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Building trust between foreign language-speaking parents and social workers in child welfare services: Descriptions of social workers

The purpose of this study was to examine how social workers describe trust and trust building with foreign language-speaking parents in the context of child welfare services. The data for the study is based on the responses of 29 social workers to a qualitative survey conducted in the spring of 2022. The data were analysed using reflexive thematic analysis. According to the results, the respondents represent trust within the following three central themes: the presence of support and control in child welfare services, the different backgrounds of social workers and parents, and interpreter-mediated work. These themes tackle child welfare services as a specific context for building trust, the objects of trust, the factors that challenge trust, and the different ways in which social workers build trust in their work and multilingual interaction with parents.

Keywords: trust, child welfare services, foreign language-speaking parents, interpretation, working with interpreters