



ALGASSIMOU DIALLO

Program Coordinator, Burkina Faso



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Overview

“Growing up in the West African country of Guinea, I was surrounded by an environment in which children had tremendous needs but services for protection and well-being were nonexistent or very limited. These surroundings sparked a passion in me for child protection specifically but also the promotion of local-level social service provision.” Today, Algassimou Diallo works in Burkina Faso, where he serves as the coordinator of a Program Learning Group, hosted at the NGO Terre des Hommes as part of the global CPC Learning Network, an initiative dedicated to generating learning to build the evidence base for child protection and family welfare.

Typical tasks and responsibilities

The Program Learning Group’s primary activities are research, training, advocacy, and pulling together lessons learned so that service providers working with children, families, and communities can improve their efforts to support children’s health development. On a typical day, Algassimou’s responsibilities consist of facilitating linkages between the various members of the group—civil society actors, government representatives, and importantly, academics and researchers—and providing technical support to actors who are planning, implementing, sharing, or disseminating research related to children. He also convenes meetings through which actors bring the latest knowledge together so that they can see what they already know and where knowledge gaps persist. One current project involves harmonizing the protection indicators that various agencies use so that they have common metrics for the country of Burkina Faso. “This effort will help actors to measure their work according to a common framework that has been adapted to this context, and

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we will advocate for inclusion of these indicators into relevant national surveys in the future,” Algassimou proudly shares.

Algassimou’s work does not often bring him into direct contact with children and families—unless he is involved in a specific piece of research consulting community members—but he knows that this work of knowledge generation is a crucial component of enhancing the social service workforce. He accompanies child protection actors so that they are able to gauge the impact of their own activities, saying that “unless we are able to measure the work that various actors are doing on behalf of children and families, we will not be able to provide the most effective services.” This work of research and measurement will also help to define the most relevant public policies for the national context of Burkina Faso, tailored to the

local contexts of specific villages as necessary. The skills that he believes help him to succeed in this role are: communication, facilitation, coordination, and the spirit of listening.

What he loves about his job

What Algassimou loves most about his job is the inter-agency consultation that he is able to facilitate. “Fostering and facilitating dialogue among academics, practitioners, and policymakers creates enthusiasm and momentum as we work to improve the services available to children and families who urgently need them.”

The Global Social Service Workforce Alliance would like to thank the Child Protection in Crisis Learning Network 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 CPC Learning Network?

The Child Protection in Crisis (CPC) Network was established in 2008 as a mechanism to strengthen and systematize child care and protection in crisis-settings through collaborative action of humanitarian agencies, local institutions and academic partners. Emphasizing learning, the CPC Network undertakes innovative research and builds evidence to affect change in child protection policy and practice. The CPC Network now includes dozens of agencies working on child protection learning, research, policy advocacy and training initiatives in more than a dozen countries.

Learn More

Learn more about Algassimou 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.”