to Take from FY2023 Onward

### **Help those who have completed the training program to share necessary information.**

- Release and use a special portal site for those who have completed the training program.
- Hold case study workshops for those who have completed the training program.

### **Discuss how to improve the social valuation, status and treatment of Foreign National Support Coordinators through their training and certification systems.**

Discuss how to ensure that the social valuation, status and treatment of Foreign National Support Coordinators who work at one-stop consulting counters of local governments and other public institutions aligns with their levels of expertise.

### **Discuss how to promote assignment of Foreign National Support Coordinators.**

Discuss how to promote the assignment of Foreign National Support Coordinators in consideration of the organizations where they are expected to be assigned.

### **Discuss a certification system for highly-skilled support professionals.**

Discuss introducing a national qualification for Foreign National Support Coordinators based on the status of activities of those who have completed the training program and the operational statuses of other national qualification systems.

### **Discuss how to share challenges identified through individual support, including shortages of local sources of assistance, with the national government and local governments, in order to improve the environment for accepting foreign nationals.**

Discuss how Foreign National Support Coordinators can feed back information on shortages of local sources of assistance to the national and local governments in order to improve the environment for accepting foreign nationals.

## 10. Reference Information (the Hearings with the Relevant Parties)

A broad range of relevant parties were interviewed to foster discussion of the roles of professionals who coordinate comprehensive support.

	Date	Interviewed parties		Date	Interviewed parties
1	November 15, 2022 (Tue)	- HAMAMATSU PLANNING & COORDINATING DEPARTMENT International Affairs Division - Hamamatsu Foundation for International Communication and Exchange	11	January 25, 2023 (Wed)	Vietnam Mutual Aid Association in Japan
2	November 17, 2022 (Thu)	Tochigi International Association	12	January 26, 2023 (Thu)	NPO Multilanguage Center FACIL/ Mukogawa Wemen's University
3	November 17, 2022 (Thu)	- Multicultural Society Section, Social Activities Promotion Division, Community Affairs Department, Bureau of Community and Cultural Affairs, Aichi Prefecture - Aichi International Association	13	January 30, 2023 (Mon)	Council of Local Authorities for International Relations (自治体国際化協会(CLAIR))
4	November 22, 2022 (Tue)	Oizumi Town Hall Planning Department Multicultural Cooperation Division	14	January 30, 2023 (Mon)	International Organization for Migration
5	November 22, 2022 (Tue)	Sendai Tourism, Convention and International Association	15	February 7, 2023 (Tue)	The Japan Federation of Certified Administrative Procedures Legal Specialists Associations
6	December 16, 2022 (Fri)	- General Affairs Division International Affairs Bureau City of Yokohama - Yokohama Association for International Communications and Exchanges	16	February 9, 2023 (Thu)	Japan Chamber of Commerce and Industry
7	December 21, 2022 (Wed)	Angelo Ishi Musashi University, Faculty of Sociology	17	February 17, 2023 (Fri)	Japan Federation of Bar Associations
8	December 22, 2022 (Thu)	KIKUCHI Akiyoshi (Institute for Multicultural Society Professionals)	18	February 20, 2023 (Mon)	Nihongo kyōikukikan dantai renraku kyōgikai
9	December 23, 2022 (Fri)	IKUKO YAMAURA	19	February 21, 2023 (Tue)	Keidanren (Japan Business Federation)
10	December 26, 2022 (Mon)	Kanagawa Prefectural Government Child Education Support Division	20	February 22, 2023 (Wed)	Japanese Association of Certified Social Workers