



MUTUAL SUPPORT FOR THE CARE REFORM COMMUNITY

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GLOBAL
SOCIAL SERVICE WORKFORCE
ALLIANCE

Improving the workforce. Improving lives.

AGENDA

1. The whys and hows of mutual support
2. About the **Global Social Service Workforce Alliance**
3. About regional and international social work initiatives
4. About the **Better Care Network**

1. Whys and Hows of Mutual Support

WHY MUTUAL SUPPORT?

This is hard work

- 1. Minimize isolation and burn out**
- 2. Acquire and advance knowledge; develop skills**
- 3. Share resources and best practice**
- 4. Receive help with difficult cases**
- 5. Strengthen advocacy**
- 6. Realize better outcomes**

2. About the Global Social Service Workforce Alliance

www.socialserviceworkforce.org





USAID
FROM THE AMERICAN PEOPLE

AIDS Support and Technical
Assistance Resources



AIDSTAR-Two
capacity for impact

Investing in Those Who Care for Children: Social Welfare Workforce Strengthening Conference CONFERENCE REPORT

November 15-18, 2010 / Cape Town, South Africa

March 15, 2011



GLOBAL
SOCIAL
SERVICE
WORKFOR
CE
ALLIANCE

Cape Town Conference 2010

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
- ~850 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.



ABOUT 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

BECOME A MEMBER

■ Who can join?

A broad range of individuals from NGOs, government, UN agencies, donors, academic institutions, professional associations and others who support the work of strengthening the social service workforce have joined the Alliance network.

■ Why should you join?

Membership in the Alliance brings opportunities for active engagement in a new movement to strengthen the social service workforce. Join with others to advance knowledge, network, and connect and advocate.

■ How can you join?

Simply fill out a registration form here at the conference or here: www.socialserviceworkforce.org/membership

MEMBER ENGAGEMENT

Advance knowledge

Share tools, resources, models and best practices

Help develop technical briefs, tools, case studies

Read and contribute e-updates and resource database

Network and connect

Participate in webinars, events and forums

Participate in interest groups

Take leadership on governance bodies

Advocate

Amplify your voice by joining with others to raise awareness

Contribute to policy roundtables

Advocate for policy changes

ALLIANCE ACTIVITIES AND RESOURCES

CONVENING

- 21 webinars
- Annual Symposia
- Engaging member participation in dozens of events, conferences, panel presentations
- The Alliance website, through which members can directly engage with each other



ADVANCING KNOWLEDGE

- Interest Group on Para Professionals in the Social Service Workforce (IGPP)
- Interest Group on Building Evidence
- Interest Group on Case Management (coming soon)
- Compiling and Disseminating Resources and Tools
- Monthly E-Updates
- Blogs and articles
- Resource Database

RESOURCES AVAILABLE



The Composition of the Social Service Workforce in HIV/AIDS-Affected Contexts

August 2014

Kelley Bunkers, Amy Bess, Alex Collins, and
James McCaffery, CapacityPlus and Mary Mendenhall
United States Agency for International Development



THE STATE OF THE SOCIAL SERVICE WORKFORCE 2015 REPORT

A MULTI-COUNTRY REVIEW



RESOURCES AVAILABLE

WORKING PAPER

THE ROLE OF SOCIAL SERVICE WORKFORCE DEVELOPMENT IN CARE REFORM

Better Care Network and the Global Social
Service Workforce Alliance

January 2015



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



ALLIANCE ACTIVITIES AND RESOURCES

ADVOCACY

- Social Service Workforce Week (09/annual)
- Worker profiles and stories of change
- Blog posts



BLOG

Recent Events Honor Social Work with Refugees and Migrants



CHIONISO MANGANDO
Case Care Worker, Zimbabwe



"When I meet children who are not afraid to speak up for their rights, I am filled with a sense of accomplishment and pride."

**GLOBAL
SOCIAL SERVICE WORKFORCE
ALLIANCE**
Improving the workforce, Improving Lives.

Overview

Five years ago, community leaders in Chioniso's village were looking for volunteers to help connect vulnerable families to social and health services. Because she was known in the community as someone with a passion for helping children, Chioniso was selected and trained by the Department of Social Services to become a case care worker in Epworth, Ward 7. Her city is known for its extreme poverty. Many people live in informal settlements, and this environment creates a high number of vulnerable children and families. Chioniso knew that being a case care worker would, therefore, be quite a challenge in her district. Chioniso embraced the challenge and chose to fulfil the case care worker role out of her love of children and her community.

Typical tasks and responsibilities

Case care workers work to ensure that children are protected and are provided with opportunities for a better future. Without case care workers, many children in the community would have no place to turn. Children are the leaders and parents of tomorrow, so they need to have their rights safeguarded and live in a community that is free from violence.

One of the most important aspects of a case care worker's job is learning to prioritize the often multiple needs of the child. For example, if a child is out of school and sick, it is vital that a case care worker like Chioniso attend first to her/his illness. Chioniso might help a child get tested through the World Education and Botswana initiative's Integrated Management of Pediatric HIV and AIDS Care and Treatment (IMPACT) program, which identifies HIV-positive children and connects them to antiretroviral therapy as well as family counseling and support services. After the child's medical needs are met, Chioniso might connect the child to the Community Learning Centres and Safe Parks (CLASP) program to get the child enrolled in an accelerated learning program that will work toward reintegration back into the formal school system.

3. About regional and international social work initiatives

IFSW

- **International Federation of Social Workers**
 - A global organization that brings together **social work practitioners**
 - Provides a platform for international cooperation
 - Sharing of best practice models
 - Strives to promote social justice, human rights and social development
- Highly networked with UN system
 - Special consultative status with Economic and Social Council (ECOSOC) of the United Nations, UNICEF, WHO etc
 - Global agenda for social work and social development

<http://ifsw.org>

IASSW & ASSWA

- **International Association of Schools of Social Work - IASSW**
 - Brings together social work education institutions globally - 1928
 - Promotes development and excellence in social work education and research
 - Facilitates international exchange
 - Global agenda for social work & social development
- **Association of Schools of Social Work in Africa - ASSWA**
 - A network of social work education institutions in Africa
 - Regional arm of IASSW
 - Enhancement of the social work profession in Africa
 - Promote cultural and contextually relevant social work education

OTHERS

- International Council on Social Welfare – ICSW

<http://www.icsw.org>

- Focus on social policy
- E.g. Zambia Council on Social Development is a member

- International Consortium on Social Development –ICSD

<http://www.socialdevelopment.net>

- an organization of practitioners, scholars and students in the human services.
- **Emphasis on interdisciplinary approach** to social development and networking

FICE AND CYC NET

CYC-NET (Child and Youth Care Net work

- ❑ A network of child and youth care professionals around the world
- ❑ Offers platforms for professional exchanges, networking, discussion and sharing of resources and best practices

FICE

- ❑ A worldwide network of professionals working in the field of **alternative child and youth care**.
 - ✓ at-risk children,
 - ✓ children with special needs
 - ✓ children and young people in alternative care
- ❑ Works through national associations

4. About the Better Care Network

Thank you!
Q&A
For more information:

www.socialserviceworkforce.org

www.ifsw.org

www.iasw-aiets.org

www.aceconferences.co.za/asswa.htm

<http://www.socialdevelopment.net/>

<http://icsw.org>

www.cyc-net.org

<http://ficeinter.net>