



8:00 – 8:30

**Registration**

8:30 – 8:40

**Welcome**

*Betsy Sherwood, Director, Global Social Service Workforce Alliance*  
*Nicole Brown, Deputy Director, Global Social Service Workforce Alliance*

8:40 – 8:55

**Keynote Address**

*Ted Chaiban, Director of Programmes, UNICEF Headquarters*

8:55 - 10:20

**Panel 1: Building the Evidence Base to Support Social Service Workforce Strengthening**

Moderator:

*Kirsten Di Martino, Senior Adviser, Child Protection Section, UNICEF\**

Presenters:

*Natia Partskhaladze, Senior Technical Advisor, Global Social Service Workforce Alliance*  
*Aaron Greenberg, Child Protection Regional Advisor, UNICEF Regional Office for Europe and Central Asia, Switzerland (video)\**

*George Abadjian, Child Protection Officer, UNICEF Tunisia (video)*

*Sophea Phok, Child Protection Officer, UNICEF Cambodia (video)*

*Alex Collins, Lead Author, State of the Social Service Workforce Report 2018, and Technical Program Manager, IntraHealth International*

10:20 - 10:45

**Networking Break**

10:45 - 11:30

**Panel 2: Advocating for Resource Allocation: The Role of professional associations, non-governmental organizations, donor groups and other stakeholders**

Moderator:

*John Williamson, Senior Technical Advisor, Displaced Children and Orphans Fund, USAID*

Presenters:

*Jane Calder, Senior Child Protection Advisor, Save the Children UK, based in Thailand\**

*Ghazal Keshavarzian, Director, Elevate Children Funders Group*

*Zeni Thumbadoo, Deputy Director, National Association of Child Care Workers, South Africa\**

11:30 - 12:20

**Breakout Activity: Developing Key Messages for Stakeholders on the Importance of Supporting the Social Service Workforce**

**Group I: Messages for UN Agencies, Governments & Donor Groups**

Facilitators: *Aniruddha Kulkarni, Child Protection Specialist, UNICEF Headquarters*

*Alexandra Tucci Thomas, Senior Communications Officer, Together for Girls*

**Group II: Messages for the Media & General Public**

Facilitators: *Sarah Neville, Co-Chair Advocacy Interest Group, Global Social Service Workforce Alliance*

*Nicole Brown, Deputy Director, Global Social Service Workforce Alliance*

**Group III: Messages for Members of the Social Service Workforce**

Facilitators: *Sarah Johnson, Knowledge and Communications Specialist, Better Care Network*

*Susan Rubin, Assistant Director, National Association of Social Workers Foundation (US)\**

12:20 - 12:30

**Closing Remarks**

*Dr. Rebecca Davis, Associate Professor for Professional Practice and Director of the Center for Global Social Work, School of Social Work, Rutgers University, United States\**

## WELCOME

### **Betsy Sherwood, Director, Global Social Service Workforce Alliance**

Betsy Sherwood joined the organization in October 2018 as Director. She is a social worker who is passionate about promoting the rights and well-being of children and families, and building the capacity of the social service workforce globally. For the past 13 years she has worked and consulted for various international organizations such as Save the Children, CBM International, the International Rescue Committee, the Women's Refugee Commission, and UNICEF, and lived and worked in more than 15 countries, including seven years working in Haiti. She has technical expertise in psychosocial support, case management, gender-based violence, protection mainstreaming and disability inclusion. She possesses skills in participatory research and evaluation methods, and innovative program design. She has also served on senior management teams for international NGOs and held responsibility for financial, programming, security and human resources decisions. Betsy holds a bachelor's degree in Communications and Political Science from Syracuse University and a master's degree in Social Work with a specialization in Global Service from Fordham University. She was selected to serve in the Alliance's first cohort of Ambassadors.

### **Nicole Brown, Deputy Director**

Nicole joined the organization in 2015 as communications manager and moved into the newly created deputy director role in February 2019. She provides leadership for the development and implementation of the Alliance's communications and advocacy strategies and tactics. She leads the Alliance's Ambassador program and the advocacy interest group. Nicole also helps to further develop relationships with external stakeholders in support of the Alliance's mission. She has 15 years' experience in leading strategic and tactical communications efforts at international organizations with a focus on health and well-being. She has traveled to more than 65 countries and worked with volunteers, international NGOs, government and civil society to promote programs that improve lives. She holds an MSc in Journalism from Roosevelt University in Chicago and BA in Journalism from Indiana University.

## KEYNOTE ADDRESS

### **Ted Chaiban, Director of Programmes, UNICEF Headquarters**

Ted Chaiban was appointed as Director of Programmes for UNICEF in August 2014. During his 22 years with UNICEF, he has held a number of national and regional positions. During his prior tenure as Director of Emergency Programmes for UNICEF, he mobilized support for UNICEF's response to large scale emergencies in Syria, the Central African Republic, the Philippines and South Sudan, and designed and initiated a humanitarian reform process, known as the Strengthening Humanitarian Action initiative, to increase the timeliness, effectiveness and efficiency of UNICEF's humanitarian action. He has held prior roles as the UNICEF Representative in Ethiopia, Sudan and Sri Lanka, leading health, ECD, social protection, conflict and disaster programming. He has also held roles as UNICEF Deputy Chief of Operations for the Operation Lifeline Sudan Consortium, based in Nairobi, and Regional Emergency Adviser in UNICEF's Eastern and Southern Africa Regional Office, responsible for coordinating support to country offices managing emergencies. Prior to joining UNICEF, Mr. Chaiban was Country Representative for Catholic Relief Services in Haiti, Kenya, Uganda and Sudan. He also worked as a Programme Manager focusing on food security and child survival. He holds a Bachelor of Science Degree in Biology and Political Science from Tufts University and a Master of Arts Degree in Development and Arab Studies from Georgetown University, USA.

## Panel 1: Building the Evidence Base to Support Social Service Workforce Development

### **Kirsten Di Martino, Senior Child Protection Advisor, UNICEF Headquarters**

Kirsten has over 20 years of experience in human rights, child rights and child protection programme leadership and management, including 17 years of experience with UNICEF in Kosovo, Moldova, China, Lao PDR and more recently in Germany where she led UNICEF's Refugee and Migrant Response. Kirsten has extensive experience in child protection systems strengthening, including policy and legislative reform. She has successfully advocated for and supported reforms at national level – many of which have been a first – to better protect children on issues such as prevention and response to violence against children, child justice, trafficking, migration, social welfare/social work and care reform/alternative care. Prior to UNICEF, Kirsten worked with the UN Office of the High Commissioner for Human Rights, the European Commission, Defense for Children International and the International Social Service. She holds a Master of Laws (LLM) in International Human Rights Law.

### **Dr. Natia Partskhaladze, Senior Technical Advisor, Global Social Service Workforce Alliance**

Natia joined the organization as Senior Technical Advisor in 2017, after serving as a Steering Committee member for three years. Natia provides technical leadership and guidance on effective approaches of strengthening the social service workforce. She has 19 years of experience in the field of child protection, social work and social service system strengthening, at the policy, programming and academic levels. Natia is a founder and board member of the Georgian Association of Social Workers. For almost 10 years, she worked for UNICEF in the Regional Office for Europe and Central Asia and the Country Office in Georgia, where as a senior national child protection specialist she supported child protection system reform, resulting in development of preventive and alternative care services and deinstitutionalization. In the Regional Office in Geneva, Natia supported strengthening of national capacities of social workers needed for developing responsive child and social protection systems and contributed to capacitating the frontline social service workforce engaged in Europe's refugee response. She has a proven track record of providing strategic support to government partners in different countries. She has earned degrees from leading universities in the United States, Europe and Georgia. She is working toward a Doctorate Degree with research on the Quality of Life as an Outcome Measure of Child Care System Reform.

### **Aaron Greenberg, Child Protection Regional Advisor, UNICEF Regional Office for Europe and Central Asia, Switzerland**

Aaron joined the UNICEF Regional Office for Europe and Central Asia in 2017 as child protection regional advisor. Prior to his new appointment, Aaron was chief of child protection in the UNICEF Myanmar office for four years where he oversaw UNICEF's policy, legislative and programmatic support to the Government of Myanmar and non-governmental partners relating to justice for children, social welfare reforms, trafficking, extreme forms of child labor, migration, protection in emergencies, and children and armed conflict. Previous to Myanmar, Aaron was the chief of protection for UNICEF in the Georgia Country Office for four years where, amongst other issues, he helped steer the child care and social work reforms, assisting the Government to close nearly all the large residential care facilities in the country and expand foster care and prevention services. Aaron has also worked in the Strategic Planning Unit of the United Nations Office of the Secretary General; at Columbia University's Center for International Organization and Security; and for the government in his hometown of New York City. He has an M.A. in International Affairs from Columbia's School of International and Public Administration, and a B.A. in English Literature from Union College.

### **Alex Collins, Lead Author, State of the Social Service Workforce Report 2018, and Technical Program Manager, IntraHealth International**

Alex Collins is a US-trained public health social worker with over eight years of experience providing technical and managerial support to social service and health workforce strengthening projects at the global and country level. She has a research and practice background in workforce assessments and direct social work practice experience in case management, violence prevention and response, community development, and nonprofit management and budgeting. At IntraHealth International, Alex is the technical program manager for USAID's global orphans and vulnerable children (OVC) flagship project, Coordinating Comprehensive Care for Children (4Children) led by

Catholic Relief Services, with ongoing activities in Uganda and South Sudan. In addition to 4Children, she works with in-country staff on USAID's regional HIV Care and Treatment project in Central America, the DREAMS/Twagamenwa project led by Project HOPE in Namibia, and the Comprehensive Care and Support for OVC project led by Project Concern International in Botswana. Alex earned both her Master of Social Work (MSW) in management, community and policy practice and Master of Public Health (MPH) in maternal and child health from the University of North Carolina at Chapel Hill, along with certificates in global health and international development. She speaks Spanish and Moroccan Arabic.

## **Panel 2: Advocating for Resource Allocation: The Role of professional associations, non-governmental organizations, donor groups and other stakeholders**

### **John Williamson, Senior Technical Advisor, Displaced Children and Orphans Fund, USAID**

John is a Senior Technical Advisor for the Center for Children in Adversity/Displaced Children and Orphans Fund of the US Agency for International Development. His work concerns programming to support family care for children, including prevention of family separation and support for family reunification and reintegration. It includes situation analysis, program development, monitoring and technical support. Previously, he worked internationally as a consultant concerning children affected by HIV/AIDS and prior to that was on the staff of the Christian Children's Fund and the United Nations High Commissioner for Refugees (UNHCR) in Switzerland and Thailand. He co-authored *Families, Not Orphanages* (Better Care Network, 2010), the *Children on the Brink* series (USAID/UNICEF/UNAIDS 1997, 2000, 2004) and *Action for Children Affected by AIDS* (UNICEF/WHO, 1994). He was an editor and chapter author for *A Generation at Risk: The Global Impact of HIV/AIDS on Orphans and Vulnerable Children* (Cambridge University Press, 2005). He has published articles on child soldiers, psychosocial programming and situation analysis. While with UNCHR, he wrote the *Handbook for Social Services* (1984), edited the first *Guidelines on Refugee Children* (1988) and chaired the Working Group on Refugee Children. He has a master's degree in social welfare from the University of California at Berkeley.

### **Jane Calder, Senior Child Protection Advisor, Save the Children UK, Asia Region**

Jane has over 30 years of experience in working with vulnerable children, both in the UK and internationally. A social worker by profession, her experience includes work in both development and humanitarian contexts. She is considered a leading expert at Save the Children in social service workforce strengthening through establishing and strengthening national and local child protection systems. She has lived and worked in Scotland, Uganda, Tanzania and Vietnam, and currently holds a regional role based out of Bangkok, providing direct support to child protection staff in India, China, Myanmar, Afghanistan, Mongolia and Thailand, as well as contributing significantly to the work of Save the Children more broadly at the global level. Through this role, Jane has established a competency-based approach to developing the workforce under the government's child protection scheme in India and led a common approach to case management across Save the Children. She currently co-leads Save the Children's global Task Group on Child Protection Systems in developing guidance for Save the Children as a whole, in child protection system strengthening. Jane was a part of the first cohort of the Alliance Ambassador Program where she played an integral role in helping to develop and refine the Global Advocacy Toolkit and Call to Action for Strengthening the Social Service Workforce to Better Protect Children and Achieve the SDGs.

### **Ghazal Keshavarzian, Director, Elevate Children Funders Group**

Ghazal joined ECFG in January 2016. Ghazal has experience working in the field of child protection, maternal and infant health, conflict resolution and human rights in the United States, South Asia, Middle East and the CEE/CIS region. Prior to joining ECFG, she was Senior Associate with Maestral International and provided technical and policy assistance to countries in Sub-Saharan Africa, Middle East and Asia to improve knowledge, policy and programming in relation to child protection. Prior to joining Maestral, she managed the Better Care Network (BCN) and managed inclusive education, conflict resolution and maternal health programs with a number of NGOs in Azerbaijan and the Republic of Georgia. Ghazal holds a B.A. in Sociology/Anthropology from Carleton College and Master's in Law and Diplomacy from the Fletcher School of Law and Diplomacy, Tufts University.

**Ms. Zenuella (Zeni) Sugantha Thumbadoo, Deputy Director, National Association of Child Care Workers, South Africa**

Zeni has dedicated her working life to the children's sector in South Africa. She has worked in a children's home; as a consultant to the Department of Social Development; as a trainer in child and youth care work; and as a coordinator of a process of piloting of innovative projects linked to transformed policy in the building of children's services in the democratic South Africa. Since 1997, she has worked as Deputy Director of the National Association of Child Care Workers. She has contributed to the professionalization of child and youth care work through the following actions: spearheading various advocacy campaigns linked to the statutory recognition of the child and youth care field; serving on the Standards Generating Body for Child and Youth Care Work, which developed national standards for the training of child and youth care workers; serving on the statutory regulatory body, the Professional Board for Child and Youth Care; and representing South African child and youth care work in various national and international forums. She is championing the recognition of child and youth care work through the national scale up of the Isibindi model which aims to develop 10,000 child and youth care workers serving 1.4 million children in a five-year period. Zeni completed her Master's degree in child and youth care work with distinction. She is a member of the Steering Committee of the Global Social Service Workforce Alliance and Professional Board of Child and Youth Care Work in South Africa. Zeni is also a honorary lecturer at the Durban University of Technology in South Africa.

## Closing Remarks

**Dr. Rebecca Davis, Associate Professor for Professional Practice and Director of the Office of Global Programs, School of Social Work, Rutgers University, and Chair of the Steering Committee of the Global Social Service Workforce Alliance**

Dr. Davis teaches social work foundation, clinical practice and global social work courses. In addition, she supervises student field placements and directs global education abroad courses to Romania, Israel and Mexico. She represents the International Association of Schools of Social Work (IASSW) to the United Nations in the New York Headquarters. Her global work focuses on social work education and child protection system strengthening in Eastern Europe and Sub Saharan Africa. Her recent work included a social service workforce assessment in Eastern Europe; strengthening case management services in Nigeria, Malawi, Swaziland, and Namibia; and evaluation of child protection reforms in Ghana. She has developed a Case Management Toolkit for evaluating child welfare case management services in the former Soviet Bloc countries. She co-authored a working paper on Child Protection System Strengthening in Sub Saharan Africa for UNICEF (2012) and authored a working paper on Human Capacity Within Child Welfare Systems in Africa (2009). She served as a Fulbright Scholar to Romania from 1992-94 and implemented a major child welfare reform project for World Vision Romania and USAID in 1998-2002. She currently serves as Chair of the Steering Committee of the Global Social Service Workforce Alliance.

## ABOUT THE GLOBAL SOCIAL SERVICE WORKFORCE ALLIANCE & 2019 SYMPOSIUM

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. 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 a convening network that brings together diverse stakeholders.

The Global Social Service Workforce Alliance launched as an official network in June 2013 resulting from input provided by participants from 18 countries at a November 2010 conference in Cape Town. Today, the Alliance has nearly 2,300 members from 136 countries. The Alliance is a network that brings together diverse groups from many sectors to advance knowledge and advocate for workforce-support policy reforms at global and national levels. We invite you to become a member and support these efforts. Membership is free and open to anyone interested in learning more, contributing expertise or sharing information to build greater support. Visit [www.socialserviceworkforce.org/membership](http://www.socialserviceworkforce.org/membership) to complete the online membership form. Member benefits include opportunities to connect directly with other members around the world, suggest resources for the online library, join a thematic interest group, suggest webinar topics and speakers, contribute to discussion boards, and receive regular updates.

The Alliance is thankful to this year's supporters of the Symposium: UNICEF, GHR Foundation and the Network for Social Work Management.

### SOCIAL MEDIA GUIDE

Be sure to tag @SSWAlliance and use the Symposium hashtag #SSWSymposium in your tweets!

#### Common Hashtags

#alternativecare	#ENDViolence
#casemanagement	#familystrengthening
#childprotection	#SDGs
#childwelfare	#socialservices
#CYCW (child and youth care work/workers)	#socialwork
	#socialworkers
	#SSWSymposium

#### Organization Twitter Handles

Global Social Service Workforce Alliance	@SSWAlliance
UNICEF Child Protection Section	@UNICEFProtects
UNICEF Europe & Central Asia	@UNICEF_ECA
UNICEF Cambodia	@UNICEFCamobodia
Elevate Children Funders Group	@ElevateChildren
Save the Children UK	@SaveChildrenUK
National Association of Child Care Workers/Isibinidi	@NACCW-Isibindi
Project Rutgers School of Social Work	@RutgersSSW

#### Suggested Tweets

Presenters @SSWAlliance #SSWSymposium share trends, data and recommendations for strengthening social service systems.

Today's #SSWSymposium is highlighting the importance of a strong social service workforce for a strong #childprotection system to meet #SDG 16.2 and #ENDViolence.