

Table S1. Case list of respondents not suffering from and respondents suffering from resultant psychological strain on multiple (>1) reported job demands and resources

ID	Area of work	Gender, age (years)	Qualification	Professional experience (years)	Job content	Work organisation	Social relations	Work environment	New forms of work
Workers <u>without</u> resultant psychological strain									
#1	HA	F, 31–50	Career-changer	≤3	<u>Demands:</u> Emotional demands, heavy workload, exaggerated expectations of clients, motivational work, paperwork <u>Resources:</u> Appreciation expressed by clients, experience of success, pleasure in working with people/client contact	<u>Demands:</u> Staffing shortages, time pressure, cooperation with public authorities/other offices <u>Resources:</u> Good planning of break periods	<u>Resources:</u> Good team atmosphere, support and appreciation from team		
#17	HA	M, >50	Career-changer	4–10	<u>Demands:</u> Emotional demands, cultural/language barriers, experience of violence, limited solutions (clients reject help) <u>Resources:</u> Appreciation expressed by clients, pleasure in working with people/client contact	<u>Demands:</u> Being alone on duty <u>Resources:</u> Exchange through handover meetings	<u>Resources:</u> Good team atmosphere, support and appreciation from team, support and appreciation from superiors	<u>Demands:</u> Lack of quiet/break rooms	
#18	HA	F, >50	Social education worker	≤3	<u>Demands:</u> Limited solutions (structural conditions, clients reject help), role conflicts <u>Resources:</u> Appreciation expressed by clients, pleasure in working with people/client contact, diversity of work	<u>Demands:</u> Cooperation with public authorities/other offices <u>Resources:</u> Good planning of break periods, exchange through handover meetings	<u>Resources:</u> Good team atmosphere, support from team, support and appreciation from superiors	<u>Demands:</u> Work involving long periods of sitting	

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#19	RA	M, >50	Career-changer	≤3	<u>Demands:</u> Emotional demands, exaggerated expectations of clients, limited solutions (legal requirements), paperwork <u>Resources:</u> Appreciation expressed by clients, experience of success	<u>Demands:</u> Staffing shortages, overtime, job insecurity	<u>Resources:</u> Good team atmosphere, support from team, appreciation from superiors		
#23	HA	M, >50	Social education worker	>10	<u>Demands:</u> Heavy workload, motivational work, experience of violence, limited solutions (lack of adequate services, clients reject help), poor planning options <u>Resources:</u> Appreciation expressed by clients, pleasure in working with people/client contact	<u>Demands:</u> Staffing shortages	<u>Resources:</u> Good team atmosphere, support and appreciation from team, appreciation from superiors		
Workers <u>with</u> long-term resultant psychological strain									
#3	HA	F, 31–50	Social worker	≤3	<u>Demands:</u> Emotional demands, varying and heavy workload, exaggerated expectations of clients, limited solutions (structural conditions, clients reject help), role conflicts <u>Resources:</u> Appreciation expressed by clients, experience of success, pleasure in working with people/client contact, diversity of work	<u>Demands:</u> Cooperation with public authorities/other offices, poor financial compensation <u>Resources:</u> Flexible working hours	<u>Resources:</u> Good team atmosphere, support and appreciation from team, support from superiors		

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#4	RA	F, ≤30	Social worker	≤3	<u>Demands:</u> Emotional demands, heavy workload, too many clients, cultural/language barriers, demanding clients, limited solutions (legal requirements), role conflicts, poor planning options <u>Resources:</u> Experience of success	<u>Demands:</u> Overtime, time pressure, work disruptions, cooperation with public authorities/other offices, supervision not viewed as helpful	<u>Demands:</u> Different perspectives/work methods in team, inadequate support from superiors <u>Resources:</u> Good team atmosphere, support and appreciation from team		
#5	RA	F, 31–50	Social worker	≤3	<u>Demands:</u> Emotional demands, heavy workload, too many clients, limited solutions (legal requirements, not enough adequate services), role conflicts <u>Resources:</u> Appreciation expressed by clients, experience of success, pleasure in working with people/client contact, diversity of work	<u>Demands:</u> Staffing shortages, unqualified personnel, overtime, shift duty, cooperation with public authorities/other offices, supervision not viewed as helpful, poor financial compensation <u>Resources:</u> Flexible working hours	<u>Resources:</u> Good team atmosphere, support from team, support and appreciation from superiors		<u>Demands:</u> Dissolution of work/life boundaries
#6	RA	F, ≤30	Educator	≤3	<u>Demands:</u> Emotional demands, cultural/language barriers, experience of violence, limited solutions to difficult cases, poor planning options	<u>Demands:</u> Unqualified personnel, shift duty, cooperation with public authorities/other offices, inadequate supervision, job insecurity	<u>Demands:</u> Performance pressure in team <u>Resources:</u> Good team atmosphere, support and appreciation		

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					<u>Resources:</u> Appreciation expressed by clients, experience of success, pleasure in working with people/client contact		from team, support from superiors		
#24	RA	F, ≤30	Remedial therapist	≤3	<u>Demands:</u> Emotional demands, varying and heavy workload, too many clients, exaggerated expectations of clients, demanding clients, experience of violence <u>Resources:</u> Appreciation expressed by clients, pleasure in working with people/client contact, diversity of work	<u>Demands:</u> Too few staff on duty, cooperation with public authorities/other offices, inadequate supervision, inadequate job training	<u>Demands:</u> Conflicts in team, inadequate support from superiors <u>Resources:</u> Good team atmosphere, support and appreciation from team	<u>Demands:</u> Overfilled facility	
#25	RA	M, 31–50	Educator	≤3	<u>Demands:</u> Emotional demands, varying workload, exaggerated expectations of clients, demanding clients, limited solutions (structural conditions), role conflicts, paperwork <u>Resources:</u> Experience of success, pleasure in working with people/client contact	<u>Demands:</u> Work disruptions, cooperation with public authorities/other offices, job insecurity, inadequate job training	<u>Demands:</u> Different perspectives/work methods in team, conflicts/gossip, inadequate support and lack of organisational coordination in team, inadequate support from superiors <u>Resources:</u> Good team atmosphere, support from team	<u>Demands:</u> Overfilled facility, too few PC workstations, work involving long periods of sitting	<u>Demands:</u> Dissolution of work/life boundaries

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#26	RA	F, >50	Social education worker	>10	<u>Demands:</u> Heavy workload, experience of violence, motivational work, limited solutions (structural conditions, lack of adequate services), paperwork <u>Resources:</u> Appreciation expressed by clients, experience of success, pleasure in working with people/client contact, diversity of work	<u>Demands:</u> Being alone on duty, shift duty, cooperation with public authorities/other offices, job insecurity	<u>Demands:</u> Inadequate support and lack of organisational coordination in team, inadequate support from superiors <u>Resources:</u> Advice from colleagues	<u>Demands:</u> Lack of quiet/break rooms, too few PC workstations	

Abbreviations: HA = Homeless aid, RA = Refugee aid, F = Female, M = Male