Role of the Global Social Service Workforce Alliance as a Forum to Advance Knowledge and Advocate for Policy Reform

Webinar 29
March 2019
AGENDA

- About the Global Social Service Workforce Alliance
- Existing tools and resources
- Defining and strengthening the social service workforce
- Current work
- What is advocacy?
- Upcoming events
- Ways to you can get involved
ABOUT THE ALLIANCE

- Launched in June 2013 as a network; recommendation of participants from 18 countries at June 2010 conference in Cape Town
- Acts as a multi-sectoral convener to share good practices, advance knowledge and advocate for workforce improvements that will lead to better outcomes for children, families, communities and vulnerable groups
- Currently funded by UNICEF & GHR Foundation, prior funding from USAID
- Tides Center acts as fiscal sponsor and host
- 5 Staff based in four locations and a globally representative Steering Committee. 6 new SC members will join May 2019.
Vision
The Global Social Service Workforce Alliance works toward a world where a well-planned, well-trained and well-supported social service workforce effectively delivers promising practices that improve the lives of vulnerable populations.

Mission
To promote the knowledge and evidence, resources and tools, and political will and action needed to address key social service workforce challenges, especially within low to middle income countries.

Approach
- **Serve as a convener** for an inclusive, representative network of stakeholders to create a forum for discourse and collective learning
- **Advance knowledge** by deriving, organizing and disseminating critical evidence-based research, resources, tools, models and best practices
- **Advocate for workforce-supportive policy reforms** at the global and national levels

www.socialserviceworkforce.org  @SSWAlliance

GLOBAL ALLIANCE
Improving the workforce, improving lives.
### Convene and Connect
- 29 webinars, 5 Annual Symposia
- Integration of workforce-focused panels in conferences
- Website member directory, discussion boards

### Advance Knowledge
- Development and dissemination of tools, reports and case studies
- 4 Interest Groups and joint product development
- E-updates, blogs, website knowledge hub

### Advocate
- Annual State of the SSW Reports and SSW Week
- Ambassador Program, Advocacy Toolkit, Call to Action
- Social Media Presence
**ALLIANCE MEMBERSHIP**

Since launch in June 2013:
- 2200 members from 135 countries

**Membership Composition by Region**
- Africa: 49%
- Americas: 26%
- Asia/Pacific: 16%
- Europe/UK: 8%
- Middle East: 4%

**Membership Composition by Stakeholder Group**
- NGO: 39%
- Academic/research/training: 21%
- Government: 13%
- Consultant: 6%
- UN Agency: 5%
- Professional Association: 4%
- Corporation: 4%
- Civil Society: 8%
RESOURCES AND TOOLS

• Annual State of the Social Service Workforce Reports 2015, 2016, 2017
• Aims to gather data and trends, showcases innovative and effective workforce strengthening initiatives, and highlights the need for more data and focus in this area.
• 2018 Report to be released in May 2019, 4 regional reports in 2019
RESOURCES AND TOOLS

- Developed, collated or collaborated on a number of resources
- Intended to raise the profile of the social service workforce through greater understanding and appreciation of the composition and role of the workforce
- Compiled data to show trends and the importance of an adequate workforce to address needs of vulnerable groups.
Member-led, task-focused and result-oriented to address a specific area of social service workforce strengthening

Interest groups on advocacy, case management, para professionals and building the evidence base (2 currently active)
Work of the Interest Group on Case Management:
• Core Concepts and Principles of Effective Case Management: Approaches for the Social Service Workforce
• Compendium of Case Management Tools and Resources
The social service workforce is an inclusive concept referring to a broad range of governmental and nongovernmental professionals and paraprofessionals who work with children, youth, adults, older persons, families and communities to ensure healthy development and well-being. The social service workforce focuses on preventative, responsive and promotive services that are informed by the humanities and social sciences, Indigenous knowledges, discipline-specific and interdisciplinary knowledge and skills, and ethical principles. Social service workers engage people, structures and organizations to: facilitate access to needed services, alleviate poverty, challenge and reduce discrimination, promote social justice and human rights, and prevent and respond to violence, abuse, exploitation, neglect and family separation.

Given the diversities across contexts, this definition may be amplified at national and/or regional levels.

This definition has been updated this month through member input; we are now beginning to engage key stakeholders in review of this definition.
Social Workers
Para-social workers
Auxiliary Social Workers
Welfare Workers
Child & Youth Care Workers
Probation Officers
Community Child Care Workers
Social Welfare Extension Workers
Child protection officers
Child/Family Probation Officers
Community Development Officers
Home visitors
...

CHALLENGE AND STRENGTH – DIVERSITY
Supporting the Workforce
- Develop or strengthen systems to improve and sustain social welfare workforce performance
- Develop tools, resources and initiatives to improve job satisfaction and retention
- Support professional associations in their efforts to enhance the professional growth and development of the social welfare workforce

Planning the Workforce
- Adopt a strategic approach to planning the social welfare workforce
- Collect and share HR data and promote data-driven decision making
- Improve recruitment, hiring, and deployment practices and systems
- Build alliances to strengthen leadership and advocacy among stakeholders

Developing the Workforce
- Align education and training for the social welfare workforce with effective workforce planning efforts
- Ensure curricula incorporate both local/indigenous knowledge as well as international best practices for improving the well-being of children and families
- Strengthen faculty and teaching methods
- Provide broad range of professional development opportunities for workers

Source: Global Social Service Workforce Alliance
**EXAMPLES RELATED TO WORKFORCE PLANNING**

- **Georgia** - Draft Law on Social Work outlines transitional stages for introducing regulation, education and support requirements for social workers and para social workers.

- **Zimbabwe** - National Policies (Child Act, National Case Management Framework for OVC, Social Workers Act) support expansion of the numbers of social workers, case management and child protection community case care workers recruited by the government across all districts; aim to introduce regulations and support professionalization of the social service workforce.

- **Romania** - Law on the Protection and Promotion of Children’s Rights and the Law on Social Assistance define social workers as individuals with a university-level social work degree.
EXAMPLES RELATED TO WORKFORCE DEVELOPMENT

- **Uganda** - Streamlined and certified (by government and university) training programs to ensure national standardization among all local government social workers.

- **Serbia** - Qualified social workers are required to engage in continuing education from an accredited training program and participate in a professional conference, etc., in order to obtain and renew their license from the Chamber of Social Welfare.

- **Global** - Para professional guiding principles and competency frameworks have informed nationally recognized training in a number of countries (DRC, India, Zambia, etc.).
**EXAMPLES RELATED TO WORKFORCE SUPPORT**

- **Indonesia** – professional associations and councils oversee the examination, registration and licensing of social workers (and accreditation of social work degree programs, linking back to developing the workforce)

- **South Africa** - National Supervision Framework and Supervision Policy aim to develop supervisory capacity; the National Association of Child Care Workers offers its members support, networking, tips on career ladders and in-service training

- **Namibia** - National guidance and tools ensure strengthening supportive supervision and coordination of government and community level actors
Outcome Statement 3: Girls and boys, especially the most vulnerable and those affected by humanitarian situations, are protected from all forms of violence, exploitation, abuse and harmful practices.

- Output statement 3.a: Countries have strengthened child protection systems for prevention and response services to address violence against children
  - 3.a.1. Number of countries with a quality assurance system in place for social service work

Outcome Statement 5: Girls and boys are provided with an equitable chance in life.

- Output statement 5.b: Countries have strengthened national social protection systems to address the needs of most disadvantaged children
  - 5.b.1. Number of countries with moderately strong or strong social protection systems
Mapping and analysis in more than 30 countries

- In collaboration with UNICEF HQ and UNICEF Regional Offices
- Survey responses from workers on their perceptions of supervision, training and education, role and title
- Formation of government-led country-level task groups to develop national strengthening strategies
- Next step is for stakeholders to use this data to advocate for more resources (human, financial, etc.)
- The Alliance is now working with UNICEF on the development of a toolkit, including a mapping tool, to be publicly available later 2019.
Global Advocacy Toolkit

- Provides advocates with a common set of tools to bring about greater political and programmatic priority for strengthening the social service workforce

- Includes infographics, case studies, fact sheets, worksheets

Call to Action

- Advocacy document intended for government and decision-makers

- Country level and global level recommended actions for strengthening the social service workforce

- 35 organizations have signed on to show their support
ALLIANCE AMBASSADOR PROGRAM

First cohort 2016-2018
- REPSSI, Uganda/East and Southern Africa region
- Save the Children, Thailand/Asia region
- Children Agenda Forum, Kenya
- NACCW, South Africa
- Institute of Social Work and Research, India
- CBM International, Haiti/Latin America & Caribbean region
- Save the Children International, Indonesia/Southeast Asia region
- TPO Uganda officer in Ministry of Gender, Labour and Social Development, Uganda

Second cohort 2018-2020
- Department of Children's Services, Kenya
- Child Protection Network, Armenia
- National Association of Professional Workers in India
- Lumos, United Kingdom
- College of Social Work, University of Utah, USA, Thailand, Myanmar, Uganda
- International Justice Mission, Guatemala
- REPSSI, Lesotho and East/Central Africa
- The African Child Policy Forum, Ethiopia and African continent
- World Vision, Sierra Leone
- Bantwana/World Education, Uganda
- Centre for Human Rights, Pretoria University, South Africa
MEMBER SURVEYS

- Third survey from the Alliance, conducted in January 2019 – 102 replies from 34 countries
- Second survey in December 2016 – 98 responses from 32 countries
- First survey in May 2015 – 78 responses from 19 countries
- Survey asked some of same questions for comparison of results
PERCENTAGE OF MEMBERS SURVEY RESPONDENTS WHO STRONGLY AGREE/AGREE “THROUGH MY PARTICIPATION, I HAVE:”

- Shared information about social service workforce strengthening in my country with practitioners in other countries
- Increased my knowledge and skills related to social service workforce strengthening
- Been more motivated in my work on social service workforce strengthening as a result of being part of the Alliance
- Used knowledge gained through the Alliance to be more effective in my professional role
- Applied learning from the Alliance to help accelerate progress on social service workforce reforms in my country
- Participated in an Alliance interest group, committee or other activity (validation exercises, contributing to reports, etc)
HOW DATA/MATERIALS FROM THE ALLIANCE WAS USED

If you have shared reports, data or materials from the Alliance with decision-makers to advocate for greater planning, development or support, has it led to any noticeable changes? Please check any that apply.

Answered: 78   Skipped: 24

- No changes yet
- The term social service is better understood 32.05% 25
- The social service workforce is being better integrated with other workforces and services (health, education or other) 35.20% 28
- Additional funding is being considered or has been allocated from the government or other decision-making group(s) 30.77% 24
- New or additional training is being developed 7.69% 6
- Stakeholder groups that provide social services are now working more closely 24.36% 19
- New workforce-supportive policies are being developed or have been developed 17.95% 14
- National stakeholder group working on strengthening the social service workforce has been or is being established 17.95% 14
UPCOMING EVENTS

Meet with us at these events:

- Social Work Day at the UN, New York, April 1
  - Colleagues from IFSW, IASSW and universities will present; UNICEF will speak on child protection workforce strengthening
  - Student event day prior, Alliance Steering Committee and staff will participate

- 6th Annual Social Service Workforce Strengthening Symposium: Evidence to Action, Washington, DC, May 7
  - To be held in Washington, DC, and live webcast
  - Registration now open and full agenda posted
  - Will review multi-regional trends and share examples of advocacy approaches

  - Workshop on advocating for the social service workforce

- National Association of Child Care Workers Conference, Durban, July 2-4
  - Panel presentation and live webcast on July 3, 2:00 p.m. SA
  - Seminar and booth
UPCOMING WEBINARS

- **April 24** - Implementing a Global Code of Ethics to Ensure Professional Standards
  - Speakers will present the Global Statement of Ethical Principles and share the process for drafting the document, including some of the challenges the group overcame to ensure cultural contextualization, global inclusion and harmonization from diverse stakeholders
- **June 14** – The Role of the Workforce in Addressing Child Sexual Violence and Other Forms of Violence
  - Speakers will present background and approaches for addressing child sexual violence, human trafficking and other forms of violence
- **May 7 and July 3** – Live Webcasts

We welcome your ideas!
WAYS TO GET INVOLVED

- Submit existing resources
  - resource library & compendiums
- Share how you’re using tools and the outcomes
- Send us photos
- Engage in discussions – discussion board, social media, blog comments, messaging
- Encourage colleagues to become a member
- Join the advocacy interest group
- Contribute expertise – blogs, resources and webinars
- Participate in upcoming events
- Share email updates with colleagues
- Encourage your organizations to become supporters
To become a member please visit
www.socialserviceworkforce.org/membership
For more information, please visit:  
www.socialserviceworkforce.org

This webinar recording and presentation will be posted in next few days; 29 prior webinar recordings are available online.

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