



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.



GLOBAL
SOCIAL SERVICE WORKFORCE
ALLIANCE

Improving the workforce. Improving lives.

THE GLOBAL SOCIAL SERVICE WORKFORCE ALLIANCE

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

ROLE OF THE GLOBAL SOCIAL SERVICE WORKFORCE ALLIANCE

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

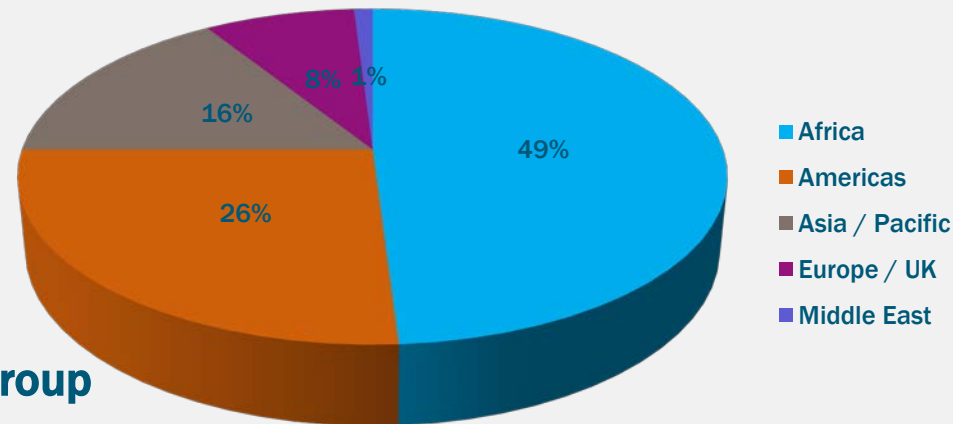
Social Media Presence

ALLIANCE MEMBERSHIP

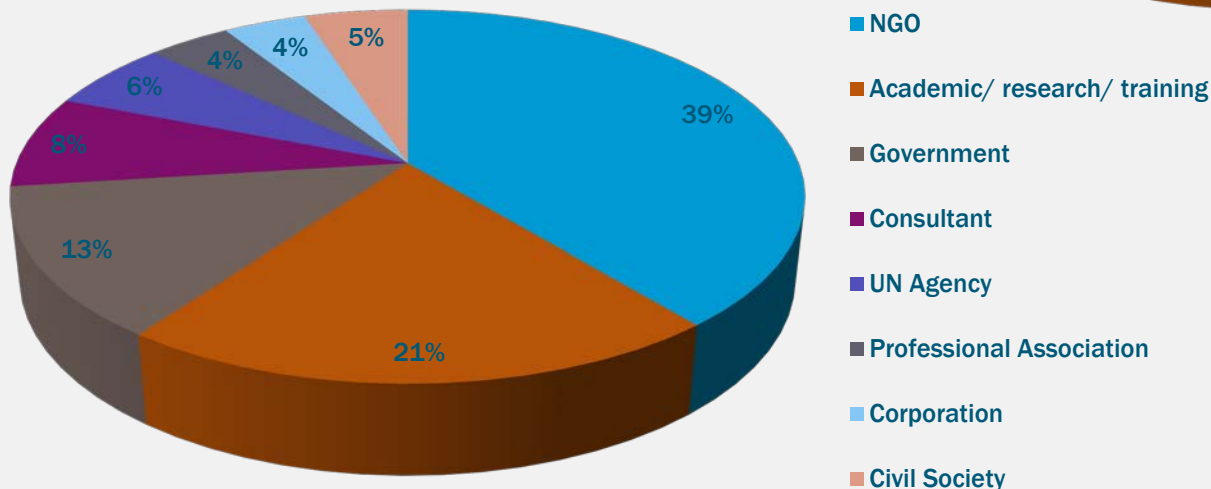
Since launch in June 2013:

- 2200 members from 135 countries

Membership Composition by Region

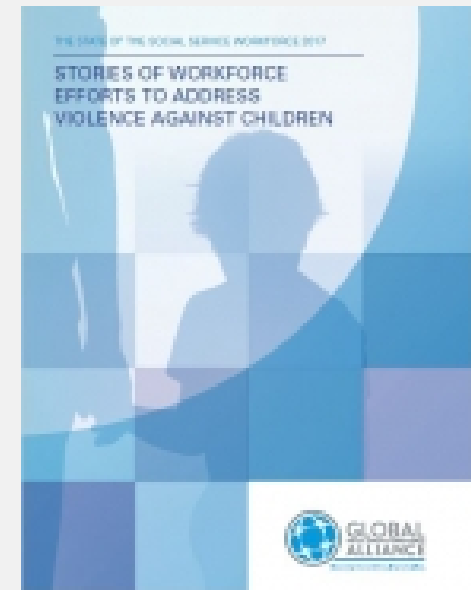
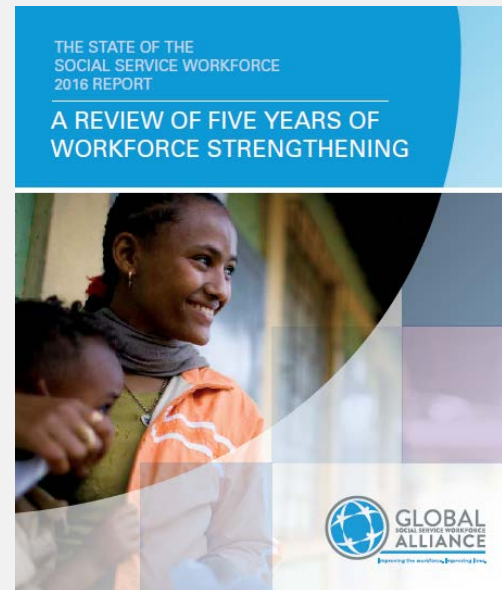
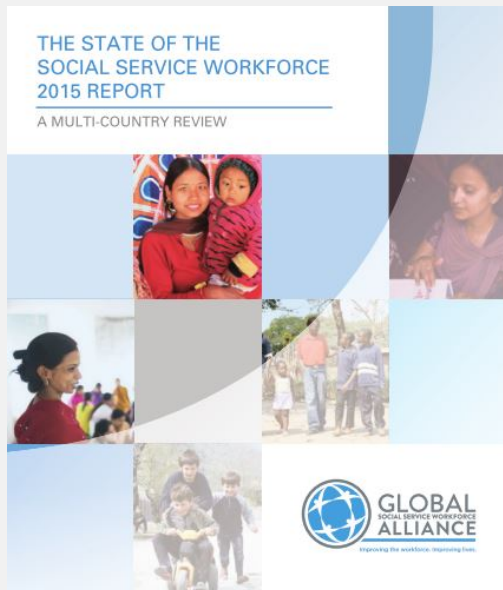


Membership Composition by Stakeholder Group



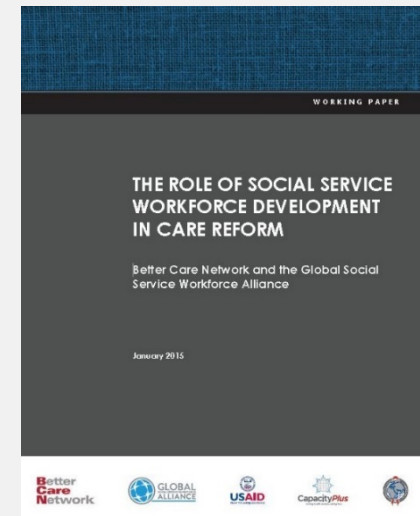
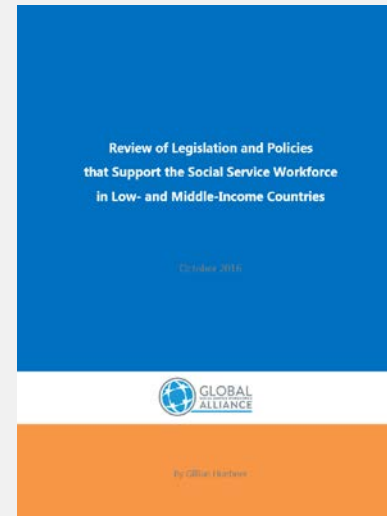
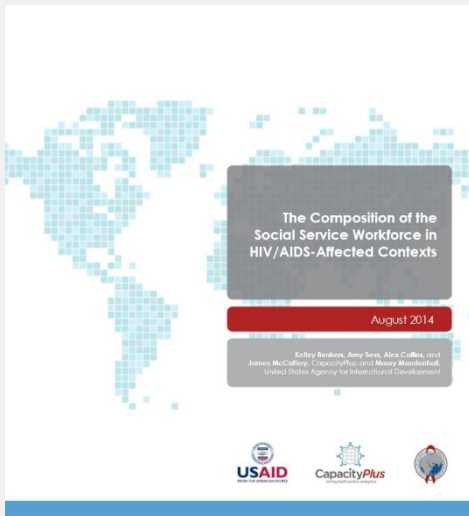
RESOURCES AND TOOLS

- 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.



INTEREST 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)

The Evidence Base on the Social Service Workforce: Current Knowledge, Gaps and Future Research Direction

BUILDING EVIDENCE INTEREST GROUP REPORT

Prepared by Jini L. Roby, J.D., MSW, MS
July 2016



The Evidence Matrix for the Social Service Workforce

PREPARED BY THE BUILDING EVIDENCE INTEREST GROUP

DRAFT July 2016



PARA PROFESSIONALS IN THE SOCIAL SERVICE WORKFORCE: GUIDING PRINCIPLES, FUNCTIONS AND COMPETENCIES

INTEREST GROUP ON PARA PROFESSIONALS IN THE SOCIAL SERVICE WORKFORCE
2nd Edition, February 2017



Para Professionals in the Social Service Workforce: Guiding Principles, Functions and Competencies

1st Edition, September 2015

Interest Group on Para Professionals in the Social Service Workforce



CASE MANAGEMENT

Work of the Interest Group on Case Management:

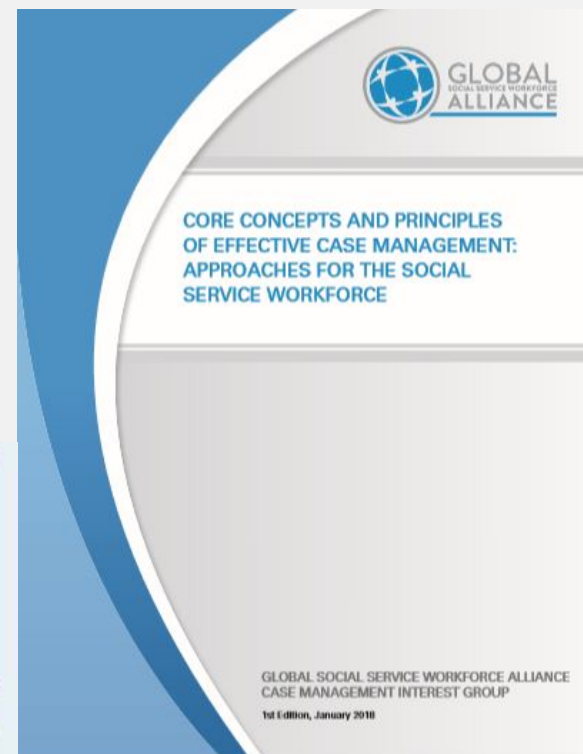
- Core Concepts and Principles of Effective Case Management: Approaches for the Social Service Workforce
- Compendium of Case Management Tools and Resources

Core Concepts and Principles

Tools and Forms

Standard Operating Procedures

Training Materials



THE SOCIAL SERVICE WORKFORCE

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.

CHALLENGE AND STRENGTH – DIVERSITY

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

...

FRAMEWORK FOR STRENGTHENING THE SOCIAL SERVICE 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

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

Country specific context, including social welfare, justice and child protection systems, cultural, local legislation, labor market, economy

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

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

THE SOCIAL SERVICE WORKFORCE IN THE CONTEXT OF THE UNICEF STRATEGIC PLAN, 2018-2021

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

- 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.



TOOLS FOR ADVOCACY

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

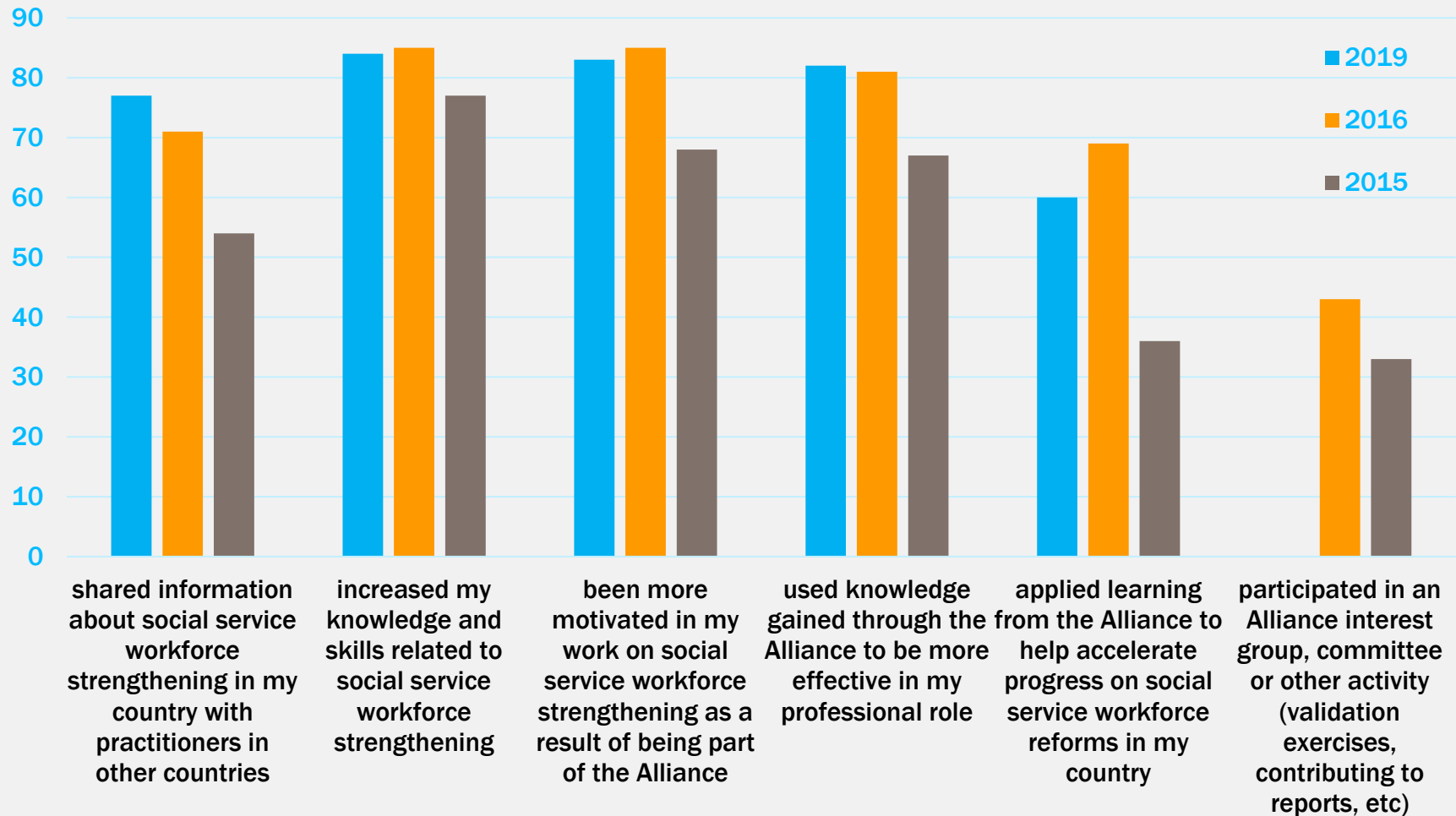
Second cohort 2018-2020

- 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**

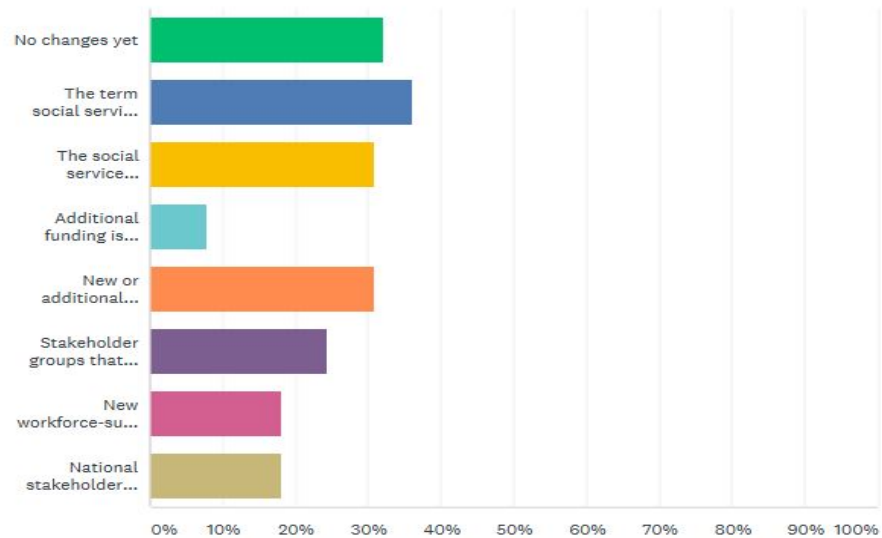
PERCENTAGE OF MEMBERS SURVEY RESPONDENTS WHO STRONGLY AGREE/AGREE “THROUGH MY PARTICIPATION, I HAVE:”



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



ANSWER CHOICES	RESPONSES
▼ No changes yet	32.05% 25
▼ The term social service workforce is better understood	35.90% 28
▼ The social service workforce is being better integrated with other workforces and services (health, education or other)	30.77% 24
▼ Additional funding is being considered or has been allocated from the government or other decision-making group(s)	7.69% 6
▼ New or additional trainings are being developed	30.77% 24
▼ 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
- **Network for Social Work Management Conference, Chicago, May 30**
 - 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**



ALLIANCE MEMBERSHIP REGISTRATION



[Login](#) | [Español](#) | [Français](#)

[Join the Alliance](#) →

[The Workforce](#) || [Resources](#) || [Get Involved](#) || [About Us](#) || [Q](#)

[Home](#) > [User account](#) > Register for Membership

Register for Membership

[Log in](#)

[Register for Membership](#)

[Request new password](#)

First Name *

Last Name *

Email *

The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email.

Username *

Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

Gender *

Membership

Interest Groups

Events

Ambassador Program

E-Mail Updates

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.

Contact us:
contact@socialserviceworkforce.org

Follow us on Twitter, Facebook and LinkedIn