



Kiko Joyce

Case Care Worker, Iganga District, Uganda



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Overview

Kiko Joyce is a mother who loves children and always wants to see them happy, getting all they need and being loved by their caregivers. “My dream is to see children happy and free from dangers, such as torture, neglect and maltreatment by their caregivers or any other community members.” That passion for children was made complete when Bantwana Initiative introduced a child protection program in the community. Through local council leaders and the community development officer, Kiko was one of the para social workers selected to be further trained in case management as a Case Care Worker (CCW) for Idudi C Village, Buyanga Sub-County in Iganga District.

Typical tasks and responsibilities

As a CCW, she spends most of her days conducting home visits within Idudi C community. “This helps me to identify cases that require child protection intervention. Depending on the nature of the case, I engage the caretaker through a counseling process to find the best way to handle the matter for the good of the child. We then come up with a case plan and agree on action points that guide my next home or follow up visit. For complex cases, I work/consult my team of CCWs to find a way forward while more sensitive cases; for example defilement are referred to the Police or Probation Office for professional action.” She then follows up to keep track of the progress and to ensure the case is not dropped without clear justification. She also refers health related cases (malaria, malnutrition, HIV testing, immunization) to government aided health centers and gives referrals to different service providers, tracks records and writes reports.



At the end of the month, Kiko reviews cases that have been successfully handled by the committee and recommends them to the CDO for closure.

“Through my work as a CCW, I have gained experience and skills in handling children’s cases. I have also benefited from various trainings, mentorships and child protection case conferencing together with other service providers.” She works closely with service providers within the community and knows who to refer to and for what. She says this has improved in bringing change and protection of children in her community.

Favorite aspect of the job

“I love my job because I have successfully fought cases of child labor in my community by linking with AYEDI project (another Bantwana Project in our Community). I have helped many children from doing hazardous work and most of them were able to go back to school and others joined vocational schools.”

Training and skills

Kiko believes there are several trainings that are vital to succeeding in this role, including how to identify and handle children’s cases within a given community, then how to identify the case, categorize it, give counseling, refer the case when appropriate, follow it up and obtaining feedback. She cites all these skills as important if one is to be a better case care worker.



“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

Learn more about Kiko and other social service workers! Join the conversation on Twitter using the hashtag #SSWWeek, on our Facebook page and at www.socialserviceworkforce.org/SSWWeek.