

SUPPORTING THE SOCIAL SERVICE WORKFORCE

ON THE FRONTLINES OF THE SOUTH EAST EUROPE REFUGEE CRISIS

June 26, 2018



Natia Partskhaladze
Senior Technical Advisor,
Global Social Service Workforce Alliance

Moderator

WEBINAR AGENDA

Summary of Role of the Social Service Workforce with Refugees and Migrants and Summary of the Alliance Work

- **Natia Partskhaladze, Senior Technical Advisor, Global Social Service Workforce Alliance**

Summary of Terre des hommes' work in response to the refugee crisis in South East Europe in 2015/16

- **Stephanie Delaney, Child Protection Consultant, Terre des Hommes**

Situation from the Field: Macedonia

- **Aleksandar Mitanoski, Social Worker, Open Gate La Strada**

Brief discussion of the capacities required of the SSW to adequately address the needs of the refugees and migrants

Q&A

REFUGEE AND MIGRANT CRISIS

- Over 60 million individuals are forcibly displaced worldwide and live as refugees, asylum-seekers and internally displaced persons
- Close to 1 million migrants and refugees fleeing war in Syria and violence and poverty in other parts of the world are displaced throughout Western Europe
- Displacement has immediate and long-lasting social, emotional and economic impacts on children and adults, communities and societies

ROLE OF SSW WITH REFUGEES AND MIGRANTS

Social service sector plays an important role in:

- **Helping individuals and families rebuild their lives and integrate into the new communities**
- **Defining the underlying causes and the consequences of migration**
- **Providing psychosocial support, using a strengths-based perspective that builds on resilience**
- **Service provision, program design and policy development**

However, SSW often lacks capacity and support to fully address immediate needs of displaced children and families

FRAMEWORK FOR STRENGTHENING THE SOCIAL SERVICE WORKFORCE



THE ALLIANCE AS A GLOBAL NETWORK

Convene and Connect

25 webinars,
5 Annual
Symposiums

Integration of
workforce-
focused panels
in conferences

Website member
directory,
discussion
boards

Advance Knowledge

Development and
dissemination of
tools, reports and
case studies

3 Interest Groups
and joint product
development

E-updates, blogs,
website
knowledge hub

Advocate

Annual State of
the SSW Reports
and SSW Week

Ambassador
Program and
Advocacy Toolkit

Social Media
Presence

Launched in 2013. Unites ~1900 members from over 120 countries



CALL TO ACTION:

STRENGTHENING THE SOCIAL SERVICE WORKFORCE TO
BETTER PROTECT CHILDREN AND ACHIEVE THE SDG

Recommended Country Level Actions

- Develop a national level, government-led workforce leadership group
- Assess the current status of workforce/conduct workforce mapping
- Develop a national workforce strengthening strategy
- Obtain funding and commitments
- Commit to monitoring, evaluating and reporting

Global Level Actions

- Contribute to knowledge exchange
- Increase funding
- Strengthen advocacy

To show your support contact the Alliance

RESOURCES DEVELOPED BY THE ALLIANCE

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

THE STATE OF THE SOCIAL SERVICE WORKFORCE 2015 REPORT

A MULTI-COUNTRY REVIEW



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



WORKING PAPER

THE ROLE OF SOCIAL SERVICE WORKFORCE DEVELOPMENT IN CARE REFORM

Better Care Network and the Global Social Service Workforce Alliance

January 2016



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



THE STATE OF THE SOCIAL SERVICE WORKFORCE 2016 REPORT

A REVIEW OF FIVE YEARS OF WORKFORCE STRENGTHENING

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



BUILDING EVIDENCE INTEREST GROUP REPORT

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



Case Management Compendium

This Compendium of Case Management Tools and Resources represents the work of the Alliance Case Management Interest Group. Given increasing interest among Alliance members on the topic of case management, the Alliance has established and supported the work of the interest group and its two subgroups on Concepts and Principles of Case Management and on Case Management Tools and Resources. Interest groups are comprised of Alliance members who contribute their expertise on thematic areas. Learn more about Alliance interest groups and their work.

Given increasing interest on the topic of case management, two subgroups contributed to new case management resources. Members developed Core Concepts and Principles of Effective Case Management: Approaches for the Social Service Workforce. The second sub-group reviewed tools and resources to compile this compendium, meant to be useful to audiences of various workforce levels and organizations, representing practices from humanitarian and development perspectives across different regions.

Core Concepts and Principles

Tools and Forms

Standard Operating Procedures

Training Materials

This compendium is not intended to be a comprehensive source on case management. Open source documents are included with permission from their organizations/authors. This Compendium is in its first edition; its continued improvement relies on sharing with the Alliance additional relevant documents and how the tools have been used or modified.

The Global Social Service Workforce Alliance would like those who have contributed to the development of this Compendium, who are acknowledged within the Core Concepts and Principles document.

Stephanie Delaney
Child Protection Consultant,
Terre des Hommes

PRESENTATION WILL COVER....

- Brief overview of work of Tdh-L in humanitarian contexts & approach to capacity building
- Introduction to the South East Europe capacity building initiative



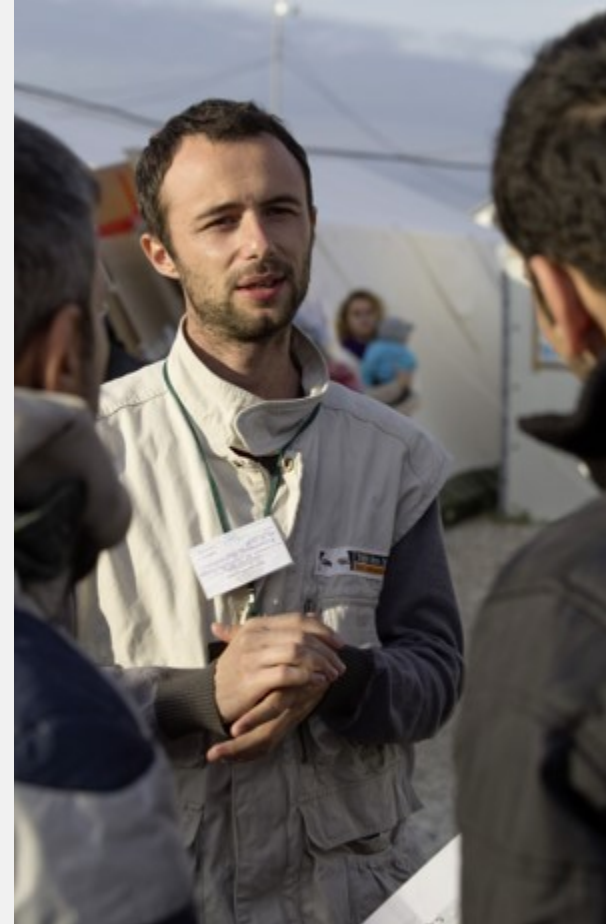
TDH-L & CP IN HUMANITARIAN CONTEXTS- OVERVIEW



- Tdh works in both development and humanitarian contexts across range of sectors.
- In emergency / humanitarian contexts typically involved multi-sectorial response around child needs through direct assistance, strengthening community based mechanisms, education and psychosocial support, including sport activities, alternative care, mobile or static child friendly spaces, case management, working in schools.
- Involved in interagency forums and initiatives – e.g. Global Alliance for CP in Humanitarian Action; the development / review of CPMS; development and roll out of CPIMS+ ; Compact for young in Humanitarian Action Network

APPROACH TO CAPACITY DEVELOPMENT

- Conceptualizes capacity development as an ongoing journey throughout the career of workers – not as one off trainings;
- Includes range of different methodologies including face-to-face training, remote learning, mentoring, coaching, pre-service and in-service - focus on knowledge and skills and based on need;
- Recognizes that Tdh may provide ‘only part’ of capacity development but that this should be within a broader context of actions by other key actors such as universities, institutions, government, other NGOs etc.



SOUTH EAST EUROPE INITIATIVE

- Multi-country capacity building initiative funded by UNICEF CIS/CEE Regional Office in Geneva as a response to the refugee/migrant crisis;
- Implemented by CHILDHUB www.childhub.org



- Face-to-Face training complemented by optional webinars including practice sharing with other regions – e.g. <https://childhub.org/en/child-protection-webinars/sharing-good-practices-working-refugee-and-migrant-children-childhub>
- Carried out in two phases – with very short lead in & timeframe!

THE OBJECTIVES

Designed to plug gaps in knowledge and skills and give practical guidance given the very challenging and unique circumstances.

Aimed to:

- Meet immediate capacity needs regarding CP including awareness, key actions and approaches for both response and prevention – “the basics”
- Increase confidence and awareness in working with refugee and migrant families, including helping to reduce burnout and stress
- Clarify roles and mandates, and create an opportunity for networking, with a view to enhancing interagency cooperation and collaboration (both on site, across site and across borders)
- Help contribute towards identifying further development needs and strategy / plans for capacity building.

THE PROCESS

- **First scoping mission to FYRoM to develop ‘core’ materials and piloted training**
- **Undertook short scoping missions to each participating country who asked to participate to identify needs and capacities to be able to contextualize materials and provide tailored training**
- **Depending on interest / needs of country followed up with specific support packages including – training of trainers**
- **Training for workers in Serbia, FYRoM, Slovenia, Croatia, Italy – (500 people trained) – very short timeframe!**
- **‘Observers’ invited from other countries to observe the use of the training materials to see if of use in own country (Bulgaria, Bosnia and Albania)**

THE NEEDS

- **To support workers to be able to work:**
 - in ‘uncertain system’ – new partners, lack of procedures etc.
 - using different approach – outreach, proactive etc.
 - with different client groups – cultural differences especially around parenting
 - with different needs – refugees and people on move
- **Not just Social Welfare Workers needed training but also other allied sectors / actors such as health, UN agency etc. *in order to support SWW***
- **Needed to appreciate that much training was being undertaken and that people were overloaded**
- **Important to recognize that staff were sometimes overwhelmed**

CORE CONTENTS

FOUR CORE BLOCKS – Each 1 1/2 Hours – to be run separately / in any order:

- **BLOCK A: CULTURAL SENSITIVITY** including proactive engagement, building trust, understanding cultural differences, recognizing own behaviours and how these effect dynamics / working with others.
- **BLOCK B: IMPACT OF BEING A REFUGEE / MIGRANT ON CHILDREN** including recognizing impact of being a refugee / migrant and distinguishing this from signs of abuse etc., clarifying what is CP in emergencies, basic assessment / identification of children at risk, limits of safe working with those on the move.
- **BLOCK C: WORKING TOGETHER FOR THE BENEFIT OF CHILDREN** including roles and mandates of agencies, when / how to make referrals, sharing information, across agencies and sites and supporting each other.
- **BLOCK D: SAFEGUARDING** including preventative actions to avoid abuse / limit the potential for CP concerns to arise and avoiding separation.

SOUTH EAST EUROPE INITIATIVE

Participants' feedback:

- Useful & relevant – over 90% said would have direct immediate application in their work;
- Valued the practical nature – fitted with what they were doing;
- Liked the opportunity to share with others;
- Felt validated & supported through process;
- Appreciated short blocks which meant flexible – did not interrupt work or put additional burden on teams.



<https://childhub.org/en/child-protection-online-library/refugee-migrant-crisis-child-protection-response>

Aleksandar Mitanoski

Social Worker, Open Gate La Strada

REFUGEE SITUATION IN MACEDONIA

- Macedonia as part of the Balkan route



REFUGEE SITUATION IN MACEDONIA

- **Overview of the refugee crisis in Macedonia from 2015 to 2018**
 - The situation was constantly dynamic and variable
 - Almost 1 million refugees have transited through the Balkan route
 - Since 2015 Macedonia is part of the Balkan route, which although officially closed, the transit of refugees is still active
 - The closure of the Balkan route caused chaos in the camps. From transit centers they became reception centers.

REFUGEE SITUATION IN MACEDONIA

Management of the transit camps

- Two transit camps in Macedonia, operated by the Center for Crisis Management
- Direct support by UN agencies from UN agencies, international donors such as TDH, GIZ, DRC, We Effect, etc.



REFUGEE SITUATION IN MACEDONIA

- **My experience as a trained social worker at the transit camp Tabanovce (Macedonian-Serbian border)**
 - Positive and long-life experience at personal and professional level
 - Real social work on the ground, dynamic situations that require quick resolution, identification, prevention, providing direct protection and care to children and vulnerable categories of refugees

REFUGEE SITUATION IN MACEDONIA

- **Challenges in field work with victims of trafficking in human beings, unaccompanied minors, persons in social risk**
 - Language barriers
 - Transit camp, short contact with persons in social risk, challenging during the identification in large groups of refugees traveling together
- **Sharing positive practices, successful stories**
 - Adaptations of the programs and plan in the field
 - Socialization of children
 - Case management
 - Establishing links, confidence, trust during the work with refugees and migrants

Thank you!

- If there are any events or opportunities that you would like to notify the Alliance about for sharing with the network, please do so by typing in the chat window.
- If you're interested in joining the Alliance and receiving notices about future webinars, please visit www.socialserviceworkforce.org to register.
- A summary and recording of this webinar, as well as each of the past 25 webinars, is available on www.socialserviceworkforce.org

Social Service Workforce Strengthening Webinar Series

www.socialserviceworkforce.org

