

# The Role of Hello Work in Japan

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# Ministry of Health, Labour and Welfare (MHLW)

## Healthcare

- Medical Affairs Bureau
- Health Bureau
- Pharmaceutical Safety and Environmental Health Bureau

## Labour

- Labour Standards Bureau
- **Employment Security Bureau**
- Employment Environment and Equal Employment Bureau

## Welfare

- Social Welfare and War Victims' Relief Bureau
- Health and Welfare Bureau for the Elderly
- Health Insurance Bureau
- Pension Bureau

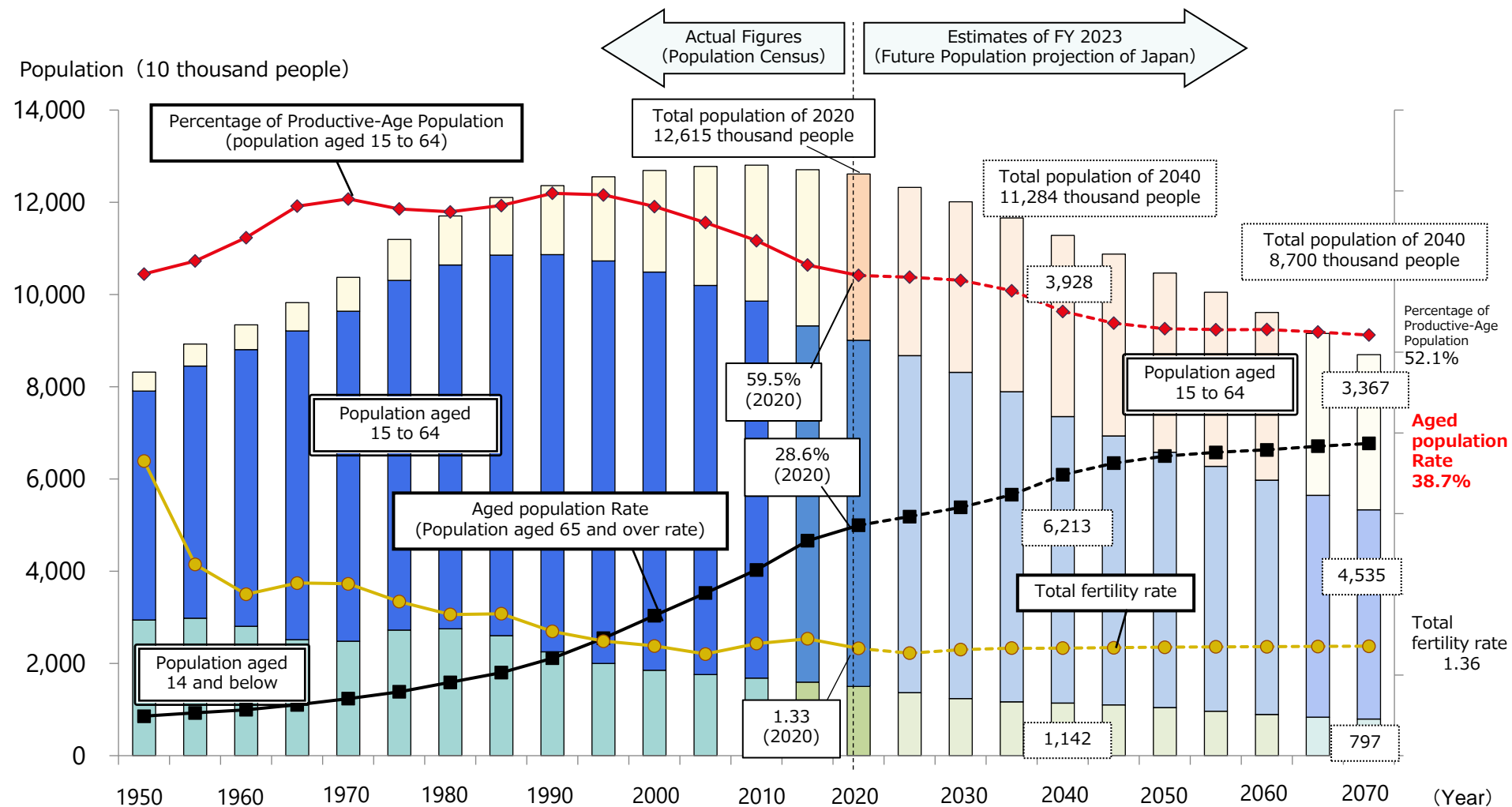


## **Employment Security Bureau**

Promoting employment policies to aim at creating and stabilizing employment, with the goal of eliminating employment insecurity.



# Japan's Population Trends: Past, Present, and Future Perspectives

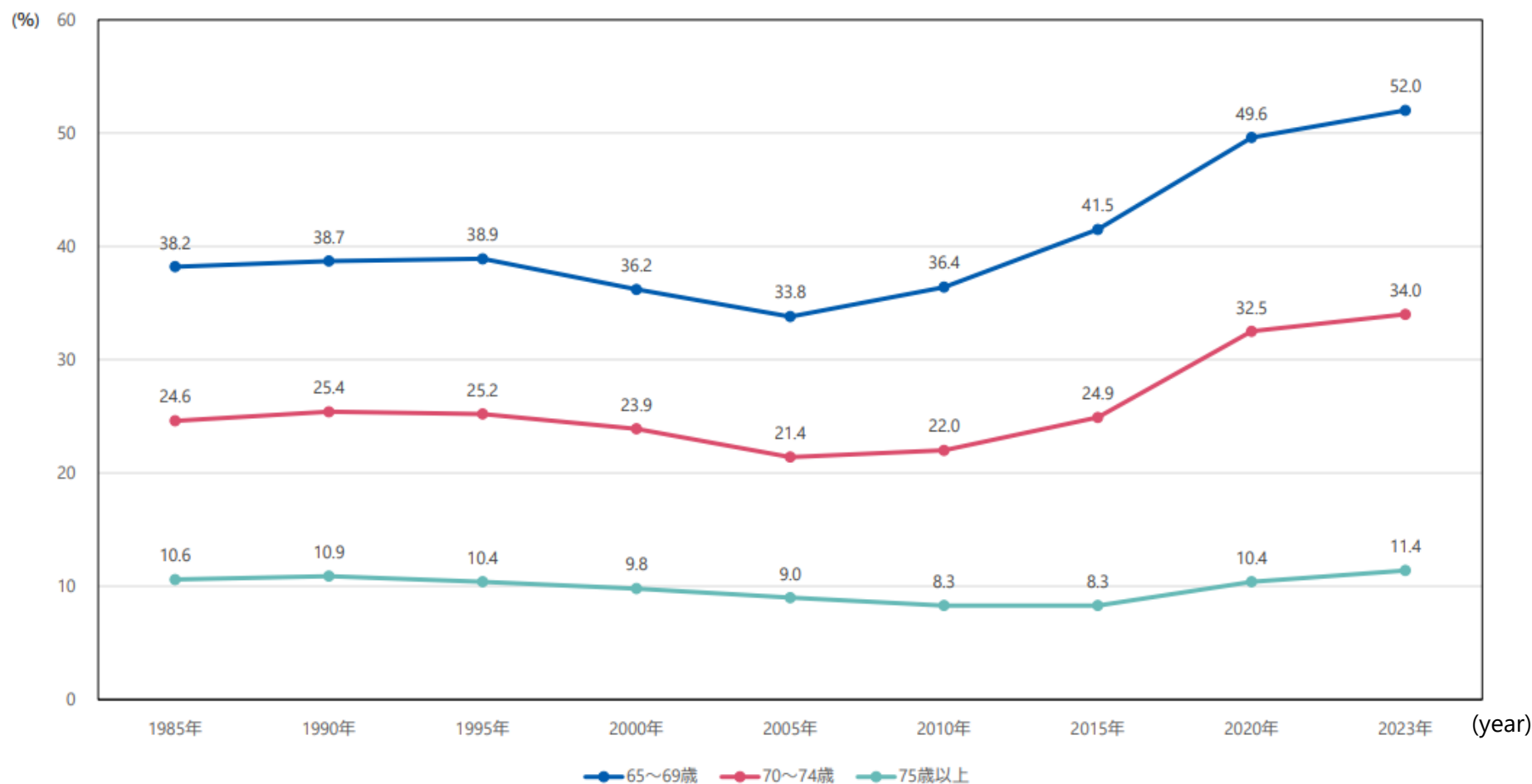


(Sources)

The population up to 2020 is based on the Ministry of Internal Affairs and Communications' 'National Census,' the total fertility rate is based on the Ministry of Health, Labour and Welfare's 'Vital Statistics of Japan,' and from 2025 onwards, it is based on the National Institute of Population and Social Security Research's 'Future Population Estimates for Japan (2023 Estimate) (Median Births/Deaths Estimate)

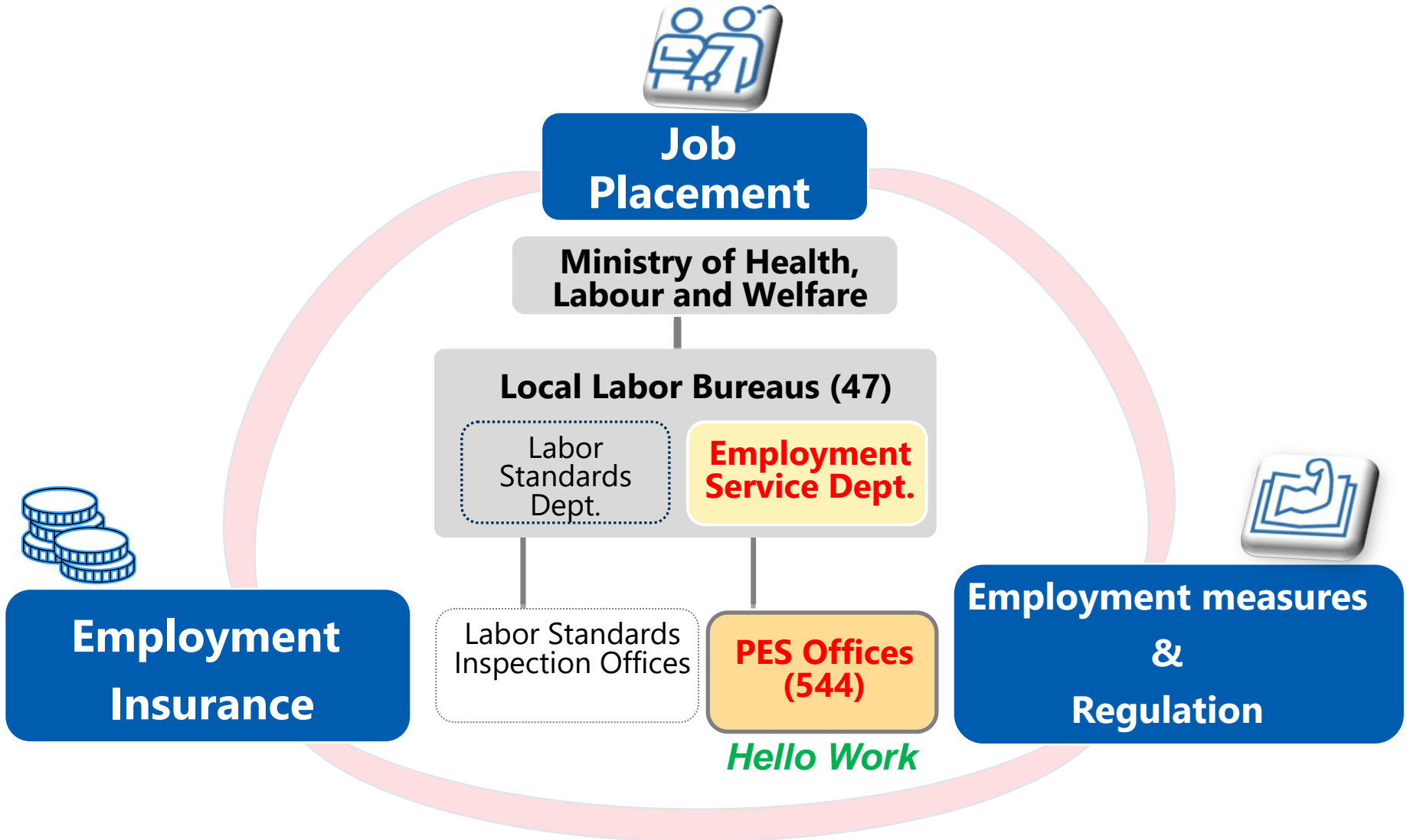
# Changes in employment rate for people aged 65 and over

- ✓ Employment rate for people aged 65 to 69 has increased by nearly 20 point since FY2005, and those aged 70-74 has also been up by about 15%



# Roles of “Hello Work”

Hello Work : National comprehensive employment service network



# Network System of Hello Work Services



**Job offerings in public → placements**



**Consultation**



**Career counseling**



**Employment insurance benefits**



**Employment promotion/retention subsidies**



**Workshops**



**Vocational trainings**

# Current states of Japan's PES (Hello Work)

## Hello Work

- 544 locations nationwide, providing support through a national network
- 1.9 million registered job seekers, and 2.4 million job vacancies  
(As of July 2024)
- Responsible for three key functions: job placement, unemployment insurance benefits (job seeker support), and employment measures
- Playing **a central role as a safety net for employment** in Japan

## Hello Work Internet Service

- Completing the entire process online from application to matching
- Job application, job search, saved listings, submission of application documents, interview scheduling, and notification of hiring decisions—all completed online
- Over 70 million monthly accesses and more than 80% of job listings applied for through the Hello Work Internet Service

# Hello Work Services **For Job Seekers**



Consultation on how to proceed with job seeking



Career counseling



Job placements utilizing a nationwide network



Seminars to help with job finding activities such as interview preparation



Guidance on vocational training enrollment





# Hello Work Services **For Employers**



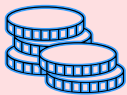
Open to Job offerings in public nationwide



Giving advise and guidance for job offering/employment management



Seminars to improve employment management



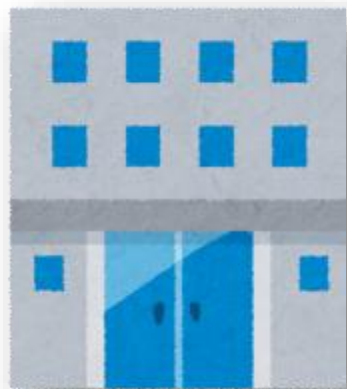
Providing employment promotion/retention subsidies



Providing information based on evidences

# Specialized support centers and facilities provided by Hello Work

Main Hello  
Work office  
(436)



## Mother's Corner (185)

Provides job placement support for women raising children and others.

## Youth Support Corner (200)

Provides job placement support for job hoppers aged under 35, for their early transition to more stable employment.

## Employment Support Office for the generation during economic downturns (92)

Provides comprehensive support from job placement to workplace retention for the generation during economic downturns in recruiting.

## Office for Lifelong Active Participation Support (300)

Provides comprehensive support including career life redesign and team support for older job seekers.

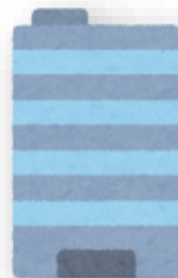
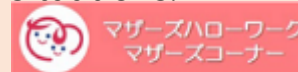
## Labor Shortage Measures Corner (117)

Provides matching support for fields with high job demand such as healthcare, childcare, construction, security, transportation, etc.



## Mothers' Hello Work (21)

Provide job placement support for women raising children and others in similar situations.



## Hello Work for New Graduates (56)

Provides tailored job placement support for students and graduates generally within approximately three years of graduation.



## Hello Work for Youth (21)

Provides tailored job placement support for job hoppers aged under 35, for their early transition to more stable employment.

# Employment support for foreign job seekers

## 1. Employment service center for foreigners (4 places)

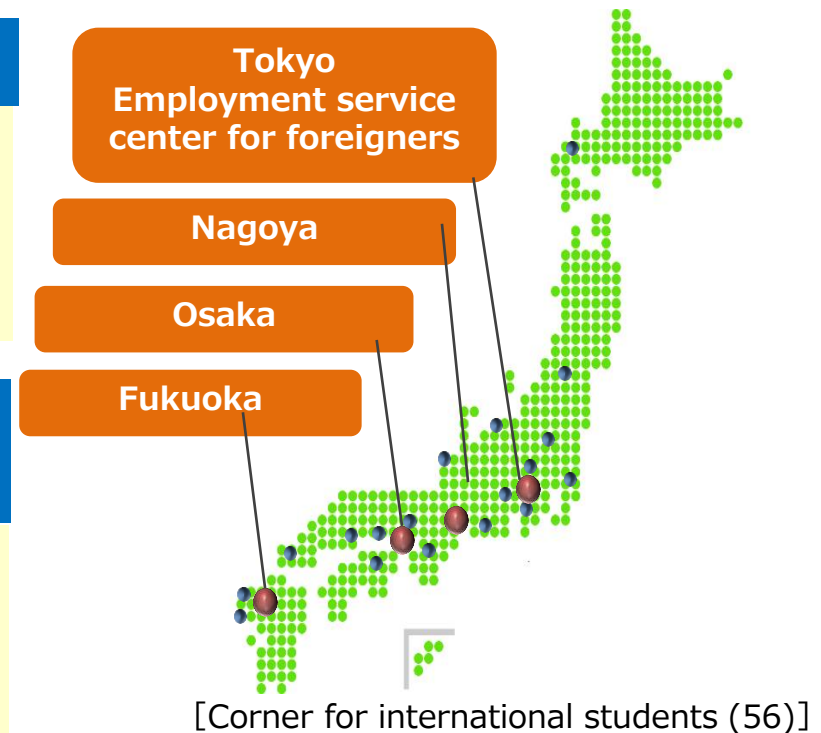
- Core facilities to promoting employment for foreign job seekers in skilled/specialized fields and international students.
- Aiming to promote targeted foreigners' employment in Japan through utilization of the Nationwide *Hello work* network by job counseling/placement, job fairs for international students, internship and job guidance.
- Providing international students with consistent support from start of job finding activities at the early grade of universities to retention after start of working through strengthening collaboration between universities and Hello works under the Partnership Agreement.

## 2. Corner for international students (56)

- Mainly located in regional labour bureaus with more international students.
- Providing attentive and detailed support by specialized job consultants in collaboration with the Employment service center for foreigners.

## 3. Employment service corner for foreign residents (139)

- Mainly set up at Hello Works in areas with more foreigners.
- Assigning interpreters in various languages, following respective characteristics in each area, and providing job-seeking support by specialized consultants.



# Foreign Residents Support Center (FRESC)

**One stop center** for supporting the residence of foreign nationals who are living and have an active role in Japan



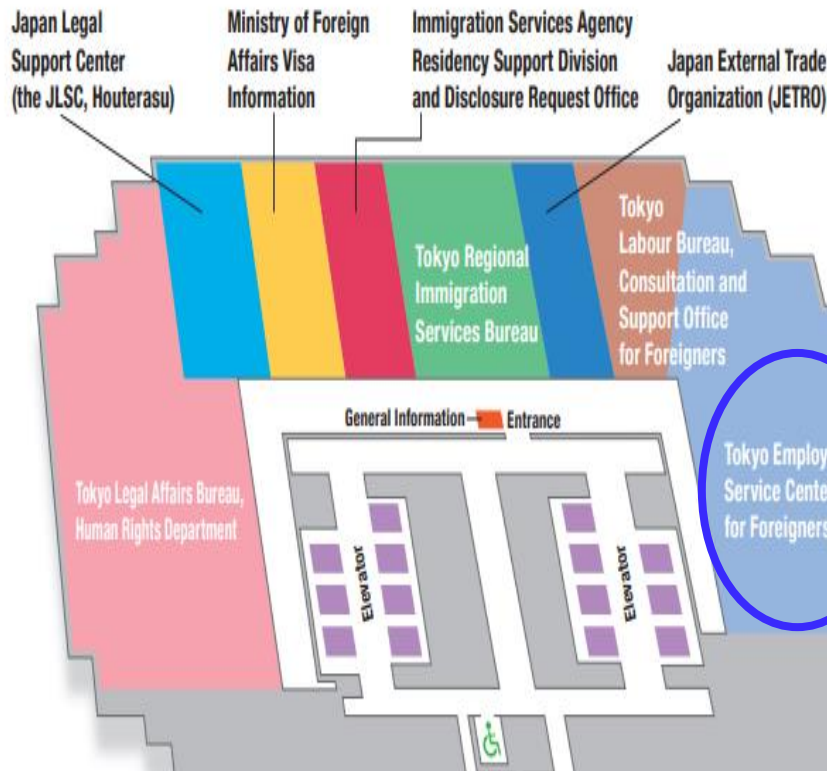
外国人在留支援センター

FRESC

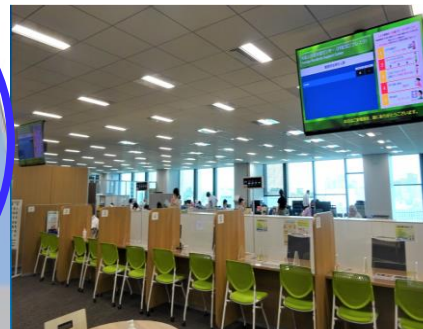
Trademark Registration No. 6325937

Foreign Residents Support Center

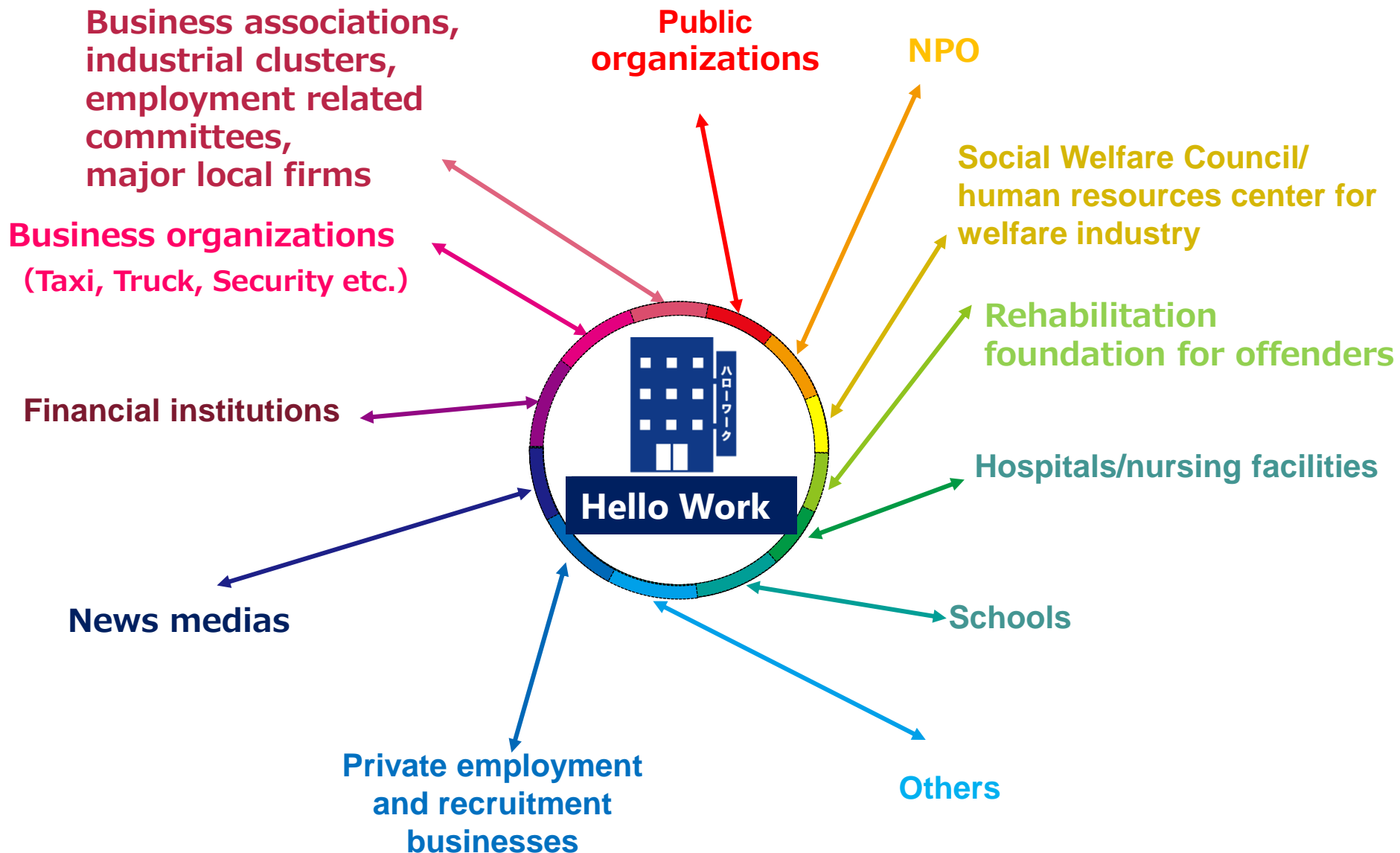
Floor guide



1. Immigration Services Agency  
(Residency Support Division and Disclosure Request Office)
2. Tokyo Regional Immigration Services Bureau
3. Tokyo Legal Affairs Bureau, Human Rights Department
4. Japan Legal Support Center (the JLSC, Houterasu)
5. Tokyo Labour Bureau Consultation and Support Office for Foreigners
6. Ministry of Foreign Affairs Visa Information
7. Japan External Trade Organization (JETRO)



# Collaboration with local stakeholders



*Thank you so much for  
your kind attention*



ひと、くらし、みらいのために



厚生労働省  
Ministry of Health, Labour and Welfare