



Intan Puspitasari Case Worker, PDAK, Cianjur, West Java Province, Indonesia



“Children need to be protected from social problems as they are the successors to a nation’s future.”



Overview

Intan has been a case worker in the Children and Family Support Centre (PDAK) in Cianjur, West Java Province, Indonesia since September 2014. She works with children who have experienced neglect, violence, exploitation and other issues of child protection. “I have an interest and spirit to be a social worker that focuses on children’s issues because children need to be protected and saved from social problems as they are the successors to a nation’s future. I think we can prevent the problems our children face right now. We hope their life will be changed for better and they can be an agent of change for the future.”

Typical tasks and responsibilities

As a case worker of PDAK, Intan has a role of handling cases of neglected children, violence and exploitation. These cases are referred to her by the Social Affairs Office of Cianjur District. The cases usually come from the community, community forums of child protection, community leaders, social organizations, lawyers and the clients themselves. “We always coordinate with local stakeholders that focus on referring cases or focus on support and services to our clients.”

Case workers receive supervision from those with more experience in the field. Case managers coordinate and advocate to relevant stakeholders within the case management process and also join in case conferences with service providers and experts.

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The role requires strong case management skills, including a case intake process, connecting with children and parents and assessing social problems. “We “involve the clients when developing an intervention plan.” The first step is to involve service providers or resources to support our clients. Case workers can be a counselor and help in changing behaviors of clients based on assessment results.” Staff conduct monitoring and evaluation of intervention progress as well as close cases when the objective of intervention has been achieved. They re-open cases if there are emergency issues. All the stages of case management are documented in reports presented by case workers to managers.

Training and skills

Intan graduated from the Government School of Social Work (STKS) in Bandung and is interested in social work practices with children. She has been practicing in child protection issues since studying at STKS, when she joined in childcare community forums. She has attended courses and trainings on child protection and child abuse training, permanency planning, case management, good parenting, and children conflict with the law training.

Favorite part of the job

“I feel proud to be a social worker for children. My favorite job as a social worker is when we respond to the case. I always find the lessons learned from the current social situation. I like also when children and family trust me to help them in reducing their problems. When we do a monitoring visit with the client and see there are significant changes for the better, this situation gives me satisfaction, happiness, and hope for the future of the social work.”



“Improving the workforce. Improving lives.”

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 Global Social Service Workforce Alliance?

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. Launched in June 2013, the mission of the Alliance is 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.

The Alliance is funded by PEPFAR/USAID and the GHR Foundation. IntraHealth International acts as host and fiscal sponsor of the Alliance.

Learn More

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