



# 6TH ANNUAL GLOBAL SOCIAL SERVICE WORKFORCE STRENGTHENING SYMPOSIUM: EVIDENCE FOR ACTION

May 7, 2019

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**KEYNOTE  
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# PANEL 1 – BUILDING THE EVIDENCE BASE TO SUPPORT SOCIAL SERVICE WORKFORCE DEVELOPMENT

## Moderator:

Kirsten Di Martino, Senior Adviser, Child Protection Section, UNICEF

## Speakers:

- 1. Overview of Mapping Methodology & Process:** *Natia Partskhaladze, Senior Technical Advisor, Global Social Service Workforce Alliance*
- 2. Summary of Approach in the East and Central Asia Region:** *Aaron Greenberg, Child Protection Regional Adviser, UNICEF Regional Office for Europe and Central Asia, Switzerland (video)*
- 3. Country Perspectives:** *George Abadjian, Child Protection Officer, UNICEF Tunisia, and Sophea Phok, Child Protection Officer, UNICEF Cambodia (video)*
- 4. Key Findings, Trends & Recommendations from Mapping & Assessments:** *Alex Collins, Lead Author, State of the Social Service Workforce Report 2018, and Technical Program Manager, IntraHealth International*

**NATIA PARTSKHALADZE**

**SENIOR TECHNICAL ADVISOR  
GLOBAL SOCIAL SERVICE  
WORKFORCE ALLIANCE**

**METHODOLOGY  
& PROCESS**



# GLOBAL SOCIAL SERVICE WORKFORCE ALLIANCE

## Convene and Connect

30 webinars, 6 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

- Annual State of the Social Service Workforce Reports - 2015, 2016, 2017, 2018
- Gather data and trends, showcase workforce strengthening initiatives, highlights the need for more data and focus

THE STATE OF THE SOCIAL SERVICE WORKFORCE 2015 REPORT

A MULTI-COUNTRY REVIEW



THE STATE OF THE SOCIAL SERVICE WORKFORCE 2016 REPORT

A REVIEW OF FIVE YEARS OF WORKFORCE STRENGTHENING





# **SOCIAL SERVICE WORKFORCE MAPPING - PURPOSE**

- **Facilitate deep reflection and understanding of the current status of the social service workforce**
- **Inform advocacy, policy development, strategy design and program implementation to strengthen the workforce**
- **Provide baseline information for indicators on the social service workforce strengthening**

# TYPE OF INFORMATION COLLECTED

- Mapping provides a basic overview of the context for workforce Planning:
  - Relevant policies and regulations related to SSW
  - The number of social service workers responsible for child protection per 100,000 children (governmental and NGO)
- Development and training:
  - Availability of different levels of education, training, and field placements/practice learning
- Support:
  - The presence, role, size and effectiveness of professional associations
  - Workers' perceptions of challenges and opportunities, supervision and career paths



# UNICEF STRATEGIC PLAN OUTPUT INDICATORS



# REGIONAL MAPPING INITIATIVES

The Alliance has provided input into mapping and assessments in 37 countries. 2018 Report includes mapping and assessment data from 32 countries



# MAPPING STEPS

- Formation of National Leadership Groups
- Discussion of workforce definition, mapping process
- Finalization of mapping tools
- Data review, cleaning and analysis
- Validating findings
- Identifying recommendations
- Preparing the report
- Utilizing findings

THE STATE OF THE SOCIAL SERVICE WORKFORCE 2018

TRENDS AND RECOMMENDATIONS  
FOR STRENGTHENING THE WORKFORCE



# MAPPING METHODOLOGY

East Asia and Pacific (EAP)	Europe and Central Asia (ECA)	Middle East and North Africa (MENA)	South Asia (SA)
<ul style="list-style-type: none"> <li>• CTG leadership (five of the seven in-depth analysis countries only)</li> </ul>		<ul style="list-style-type: none"> <li>• CTG leadership (seven of the eight countries only)</li> </ul>	
<ul style="list-style-type: none"> <li>• Desk review (of 16 countries, seven countries self-selected for in-depth analysis)</li> </ul>	<ul style="list-style-type: none"> <li>• Desk review (of 21 countries, four countries selected for case study)</li> </ul>	<ul style="list-style-type: none"> <li>• Desk review (nine countries)</li> </ul>	<ul style="list-style-type: none"> <li>• Desk review (eight countries)</li> </ul>
<ul style="list-style-type: none"> <li>• Stakeholder questionnaires and in-person interviews (in-depth analysis countries only)</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder questionnaires and in-person interviews (in case study countries only)</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder questionnaires and in-person interviews (in eight countries only)</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholder questionnaires and in-person interviews</li> </ul>
<ul style="list-style-type: none"> <li>• Worker survey (in-depth analysis countries only)</li> </ul>		<ul style="list-style-type: none"> <li>• Worker survey (in eight countries only)</li> </ul>	
			<ul style="list-style-type: none"> <li>• Data included from World Vision's "Children's Voices" consultations with children in three village-level locations in Bangladesh and four locations in India</li> </ul>

# MAPPING METHODOLOGY – KEY CONSIDERATIONS

- Guided by participatory approaches
- Inclusive and respectful of multiple perspectives
- Reflective of and informed by national legal and policy frameworks
- Reflective of and informed by relevant child and human rights instruments
- Based on sound and ethical research protocols
- Built on what already exists
- Led by National Leadership Group!





# MAPPING LIMITATIONS

## Regional mapping

- Different population sizes, combined with different sizes and structures of the SSW, do not allow to construct statistically matching samples across the countries.
- Various definitions of the SSW: The social service workforce is dynamic and context-specific. Different countries utilize different definitions and assign different functions to similar titles of workers comprising the social service workforce.
- Reach of data collection: paper vs. online surveys for SSW representatives; availability of administrative data
- Understanding of the used concepts: professional supervision, code of ethics, etc.

**AARON GREENBERG**

**VIDEO**

**CHILD PROTECTION REGIONAL  
ADVISER, UNICEF REGIONAL  
OFFICE FOR EUROPE AND  
CENTRAL ASIA**





# Social Service Workforce Strengthening in Europe and Central Asia

Aaron Greenberg,  
UNICEF ECA  
Regional Office,  
Regional Adviser,  
Child Protection

unicef 

for every child

Europe and Central Asia

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# Contextual Difference in Europe and Central Asia

- Legacy of large state run institutional care for children and strong justice systems.
- Reforms over past 20 years have made adjustments to existing systems.
- Investment in social services (post soviet region) the region has some common threads, opportunities and challenges.

Based on this – we made an effort to further understand this area and co-create a framework for measurement advancing the social service workforce tailored for the region.



# Situation Across Many Countries of the ECA Region

- Staff in positions that require social work competencies who lack a social work professional education
- University **social work degree courses now exist** in nearly all countries, but some require considerable strengthening
- **Ad hoc provision of in-service training** for social workers and the social service workforce
- **Low pay, low status, high caseloads**, poor working conditions, weak professional/technical supervision
- **Low levels of trust** in social service workers
- **Lack of data** about the workforce; lack of common definitions
- Very little Preventative and Promotive social work – much more a case management approach

# Regional Call to Action and Monitoring Framework



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# Goal of the ECA Regional Call to Action

- **Functions, competencies and qualifications are aligned** across the social service workforce
- **Only qualified professionals** in roles requiring professional competencies
- **Stratified workforce** with range of personnel deployed across a range of services with the right qualifications for the competencies and responsibilities of their position

# ECA Region Categories for Monitoring

1. **Social workers** with university degrees in social work
2. **Professional specialists** employed in social service-providing organisations and have professional qualifications other than in social work (examples include psychologists, social pedagogues, lawyers, speech therapists)
3. **Paraprofessionals** employed in social services in roles that do not have a requirement for a specialised formal education (examples include foster carers, personal assistants, home care workers)
4. **Allied workforce in social protection**
5. **Allied workforce in other sectors**
6. **Practitioners performing social work tasks** that require professional competencies in social work, who are employed in statutory decision-making positions or in social service providing organisations, and that have no social work degree

# Next Steps and Progress in Implementing the Call to Action



unicef   
for every child  
Europe and Central Asia

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# Strengthening Core Competencies Across Social Service and Allied Workforces

- It is not just about **education and practice** – although mapping shows they need strengthening
- It is about the **architecture of the system around the workforce** – at all levels – individual job descriptions, incentives, monitoring, management and regulation, policy environment
- UNICEF ECARO is currently mapping the situation and identifying options to address constraints to using these competencies in the workplace for social service and allied workforces in social protection



# Countries in the Region Taking Forward the Call to Action

- Regional initiative to improve interpersonal skills and community outreach among SW/SSWF through partnership with academics and practitioners networks – to be tested in **Georgia and Kazakhstan**
- **Serbia** government is calling for a Western Balkans high level meeting to exchange experiences and identify sub-regional partnership opportunities in planning and supporting the SSWF,
- **Georgia** plans to create new placements for SWs supported by a state certified non-degree program under the new Law on Social Work (2018)

# Resources to Learn More

- Literature review
- Country case studies
- Conference Concept
- Call to Action
- Monitoring framework



Visit the 'Research and Reports' section on [www.unicef.org/eca](http://www.unicef.org/eca)



Chaque enfant  
le droit d'app

**GEORGE ABADJIAN**  
**CHILD PROTECTION OFFICER**  
**UNICEF TUNISIA**





**PHOK SOPHEA**  
Child Protection Officer  
UNICEF CAMBODIA

**SOPHEA PHOK**  
**CHILD PROTECTION OFFICER**  
**UNICEF CAMBODIA**



**ALEX COLLINS**

**LEAD AUTHOR, STATE OF THE  
SOCIAL SERVICE WORKFORCE  
REPORT 2018, AND TECHNICAL  
PROGRAM MANAGER,  
INTRAHEALTH INTERNATIONAL**

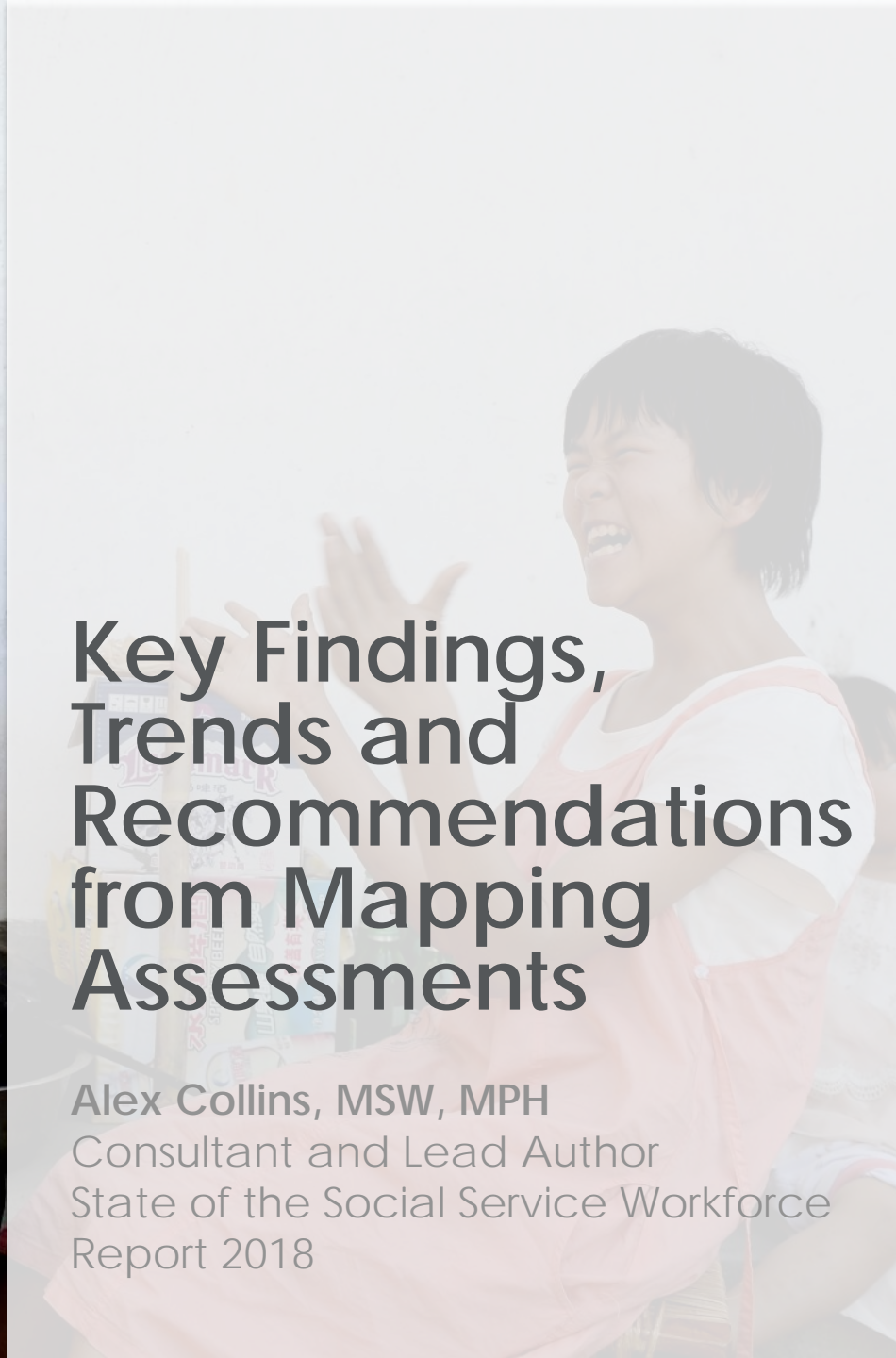
**DATA, TRENDS &  
RECOMMENDATIONS**





# Key Findings, Trends and Recommendations from Mapping Assessments

Alex Collins, MSW, MPH  
Consultant and Lead Author  
State of the Social Service Workforce  
Report 2018



“ Our hope was and remains that **more and better data would become available** as country-level workforce mapping efforts spread, as more national governments invest in systems to license and register social service workers and manage their human resources data, and as donors propel measurement of progress against common workforce strengthening indicators.”



# Key Findings

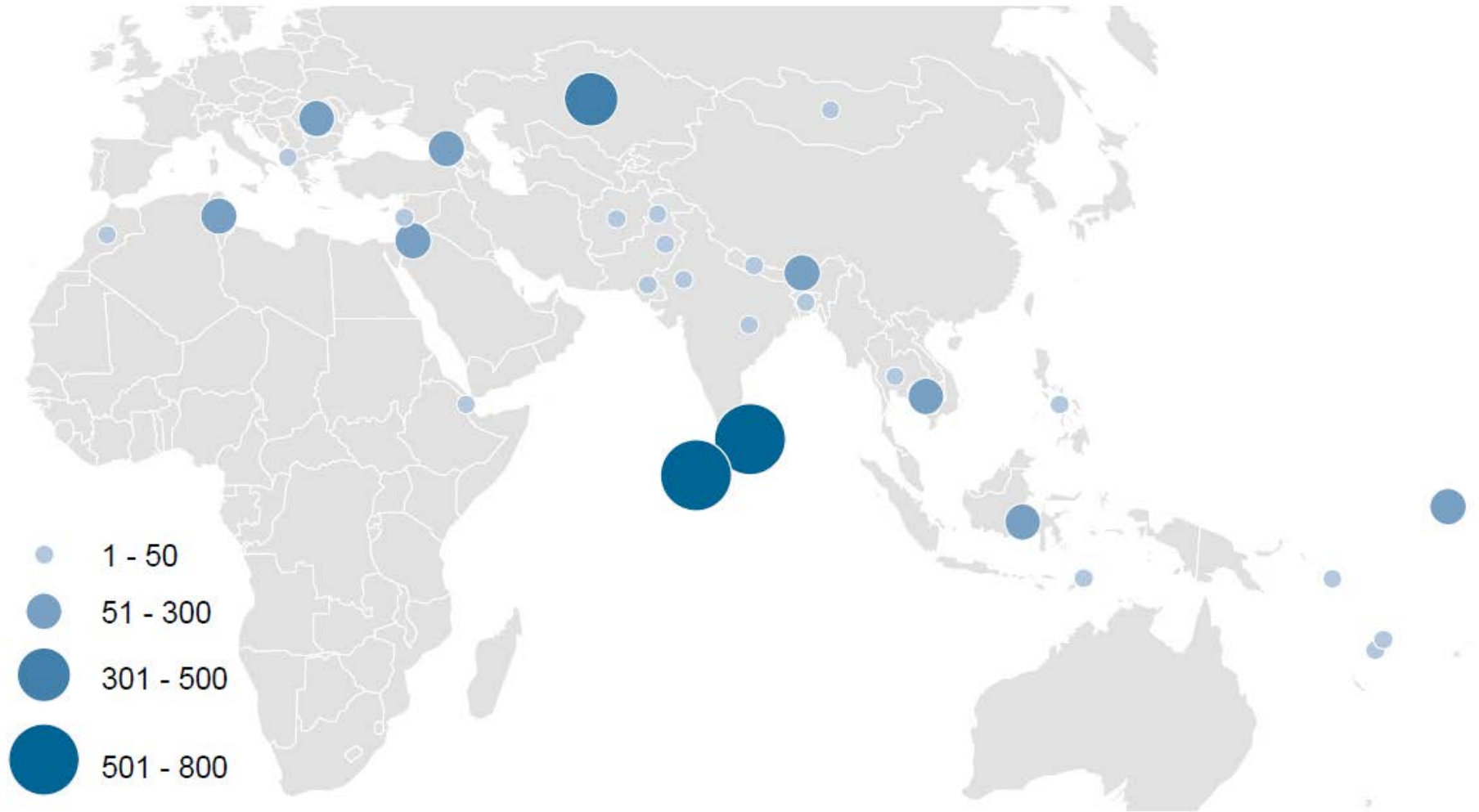


# Defining the workforce

A country's determination of who should be included and thus counted as part of the social service workforce greatly influences its estimated size...

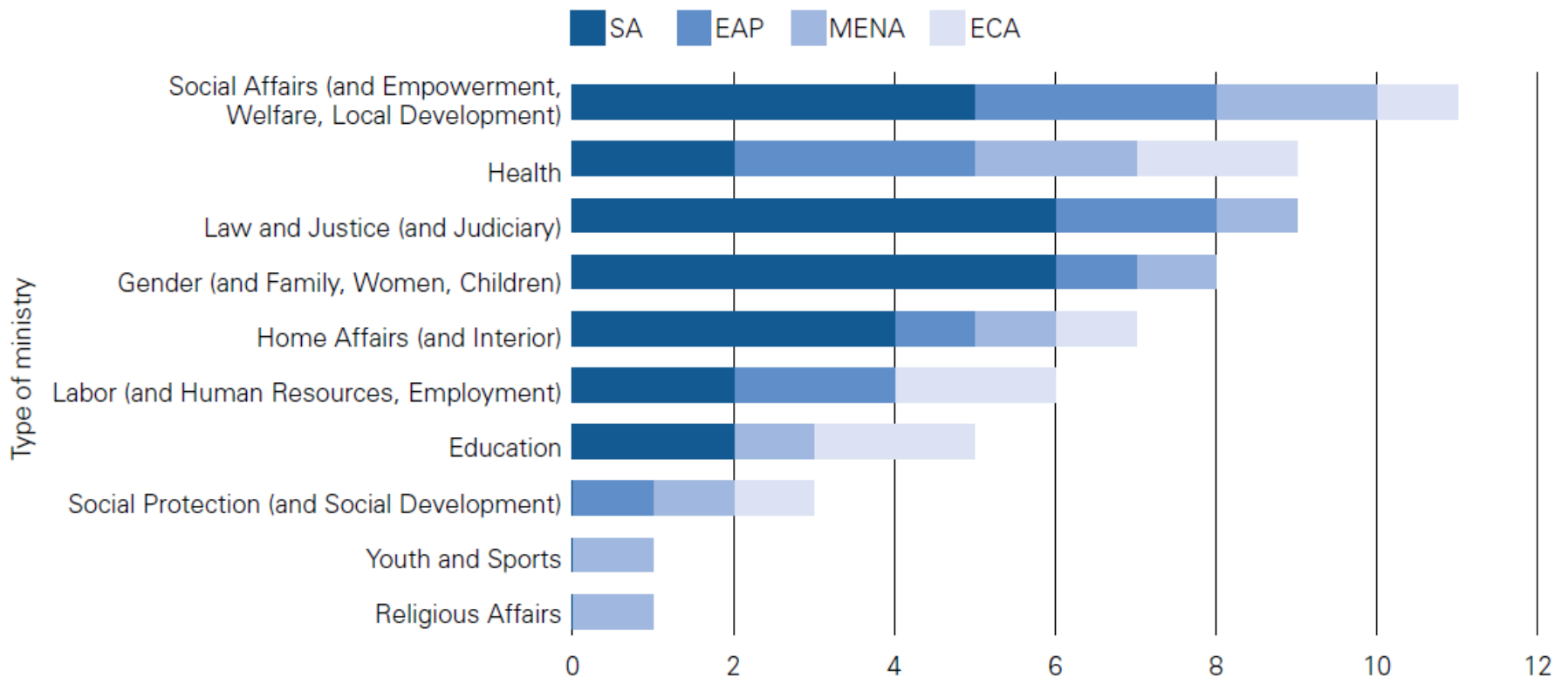


# Ratio of Workers to Child Population



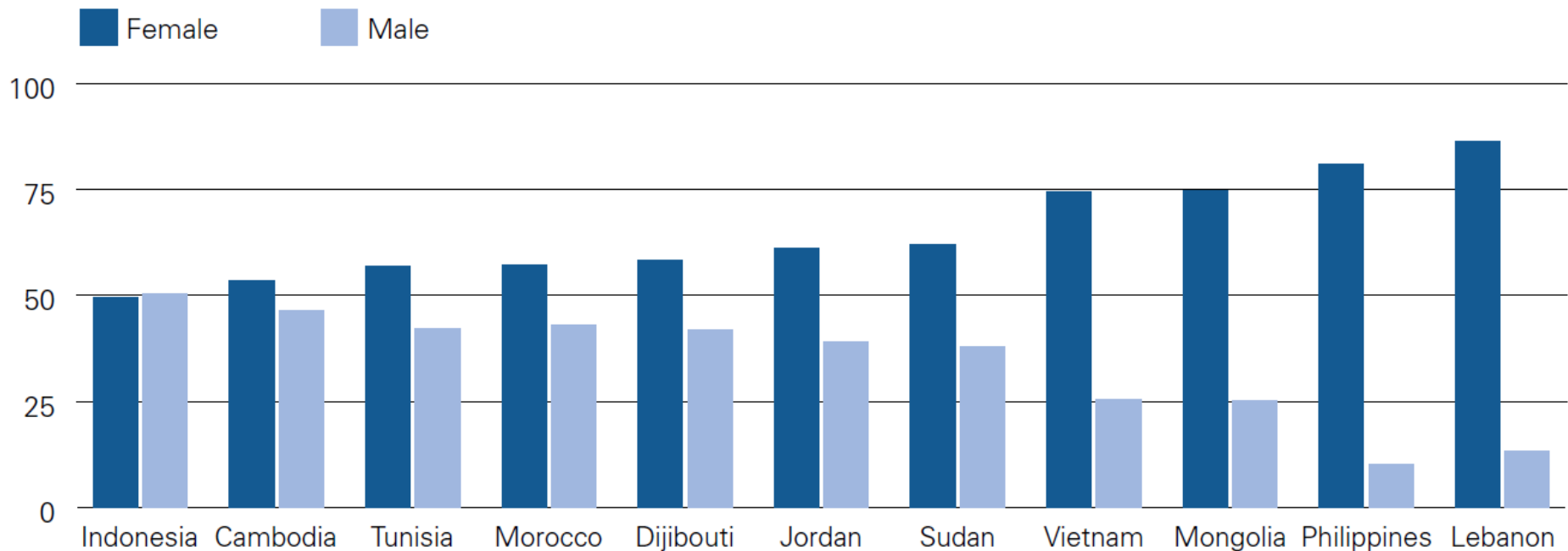
# Government Ministries with Social Service Workers

## Number of Countries Reporting Government Social Service Workforce by Type of Ministry



# Gender and the Workforce

Percentage of Male vs. Female Social Service Workers in Selected Countries Based on Worker Survey





## Surveyed Workers' Perceptions of:

- Need for additional training
- Training options available
- Supervision and its effectiveness

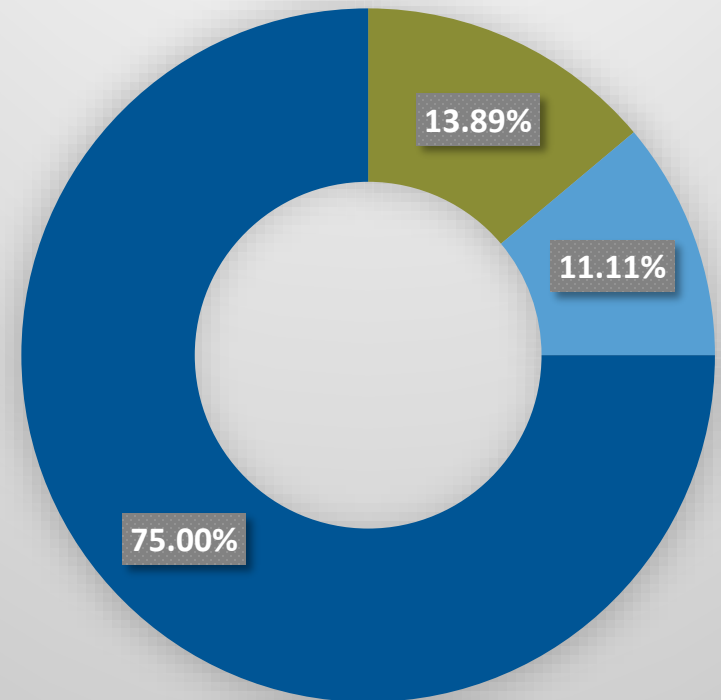
# Professional Associations

- 75% of countries had evidence for **at least one professional association for social service workers**
- 50% of associations reported a **code of ethics** or majority of workers with knowledge of code of ethics



# Workforce- supportive policies and legislation

- Countries with **law or policy defining the social service workforce**
- Countries with social service workforce-defining **law in progress**
- Countries with **laws, policies or strategies that provide a basis for social service provision or reference the workforce**



A photograph showing a woman with dark hair tied up, wearing a dark blue sweater, sitting at a wooden table with three children. They are all looking down at something on the table, possibly a book or a game. The children are wearing colorful clothing. The background is a textured, light-colored wall. The word "Recommendations" is overlaid in white text across the center of the image.

# Recommendations







## Developing

- Initiatives aimed at **developing the workforce**, i.e., broadening and enriching options for education and training, **should pursue a holistic approach**
- Field education is a built-in opportunity to contextualize or 'indigenize' social work theory and practice in real time



## Supporting

- **Formal recognition of professional associations** is critical to legitimizing and enabling their unique contributions to supporting the workforce
- **Guidance on supervision would be an opportune resource,** particularly as governments or regulatory bodies seek to set standards or strengthen current practice



## Cross-Cutting

- **Country task groups, national leadership groups or other representative stakeholder groups can facilitate development of a definition of the workforce to be enshrined in legislation**
- **Improved understanding of gender in the context of strengthening the social service workforce should be a global, if not country-level, priority for investigation**



**Thank you!**

**Contact:**

Alex Collins

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# PANEL 2 - ADVOCATING FOR RESOURCE ALLOCATION: THE ROLE OF PROFESSIONAL ASSOCIATIONS, NON-GOVERNMENTAL ORGANIZATIONS, DONOR GROUPS AND OTHER STAKEHOLDERS

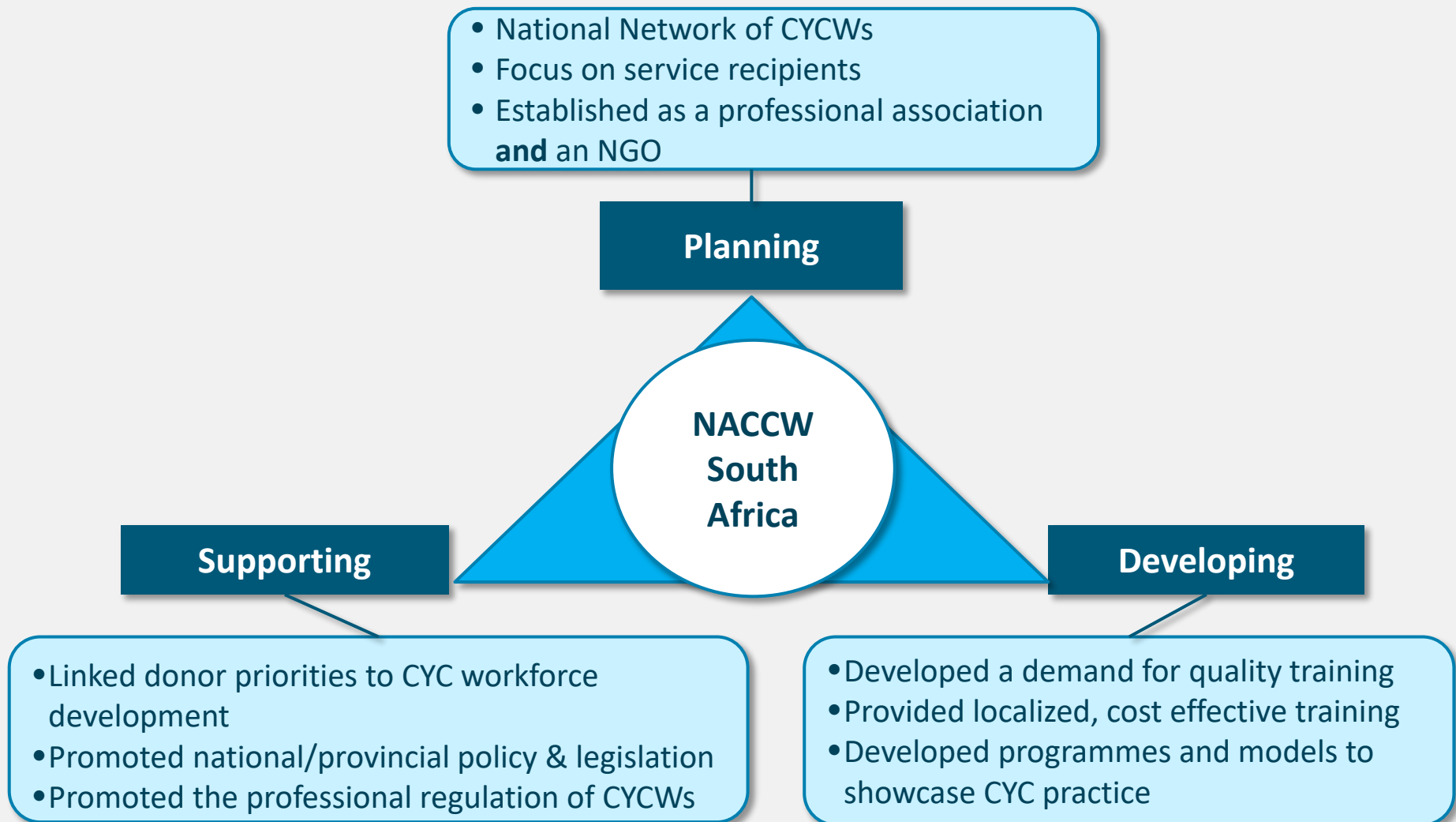
## Moderator:

*John Williamson, Senior Technical Advisor, Displaced Children and Orphans Fund, USAID*

## Speakers:

- 1. Jane Calder, Senior Child Protection Advisor, Save the Children UK, South Asia Region*
- 2. Zeni Thumbadoo, Deputy Director, National Association of Child Care Workers, South Africa*
- 3. Ghazal Keshavarzian, Director, Elevate Children Funders Group*

# ACCESSING RESOURCES FOR PLANNING, DEVELOPING AND SUPPORTING THE CHILD AND YOUTH CARE WORKFORCE

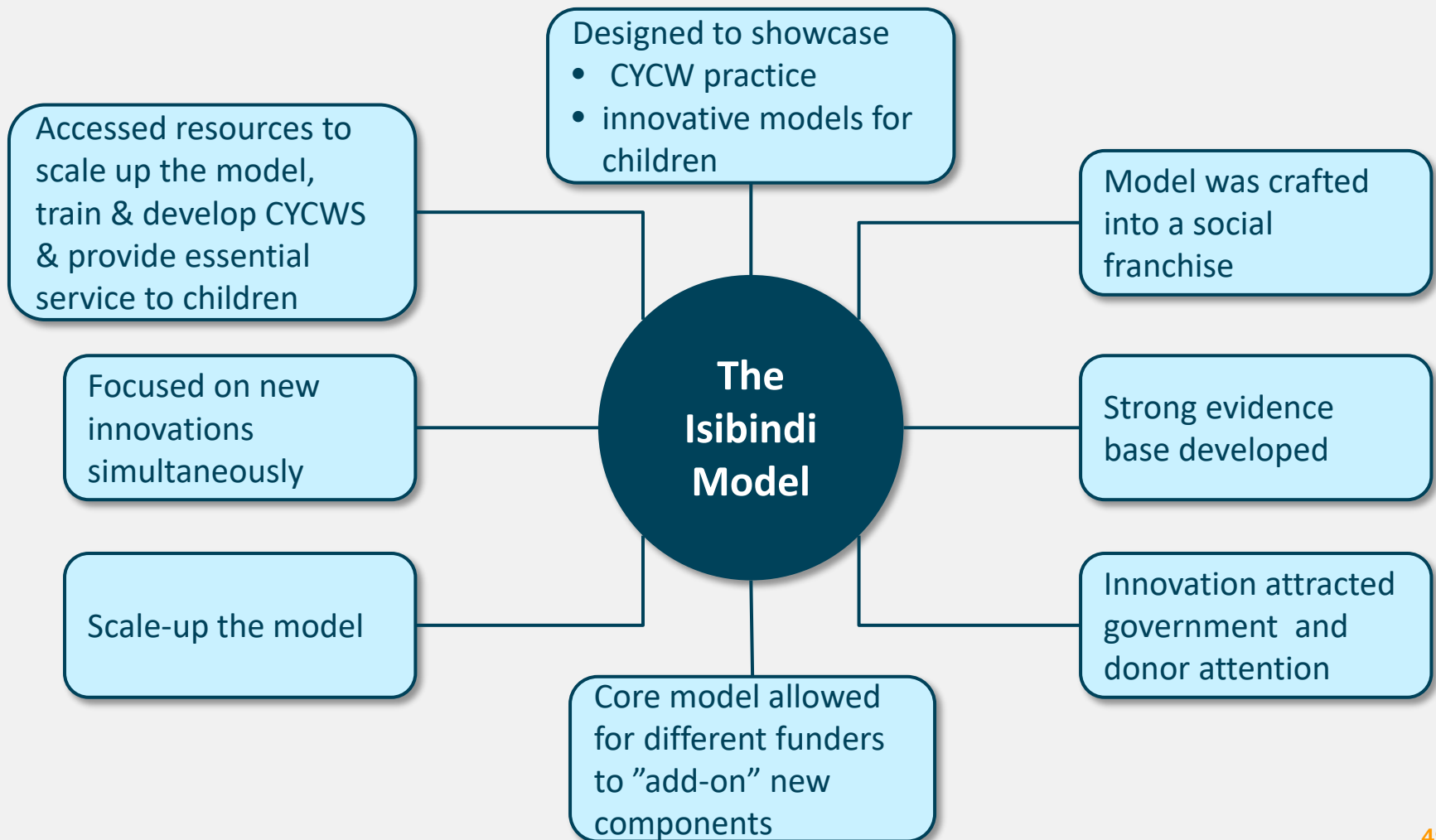


# Competency based approach to training for child protection





# EXAMPLE: THE ISIBINDI MODEL



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# **BREAKOUT ACTIVITY – DEVELOPING KEY MESSAGES FOR STAKEHOLDERS ON THE IMPORTANCE OF SUPPORTING THE SOCIAL SERVICE WORKFORCE**

## ***Group I: Messages for UN Agencies, Governments & Donor Groups***

***Facilitators:*** Aniruddha Kulkarni, Child Protection Specialist, UNICEF Headquarters  
Alexandra Tucci, Senior Communications Officer, Together for Girls

## ***Group II: Messages for the Media & General Public***

***Facilitators:*** Sarah Neville, Co-Chair Advocacy Interest Group, Global Social Service Workforce Alliance  
Nicole Brown, Deputy Director, Global Social Service Workforce Alliance

## ***Group III: Messages for Members of the Social Service Workforce***

***Facilitators:*** Sarah Johnson, Knowledge and Communications Specialist, Better Care Network  
Susan Rubin, Assistant Director, National Association of Social Workers Foundation (US)

**DR. REBECCA DAVIS**

**ASSOCIATE PROFESSOR AND  
DIRECTOR, CENTER FOR GLOBAL  
SOCIAL WORK, SCHOOL OF  
SOCIAL WORK, RUTGERS,  
THE STATE UNIVERSITY OF NEW  
JERSEY**

**CLOSING  
REMARKS**



# Learn More & Get Involved

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