



## CURRENT CHALLENGES

The hospital is very busy, and because they are understaffed and they know that she is an educated nurse, she is often asked to perform tasks that should be done by nurses, such as drawing blood etc. At first, she was thrilled to get more responsibility and get to use her experience and education.

However, she now feels that this is not right, and it could probably be problematic for the hospital, and for her personally, if it were to come out. Moreover, she is not getting paid for this extra contribution as much as if she were allowed to work as a nurse. Initially her supervisors would add some extra hours to her pay, but it has been sporadic and sometimes forgotten. She doesn't want to make a fuss over it, as she feels the whole thing is a bit dicey.

# MARIA

## Paramedic

**AGE** 50

**GENDER** Female

**NATIONALITY** Croatian

**FAMILY SITUATION** Married

**JOB/CAREER** Educated as a nurse from her country but cannot get her education certified here.

## ATTITUDES AND EMOTIONS

- She finds the whole situation difficult and unfair. She feels that her colleagues take their frustrations because of her doing nurses work out on her instead of her superiors who are responsible in the matter. She also finds the Icelandic system unfair, as she has the qualifications to work as a nurse, but her qualifications are not recognized by the education system.

## MOTIVATIONS

- She likes to work in care and always has. That is her main motivation. It is also difficult for her to get another job as her Icelandic skills are not considered good enough. She also seems to be overlooked when she applies because she has a foreign name. She therefore doesn't really get a break.

## WORK SITUATION

- Her colleagues, both nurses and paramedics, have been discussing this at the workplace and pointed out to her that this is not OK.
- She feels this is causing some friction with her colleagues, but she still finds it hard to say no when she is asked to step into the nurses role, especially since the unit is understaffed.

## Manager's questions

- How do we stop asking her to take on nurse's tasks?
- Is this unethical on our part?
- Is this illegal?
- How can we make use her knowledge and education that is legitimate and above board?

## Peers/colleagues' questions

What are the managers thinking by asking her or allowing her to take on tasks that do not fall under her job description? What if something goes wrong, will they have her back then? Are they paying her accordingly? Should I report this to the labour union?



## Individual's questions

- Why can't my education be evaluated?
- Is it acceptable for me, even though I am fully capable, to carry out tasks that are technically not a part of my job?
- Am I being taken advantage of by doing tasks without being paid for it accordingly?
- What would happen if something went wrong during a task that I am not supposed to be doing?
- Would I be responsible for the hospital?

## Policymakers' questions

- How can we utilise the human capital and knowledge that comes with immigrants to the country?
- Do we need to review the evaluation system regarding education from foreign universities?

