



MAJIDA BASHIR

Case Care Worker, Pakistan



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Overview

Majida has been a case care worker for the past four years, serving the children of her community at the Children’s Hospital in Lahore City, Pakistan.

Typical tasks and responsibilities

As a case care worker, Majida works with health professionals to detect and investigate Suspected Child Abuse and Neglect (SCAN) cases. She also holds sensitization meetings with parents. Majida says, “More and more parents are learning about the services, and they are reporting more cases. Because case care worker services are well known and trusted by the community, cases of sexual, verbal, and physical abuse are being reported, and concerned people know that we are there to protect the children.” She has also started to receive SCAN cases from other hospitals.

Once a case is reported to Majida, she conducts an assessment and interviews the individuals involved. Where there is evidence that children are victims of abuse and/or neglect, Majida admits them to the hospital’s Child Protection Unit and ensures that they receive medical care. In some cases, she may also provide psychosocial and legal assistance. One of her main functions is to serve as a liaison between the hospital, local police, the court system, and government agencies such as the Government of Punjab’s Child Protection and Welfare Bureau (in cases of abandoned infants) and the Social Welfare Department (when there are needy patients who require financial assistance).

Training and skills

As a result of her dedication and passion for her profession, Majida’s community selected her to be trained by Protection and Help of Children against Abuse and Neglect (PAHCHAAN). Through PAHCHAAN’s child protection training, she learned how to detect and manage child abuse and neglect cases and provide psychosocial support services. Using a blended learning approach of online classes and an on-site practicum and examination, she was able to earn

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her Certificate in Child Protection Specialty Training for Social Workers through Philippine General Hospital, University of the Philippines Manila, Child Protection Unit.

In addition to using her training to provide direct services to clients, Majida also focuses on creating awareness and building the capacity of the professionals and other adults (e.g., doctors, teachers, parents, and others) who are in a position to make the world a safer place for the children under their care. Majida comments, "PAHCHAAN has provided me so many useful tools, such as facilitation and use of rehabilitation methodologies and general assessment of abused and neglected patients to identify their needs."

Why she loves her job

Majida is proud to be a case care worker in Lahore, along with all case care workers in Pakistan. She says, "I love my work, which is very challenging." She continues, "Case care workers [have] to identify and follow up [with] children in adverse circumstances. I make sure that they are assisted so they can have a better future." It is a vital and vibrant role to play in Pakistani society and for the betterment of children's basic rights.

The Global Social Service Workforce Alliance would like to thank the Child Protection Unit Network, Inc. for contributing this profile to the "I am a Social Service Worker" series.

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Who is the social service workforce?

While capturing any one definition of the social service workforce is challenging, it can be broadly defined to describe a variety of workers – paid and unpaid, governmental and nongovernmental – who staff the social service system and contribute to the care of vulnerable populations. The social service system is comprised of a set of interventions, programs and benefits that are provided by governmental, civil society and community actors to ensure the welfare and protection of socially or economically disadvantaged individuals and families.

What is Social Service Workforce Week?

During this week, advocates will bring attention to and build support for the social service workforce as well as raise awareness about promising workforce strengthening efforts supported by stakeholders around the world. Organized around daily themes focused on areas of practice, the week will allow Alliance members and the public to engage in a dynamic platform of information exchange and advocacy through various forms of social media.

What is the Child Protection Unit Network, Inc.?

Established in 2002, the Child Protection Unit Network, Inc. responds to the critical shortage of human resources necessary to make the child protection system in the Philippines work through training and building relationships among child protection units, specialists, and other hospital-based child protection practitioners operating in isolation from each other yet each facing the challenges of child abuse and neglect single-handedly every day. Though just one of its many mission-oriented activities, the network's 15-module Certificate in Child Protection Specialty through Blended Learning is able to reach physicians and social workers in the Philippines and other countries around the world who are committed to becoming experts in the field of child abuse but whose duties in their institutions prevent them from taking up courses that would require them to leave work for several weeks. Law enforcement is also engaged in the network through its Women and Child Protection Specialty Training for Police Officers.

Learn more

Learn more about Majida and other social service workers! Join the conversation on Twitter using the hashtag #SSWWeek and online at www.socialserviceworkforce.org/SSWWeek.

"Improving the workforce. Improving lives."