THE STATE OF THE SOCIAL SERVICE WORKFORCE 2015 REPORT

A MULTI-COUNTRY REVIEW

GLOBAL
SOCIAL SERVICE WORKFORCE
ALLIANCE
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AGENDA

1. Who is the social service workforce?

2. About the Alliance

3. About the Report

4. Methodology for analyzing the workforce

5. Framework for strengthening the social service workforce

6. Education and training programs

7. Government and nongovernment roles and ratios

8. Role of professional associations

9. Policies and legislation

10. Implications of workforce strengthening

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THE SOCIAL SERVICE WORKFORCE

Social service workers create protective environments for healthy development and well-being by:

- tackling poverty
- reducing discrimination
- promoting social justice
- ensuring protection from violence, abuse, exploitation and neglect
- providing needed services

to care for and support those who need it most.

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ABOUT THE 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

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ABOUT THE ALLIANCE

- Launched in June 2013 as a network; recommendation of participants from 18 countries at June 2010 conference
- 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
- ~800 members from 70 countries
- Led by 13-member steering committee and 2 staff
- Funded by USAID through PEPFAR, GHR Foundation
- IntraHealth International acts as fiscal sponsor and host

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ABOUT THE REPORT

- First annual report is a first step among efforts to strengthen workforce through more data

- Aims to showcase innovative and effective workforce strengthening initiatives, and highlights current lack of data

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METHODOLOGY

- World Bank classified low- and middle-income countries

- Data collection process:
  - Questionnaires
  - Review of country specific legislation
  - Review of journal articles on social work and child protection
  - Review of gray literature
  - Individual interviews

The 15 countries included in the report are: Cambodia, Ethiopia, Georgia, Ghana, Indonesia, Kenya, Moldova, Myanmar, Namibia, Nepal, South Africa, Tanzania, Uganda, Vietnam, and Zambia

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FRAMEWORK FOR STRENGTHENING THE SOCIAL SERVICE WORKFORCE

- **Planning the Workforce**
  - Data & data collection methods
  - Roles of the government and nongovernment workforce
  - Legislative framework

- **Developing the Workforce**
  - Education and training programs

- **Supporting the Workforce**
  - Supervision, incentives, the role of professional associations, licensing systems

Planning the Workforce

Supporting the Workforce

Developing the Workforce

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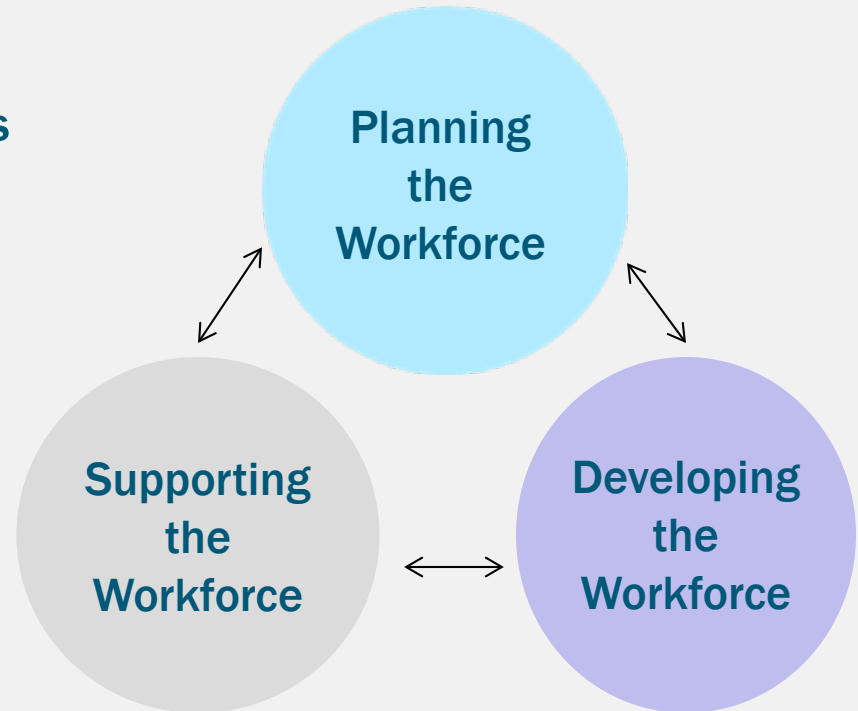
EDUCATION AND TRAINING PROGRAMS

- **Degree Programs**
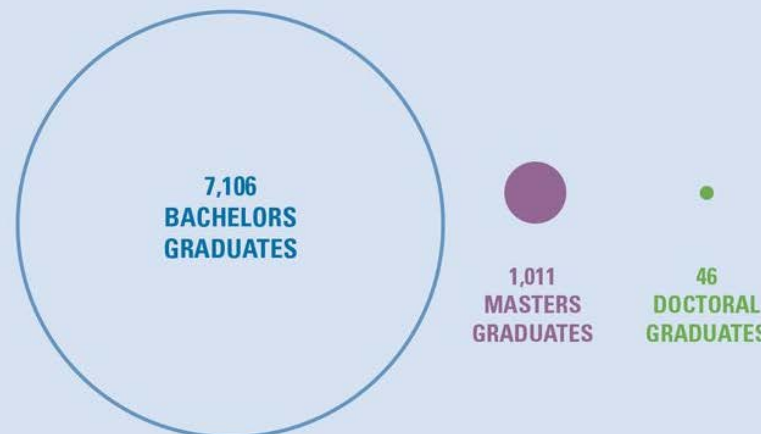 - **Bachelor, Master & Doctorate**
- **Diploma Programs**
  - **Community focus**
  - **Social work focus**
  - **Other (HIV/AIDS management, counseling, psychology, etc.)**
- **Certificate Programs (Targeted training in specific areas)**
  - **Community-Based Work with Children and Youth**
  - **Social Work Administration Training for Managers**
  - **Child Protection System Building with focus on Alternative Care**

THE 148 DEGREE PROGRAMS ACROSS COUNTRIES PROFILED GRADUATED A TOTAL OF **8,163** INDIVIDUALS RECEIVING THE FOLLOWING DEGREES

7,106 **BACHELORS GRADUATES**

1,011 **MASTERS GRADUATES**

46 **DOCTORAL GRADUATES**

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EDUCATION AND TRAINING PROGRAMS

Table 3: Number of Social Service Related Degree Programs in 13 Countries

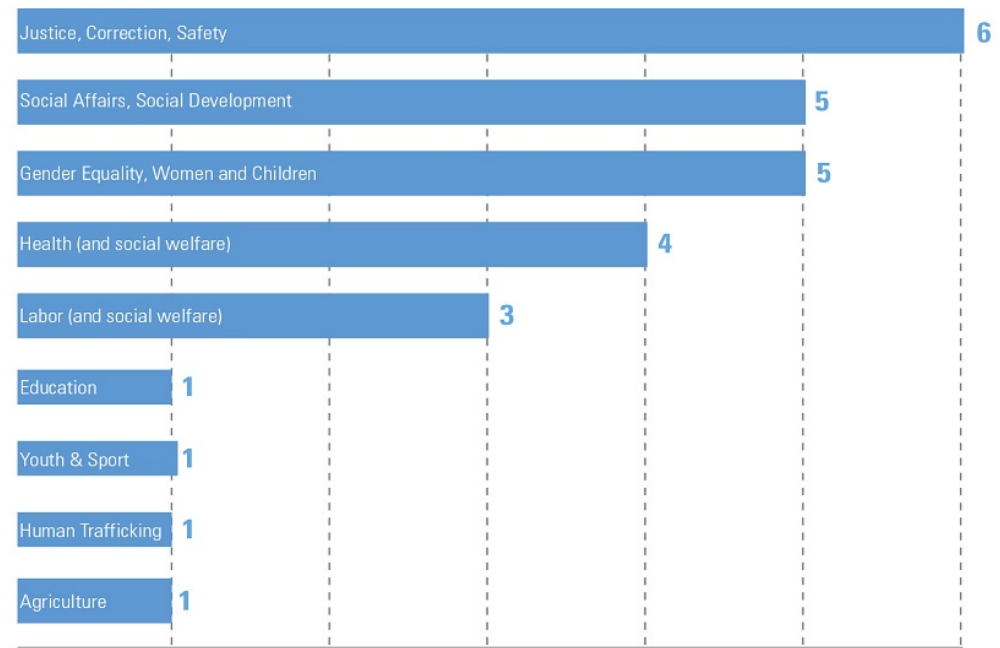|	Bachelor of Social Work	Master of Social Work	Doctorate in Social Work
Cambodia	2	1	
Ethiopia	1[20]	1	1
Georgia	2	2	2
Ghana	2	1	1
Indonesia	35	3	2
Kenya	2	1	
Moldova	4	4	1
Nepal	3	3	
South Africa	18	14	6
Tanzania	5	4	
Uganda	3	1	
Vietnam	11	1	
Zambia	8[21]	3	

GOVERNMENT AND NONGOVERNMENT WORKFORCE

Government:

- Data helps governments make evidence-based decisions about deploying workers to the right areas
- Allows for analysis based on worker to population ratios

Nongovernment:

- Systems to gather data on nongovernment workers are absent in many countries
- Broad range of titles – 11 countries reported 28 different titles for workers

Table 6: Number of Countries Reporting Government Social Service Workforce Positions by Type of Ministry

Type of Ministry	Number of Countries
Justice, Correction, Safety	6
Social Affairs, Social Development	5
Gender Equality, Women and Children	5
Health (and social welfare)	4
Labor (and social welfare)	3
Education	1
Youth & Sport	1
Human Trafficking	1
Agriculture	1

ROLE OF PROFESSIONAL ASSOCIATIONS

Primary Role

- Supporting individual workers
- Promoting the profession
- Advancing sound social policies

Table 9: Associations Relevant to the Social Service Workforce by Country[55]

Country	Name of Association	Number of Members	Code of Ethics	Annual Conference
Ethiopia	Ethiopian Society of Sociologists, Social Workers and Anthropologists (ESSSWA)	2,000	✓	✓
Georgia	Georgian Association of Social Workers (GASW)	570	✓	✓
Ghana	Ghana Association of Social Workers (GASW)	200-250		✓
Indonesia	Ikatan Pekerja Sosial Profesional Indonesia / Indonesia Association of Professional Social Workers (IPSPI)	991	✓	✓
Kenya	Kenya Association of Social Workers			
Myanmar	Myanmar Professional Social Workers Association	100		
Namibia	Social Work and Psychology Council	714	✓	
	Namibia Social Workers Association (NASWA)	190	✓	✓
Nepal	Social Workers Association, Nepal (SWAN)		✓	✓
South Africa	National Association of Social Workers (NASW)	2,000	✓	
	National Association of Child Care Workers (NACCW)	3,800	✓	✓
	Association of South African Social Work Education Institutions (ASASWEI)	200	✓	✓
	South African Council for Social Service Practitioners (SACSSP)	23,452	✓	✓
Tanzania	Tanzania Association of Social Workers (TASWO)	620	✓	✓
Uganda	National Association of Social Workers of Uganda (NASWU)	240		✓
Zambia	Social Workers Association of Zambia (SWAZ)	89		✓
	Zambia Association of Child Care Workers (ZACCW)	1,850	✓	

POLICIES AND LEGISLATION

- **Policies and legislation serve as formal support structures & drive continued improvement of the workforce**

- **Indicators allow for evidence-based policy and legislative changes**

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IMPLICATIONS FOR WORKFORCE STRENGTHENING

- **Right numbers of workers in the right positions & locations with the right level of training will provide for better care and support to vulnerable populations**
- **Champions and leaders are needed to advocate**
- **Important to collect and consolidate data and lessons learned**
- **Implementation of human resources information systems will allow for better data and evaluation of workforce trends**

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