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Some Useful Sources

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In this section we list some key resources on language and linguistic disadvantage that are of particular importance and relevance from the perspective of research on social policy in general, and street-level institutional encounters in particular. The main focus is on Special-issue journals and articles. Moreover, we have paid attention to literature of relevance to practitioners.

Social policies and practices in linguistically diverse welfare societies

Andersson, E. (2022) 'Language as resource and challenge among bilingual social workers in the Swedish social services', *Nordic Social Work Research*, 12, 4, 480–491.

Buzungu, H. F. (2023) *Language Discordant Social Work in a Multilingual World: The Space Between*, London: Routledge.

Drolet, M., Savard, J., Benoît, J., Arcand, I., Savard, S., Lagacé, J., Lauzon, S. and Dubouloz, C.-J. (2014) 'Health services for linguistic minorities in a bilingual setting: challenges for bilingual professionals', *Qualitative Health Research*, 24, 3, 295–305.

Gustafsson, K., Åberg, L., Gruber, S. and Noström, E. (2023) 'Social work in a multilingual world', *Nordic Social Work Research*, 13, 4, 501–509.

Hall, J. and Valdiviezo, S. (2020) 'The social worker as language worker in a multilingual world: educating for language competence', *Journal of Social Work Education*, 56, 1, 17–29.

Holzinger, C. (2020) '"We don't worry that much about language': street-level bureaucracy in the context of linguistic diversity', *Journal of Ethnic and Migration Studies*, 46, 9, 1792–1808.

Kara, H. and Nordberg, C. (2023) 'Configuring public service interpreting in Finland as a sentient professional practice and affirmative social service work: emotion in the work of public service interpreters', *Nordic Social Work Research*, 13, 4, 563–576.

Maiter, S., Alaggia, R., Chan, A. S. and Leslie, B. (2017) 'Trial and error: attending to language barriers in child welfare service provision from the perspective of frontline workers', *Child & Family Social Work*, 22, 1, 165–174.

Nordberg, C. and Kara, H. (2022) 'Unfolding occupational boundary work: public service interpreting in social services for structurally vulnerable migrants', *Just. Journal of Language Rights & Minorities, Revista de Drets Lingüístics I Minories*, 1, 1–2, 137–162.

Ratzmann, N. (2022) '"No German, no service": EU migrants' unequal access to welfare entitlements in Germany', *Social Inclusion*, 10, 1, 227–238.

Ratzmann, N. (2021) 'Deserving of social support? Street-level bureaucrats' decisions on EU migrants' benefit claims in Germany', *Social Policy and Society*, 20, 3, 509–520.

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Sabaté Dalmau, M., Garrido Sardà, M. R. and Codó, E. (2017) 'Language-mediated services for migrants: monolingualist institutional regimes and translinguistic user practices' in S. Canagarajah (ed.), *The Routledge Handbook of Migration and Language*, London: Routledge, 558–576.
Safarov, N. (2023) 'Administrative literacy in the digital welfare state: migrants navigating access to public services in Finland', *Social Policy and Society*, 23, 4, 908–921.
Scheibelhofer, E., Holzinger, C. and Drax, A.-K. (2021) 'Linguistic diversity as a challenge for street-level bureaucrats in a monolingually-oriented organisation', *Social Inclusion*, 1, 9, 24–34.
Tipton, R. (2016) 'Perceptions of the "occupational other": interpreters, social workers and intercultures', *British Journal of Social Work*, 46, 2, 463–479.

Language policies and linguistic justice

Barakos, E. (2020) 'Linguistic and social justice: towards a debate of intersections and disjuncture', *Journal of Sociolinguistics*, 24, 2, 265–277.
De Schutter, H. (2021) 'Linguistic justice for immigrants', *Nations and Nationalism*, 28, 2, 418–434.
Flubacher, M. and Yeung, S. (2016) 'Discourses of integration: language, skills, and the politics of difference', *Multilingua*, 35, 6, 599–616.
Marácz, L. and Csata, Z. (2021) 'Social inclusion and multilingualism: the impact of linguistic justice, economy of language and language policy', *Social Inclusion*, 9, 1, 1–4.
Martín Rojo, L. and Del Percio, A. (2020) *Language and Neoliberal Governmentality*, London: Routledge.
Milloni, A. and Pappas, A. (2022) 'Linguistic justice and the challenge of migration', *Nations and Nationalism*, 28, 2, 402–417.
Monzó-Nebot, E. and Mellinger, C. D. (2022) 'Language policies for social justice: translation, interpreting, and access', *Just. Journal of Language Rights & Minorities, Revista de Drets Lingüístics I Minories*, 1, 1–2.
Piller, I. and Takahashi, K. (2011) 'Linguistic diversity and social inclusion', *International Journal of Bilingual Education and Bilingualism*, 14, 4, 371–381.
Resnyansky, L. (2016) 'Scientific justification of social policies: concepts of language and immigrant integration', *Journal of Ethnic and Migration Studies*, 42, 12, 2049–2066.
Shorten, A. (2017) 'Four conceptions of linguistic disadvantage', *Journal of Multilingual and Multicultural Development*, 38, 7, 607–621.
Shorten, A. (2022) 'Immigration, language and disadvantage', *Nations and Nationalism*, 28, 435–448.

Nation state, citizenship, and language hierarchies

Bonotti, M., Carlsson, N. and Rowe, C. W. (2022) 'Introduction: Linguistic justice, migration and the nation-state', *Nations and Nationalisms*, 28, 2, 1–8. DOI: 10.1111/nana.12793.
Flores, N. (2013) 'Silencing the subaltern: nation-state/colonial governmentality and bilingual education in the United States', *Critical Inquiry in Language Studies*, 10, 4, 263–287.
Fortier, A.-M. (2017) 'The psychic life of policy: desire, anxiety and 'citizenisation' in Britain', *Critical Social Policy*, 37, 1, 3–21.
Harrison, G. (2013) '"Oh, you've got such a strong accent": Language identity intersecting with professional identity in the human services in Australia', *International Migration*, 51, 5, 192–204.
Heller, M. (2022) 'Nordicity, language and the nation-state', *International Journal of Sociology of Language*, 275, 153–157.
Puumala, E. and Shindo, R. (2021) 'Exploring the links between language, everyday citizenship, and community', *Citizenship Studies*, 25, 6, 739–755.
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