ENDING VIOLENCE AGAINST CHILDREN REQUIRES A STRONG SOCIAL SERVICE WORKFORCE

September 27, 2018

Social Service Workforce Webinar Series

27th Webinar
Dr. Catherine Maternowska
Advisor, Data, Evidence and Learning
Global Partnership to End Violence against
Children
Momentum and opportunity: Strengthening the social service workforce
  ▪ Dr. Howard Taylor, Executive Director, Global Partnership to End Violence against Children

Recent advocacy efforts to ensure the social service workforce is backed by adequate political, financial, technical and moral support
  ▪ Amy Bess, Director, Global Social Service Workforce Alliance

Protection of children in Montenegro from violence through strengthening the social service workforce
  ▪ Nela Krnic, Child Protection Officer, Montenegro

Strengthening the social service workforce in Tanzania through the National Plan of Action
  ▪ Sebastian Kitiku, Head of Social Services Delivery, Policy Forum and Officials from President’s Office-Regional Administration and Local Government

Strengthening the social service workforce for child protection
  ▪ Kirsten Di Martino, Senior Advisor, Child Protection, UNICEF

Q&A
  ▪ Moderator: Dr. Catherine Maternowska, Advisor, Data, Evidence and Learning, Global Partnership to End Violence against Children
Momentum and Opportunity
# End Violence Strategy 2019-2021

**VISION 2030:** A world in which every child grows up safe and secure

## GOALS:
**AMBITIOUS AND INSPIRATIONAL GOALS TO BE DEFINED**

### OBJECTIVES:

**GROW DEMAND FOR CHANGE**
- Catalyze a global movement to raise awareness, increase understanding, change thinking, and provoke action

**MOBILIZE NEW RESOURCES**
- Make a compelling investment case and mobilize resources for everyone working to end violence, including through the End Violence Fund

**EQUIP PRACTITIONERS**
- Identify and share solutions, expertise and resources to all those working to end violence

## ACTIONS:

- Grow & diversify the Partnership
- Increase the number of countries
- Launch Safe to Learn campaign
- Publish EVAC investment case
- Evolve the End Violence Fund
- Mobilize $

- Promote INSPIRE solutions
- Broker access to knowledge & expertise
- Invest from the End Violence Fund

**KPIs + Underlying Business Model**
Country action for ending violence against children

Why become a Pathfinding country?

- Access resources and technical expertise.
- Learn from others and showcase best practices.
- Be part of something bigger: link across sectors, constituencies, and geographic locations.

---

- Amplify national, regional and global voices and efforts through joint advocacy initiatives.
- Shape the agenda by making the investment case and mobilizing new resources.
- Be acknowledged globally through the Partnership’s media channels and events.
Country action for ending violence against children

1. Engagement
   - Engage in national dialogue
   - Make the investment case
   - Build/strengthen political will

2. Commitment
   - Appoint government focal point
   - Establish or strengthen multi-stakeholder platform

3. National Data
   - Mobilize national and international coordinating institutions for data, analyze, interpretation and reporting
   - Collect and analyze data (VACs or other surveys)
   - Structure data for action (with INSPIRE Framework)

4. National Action Plan
   - Develop or adapt evidence-based multisectoral NAP
     - Foster multisectoral coordination
     - Engage meaningfully with children

5. Implementation
   - Build consensus among government, national researchers and local implementers to facilitate continuous flow of information and evidence
   - Implement NAP by multiple actors
   - Adapt interventions in real time as learning evolves
   - Identify sources of financial support first at the national level, then where gaps remain at the international level

6. Monitoring & Evaluation
   - Continuously monitor and learn (INSPIRE indicators)
   - Use mixed methods approaches to measurement
   - Adapt interventions and adjust NAP as needed
Key actions to strengthen the Social Service Workforce

• In National Action Plans, promote policy and legislation on SSW
• In National Action Plans, define types, function and ratios
• Encourage multisectoral collaboration, e.g. education and justice
• Support curriculum and standard setting
• Support creation of posts in national civil service
• Support career development and progression
RECENT ADVOCACY EFFORTS TO ENSURE THE SOCIAL SERVICE WORKFORCE IS BACKED BY ADEQUATE POLITICAL, FINANCIAL, TECHNICAL AND MORAL SUPPORT
WHO IS THE SOCIAL SERVICE WORKFORCE?

The **social service workforce** is defined as paid and unpaid, governmental and nongovernmental professionals and paraprofessionals working to ensure the healthy development and well-being of children and families. The social service workforce focuses on preventative, responsive and promotive programs that support families and children in our communities by:

- alleviating poverty
- reducing discrimination
- Providing and facilitating access to needed services
- promoting social justice
- preventing and responding to violence, abuse, exploitation, neglect and family separation

Social service workers are key implementing actors on the ground. They work in collaboration with allied professionals.
ACHIEVING THE SDGS REQUIRES A STRONG SOCIAL SERVICE WORKFORCE

HOW TO ACHIEVE THE SUSTAINABLE DEVELOPMENT GOALS? STRENGTHEN OUR SOCIAL SERVICE WORKFORCE.

Failing to strengthen the workforce means wasting valuable resources. A well-planned, well-developed, and well-supported workforce is better equipped to respond to multiple challenges in our communities and ensure the positive impact of investments in social issues.

A strong social service workforce is comprised of paid and unpaid, governmental and nongovernmental workers who ensure the healthy development and well-being of children and families worldwide.

CALL TO ACTION

By strengthening the social service workforce, policy and decision makers empower the people who will make our Global Goals a success.

Visit socialserviceworkforce.org to learn more about how you can strengthen the social service workforce.

*WHO, Global Health Observatory; data, http://www.who.int/gho/survival/*
*Tanzania Initiative http://tanzania.org/what-we-do/our-model/
A CALL TO ACTION FOR STRENGTHENING THE WORKFORCE

Call to Action: Strengthening the Social Service Workforce to Better Protect Children and Achieve the SDGs

We must work together to improve protection, health and well-being outcomes for children, youth, families and communities as outlined in the Sustainable Development Goals. These outcomes will only be achieved with a strong social service workforce backed by political, financial, technical and moral support. We, the undersigned, call on national and local governments, in coordination with national and global partners, to strengthen the social service workforce.

The following organizations support this Call to Action:
Country Level Actions
We call on relevant state governments to initiate, lead and engage in dialogue with partners to:

1) Develop or enhance a national level, government-led workforce leadership group

2) Assess the current status of workforce data and need for workforce mapping

3) Develop a national workforce strengthening strategy

4) Obtain funding and commitments to implement the strategy and track progress.

5) Commit to the importance of monitoring, evaluating and reporting
CALL TO ACTION NEXT STEPS – COUNTRY LEVEL

Global Level Actions
We recommend the following actions, as members and partners of the Global Social Service Workforce Alliance:

1) Contribute to *knowledge exchange* and building the evidence base

2) Increase availability and access to *funding*

3) **Advocacy**
Global Advocacy Toolkit for the Social Service Workforce

www.socialserviceworkforce.org/resources/global-advocacy-toolkit-social-service-workforce
Raise awareness of and support for the social service workforce

- Cultivate relationships locally, nationally and regionally in order to champion social service workforce strengthening efforts
- Inform strategy and influence national policy to develop, plan and support this workforce
- Promote and participate in events
- Disseminate information; keep Alliance members informed of innovative practices, regional news and events
JOIN US

Our Members

Our global network of members is exchanging promising practices and sharing innovative tools. See how.

www.socialserviceworkforce.org/membership
PROTECTION OF CHILDREN FROM VIOLENCE THROUGH STRENGTHENING THE SOCIAL SERVICE WORKFORCE

EXPERIENCE OF MONTENEGRO

Nela Krnić, Child Protection Officer
UNICEF Montenegro

September 27th, 2018
Montenegro became a Pathfinding Country for the Global Partnership to End Violence against Children in 2017

Inter-ministerial high level body on VAC established in 2016

Work of OMT presented at the Solutions Summit in Stockholm in February 2018
Legal framework to “End violence against children“

- Constitution of Montenegro
- Law on Free Legal Aid (2015)
- Criminal Code (2013)
- Family Law of MNE (2017): Prohibition of Corporal Punishment in all settings
Strategy for the Prevention and Protection of Children against Violence 2017-2021

- Developed by a working group consisting of six ministries, the Ombudsperson’s Office, and a civil society organization, with technical assistance of UNICEF.
- A set of common indicators on violence against children agreed by all relevant ministries.
- The coordinating ministry is changing every year following a rotation principle.


1. Improve legislation and implement policies protecting children from all forms of violence
2. Improve the institutional framework for professional, quality and more efficient care for and protection of children
3. Strengthen the judicial system to protect children against violence and to work in the child’s best interest
4. Initiate changes in the social norms that accept, forgive or ignore violence.
5. Development of life skills and resilience among children to prevent violence and its consequences
6. Set up a system for monitoring, evaluation and research
STRATEGIC FRAMEWORK OF SOCIAL AND CHILD PROTECTION SYSTEM IN MONTENEGRO (SCP STRATEGY 2018-2022)

- Social and Child protection System **harmonized** with international regulations and standards
- **Multi-sector** approach and **prevention** of social problems
- **Decentralization** and **deinstitutionalization**
- Ensuring **equal access and quality** of social and child protection services
- **Participation** of children and families and **individualized approach**
Enhancing the work of entres for social work is key for the reform of the social and child protection system.
Baseline Assessment in 2011

- Serious issue of **understaffing**
- **Level of professional capacities** lower than expected;
- **One-sided** approach, children were deprived of systemic multi-sectoral support;
- Limitations regarding **applied work methodologies**;
- The issue of insufficient **geographic coverage**

**Important gaps in service provision to vulnerable children and families**

Reform of Centres for Social Work (2011-)

- **Law on Social and Child Protection** and accompanying bylaws, including on organization, norms, and standards of work of Centre for Social Work,
- **Increase in number of professional workers** in centres for social work, and reduction in administrative staff (increase of 60% compared to 2011),
- Introduction of **case management methodology and education of 80 CM, more than 100 social workers licenced**;
- **Rolling out of the Social Welfare Information System (SWIS)**
- **Reorganization of the** centre for social work **network** throughout Montenegro,
- Establishment of Institute for Social and Child Protection for the purpose of **quality assurance** of the Social and Child Protection System, and professional supervision to support case managers; **licensing of professionals, accreditation of programmes.**
- **New analysis of the work of centre for social work initiated (2018).**
COMMUNITY BASED OPERATIONAL MULTIDISCIPLINARY TEAMS FOR THE PROTECTION FROM VIOLENCE (OMTs)
A comprehensive multi-sectoral approach and intervention in the most severe forms of neglect, abuse, violence, and exploitation

i. Teams gradually established in 17 municipalities

ii. OMTs have dealt with more than 2,500 children

iii. More efficient and effective:
   • Early intervention and response
   • Individual needs assessment
   • Protection
   • Networking
COMMUNITY BASED OPERATIONAL MULTIDISCIPLINARY TEAMS FOR THE PROTECTION FROM VIOLENCE STRUCTURE
### COMPARISON OF “OLD” AND “NEW” PROTECTION MODEL

<table>
<thead>
<tr>
<th>OLD</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slow and insufficiently efficient work among sectors</td>
<td>Continuous multi-sectoral cooperation, prompt and immediate identification, assessment and intervention</td>
</tr>
<tr>
<td>Isolation, lack of inter-sectoral cooperation and integrated documentation</td>
<td>Introduction of a holistic, interdisciplinary approach in assessment, planning, intervention and implementation of individual protection plan</td>
</tr>
<tr>
<td>Lack of standards, procedures</td>
<td>Protocol of procedures in place (unification and standardization of work)</td>
</tr>
<tr>
<td>Standards for violation assessment not used</td>
<td>Matrix for risk assessment, detection, intervention and protection measures developed</td>
</tr>
<tr>
<td>Work limited to working hours</td>
<td>Interventions 24 hours per day</td>
</tr>
<tr>
<td>Special records on children not established</td>
<td>Records under the process of establishment</td>
</tr>
</tbody>
</table>
STRENGTHENING THE SOCIAL SERVICE WORKFORCE IN TANZANIA

Through the National Plan of Action to End Violence Against Women and Children (NPA-VAWC, 2017/18 TO 2021/22)

Sebastian Kitiku
Child Rights Development Assistant Director
Ministry of Health, Community Development, Gender, Elderly and Children
Why Tanzania became the pathfinder country

• The process of developing and expanding the child protection system in Tanzania was built on a solid evidence base (including VAC study, 2011)
• The child protection system had been largely defined in the Tanzanian context in the regulatory framework.
• The country had developed key guidelines and standards operating procedures for a wide range of child protection services including on how to set up the child protection system and on budgeting for child protection
• National plans of actions with accompanying multi-sectoral coordination structures capturing key government commitments and monitoring progress towards achieving the targets for each sector.
• The child protection system initially tested in 4 districts. Through successful expansion to an additional LGAs (31 LGAs in 2015, 58 LGAs as of September 2018). The system has shown to be viable and robust.
The process of developing the NPA-VAWC

- Analyzed 8 existing national plans related to violence against women and Children
- Under leadership of Ministry of Health, Community Development, Gender, Elderly and Children, and Prime Minister’s Office, a consultant drafted plan with other Ministries, CSOs, FBOs and UN agencies
- Held series of multisectoral consultations at different levels (districts, regions and ministries) and with children
- Applied 7 INSPIRE strategies leading to identification of 8 key thematic areas
- Plan approved by National Technical Committee (Director/Commissioners from 12 Ministries) and National Steering Committee (involving Permanent Secretaries from 12 Ministries)
Outline of the sections of the NPA

I. INTRODUCTION
II. MISSION, VISION, GOAL, and TARGET
III. VAWC IMPLEMENTATION PLAN
   Thematic areas:
   • Household Economic strengthening;
   • Norms and Values;
   • Safe Environment in public spaces;
   • Parenting, Family Support and Relationships;
   • Implementation and Enforcement of Laws;
   • Response and Support Services;
   • Safe Schools and Life Skills; and
   • Coordination, Monitoring and Evaluation.
IV. COSTING OF NPA VAWC
V. INSTITUTIONAL AND COORDINATION STRUCTURES
VI. MONITORING AND EVALUATION OF NPA-VAWC
VII. MAJOR ASSUMPTIONS, RISKS AND MITIGATION
Social Service Workforce (SSW) Strengthening

• **Planning Workforce**
  • Made SSW a component of the NPA-VAWC (including a plan for developing Human resource capacity needs for assessment for NPA-VAWC implementation).
  • Identified SSW requirements at district, regional and ward level across sectors (Community Development, Social Welfare, Education, Justice, Health).
  • Introduction of Guidance and Counselling Teachers in schools
  • Community Development Officers at Region, District and Ward level
  • Strengthening Fold Development Colleges
Social Service Workforce (SSW) Strengthening

• Developing (Capacity building for SSWs)
  • Development of National standard training manuals social welfare, police, justice actors, teachers, community development, and health professionals)
  • Using development manual to train Social Service Workforce (eg. 592 Social Welfare Officers trained at District Level on Protection of women, xxx CDOs trained)
  • Mainstream VAC in curriculum for Social Work programmes, Community Development, Teachers and Labour Officers (Eg. currently, CP mainstreaming completed to 9 out of 12 Social Work Institutions)
  • Guidance and Counselling teachers to all schools in the country
Social Service Workforce (SSW) Strengthening

• **Supporting Workforce**
  • Mentorship programme for SWOs (Regional Mentors from DSWs at HQ) and strengthened mentorship role of Regional SWOs to District SWOs.
  • Improving working environment (equipment computers, office space, transport for case follow up)
  • Support differentiated of regional, district, and ward-level needs for its social presentation workforce
Overview of other SSWS efforts in Tanzania that link to the NPA

• Introduced a cadre of volunteer Community Case Workers (CCW) at village level and case supervisors at ward level as part of the National Integrated Case Management System (VAC and OVC case management) to address shortage of Social Workers.

• Trained 466 District Master Trainers who trained 15,560 CCWs at village levels in 68 LGAs.

• Short term deployment of government SWOs from other LGAs to support case management in three LGAs with refugee camps and to LGAs affected by earthquake.

• Additional government SWOs recruited to cover SWOs gap in the refugee camps
Strengthening the Social Service Workforce for Child Protection

WEBINAR: Ending Violence Against Children Requires a Strong Social Service Workforce (SSW)

27 September 2018
Strengthening the SSW as a priority for ending Violence against children

Globally, in every country, children experience violence at home, at school and in their communities:

- Three quarters of children aged 2 to 4 regularly experience violent discipline by their caregivers
- 168 million children are estimated to be engaged in child labour
- 15 million adolescent girls aged 15 to 19 have experienced sexual violence
- 30 million students aged 13 to 15 worldwide have experienced bullying at school

<table>
<thead>
<tr>
<th>1.</th>
<th>2.</th>
<th>3.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSW remains one of the weakest components of national child protection systems</td>
<td>Prominence given to Violence against children issues in the Sustainable Development Goals</td>
<td>UNICEF receives an increasing number of requests for technical assistance by Governments</td>
</tr>
</tbody>
</table>

Key lesson learned from UNICEF’s Strategic Plan 2014-2017:

“a trained social service workforce that is in contact with families and communities is vital” to child protection

INSPIRE: Seven Strategies for Ending Violence against Children

- Implementation and enforcement of laws
- Norms and values
- Safe environments
- Parent and caregiver support
- Income and economic strengthening
- Response and support services
- Education and life skills
Lesson learned from previous Strategic Plan:
“If the state is to have a hand in reducing physical, sexual and emotional violence against children then it needs to build social service systems capacities, and, in turn, for sustainability, the workings of these services need to be underpinned by a stronger support from the justice and enforcement systems.”

UNICEF’s Theory of Change statement:
“If child protection systems are strengthened (...) then girls and boys will be better protected from violence and exploitation.”
Girls and boys, especially the most vulnerable and those affected by humanitarian crisis, are protected from all forms of violence, exploitation, abuse and harmful practices.

**Promotive Work**

**Preventive Work**

**Direct Services**

**Rehabilitative Services**

**Multisector Interventions (Justice, Health, Social Welfare, DRR, Social Protection)**

Strengthened social service workforce at the national and subnational levels performs a range of functions to provide a continuum of child protection services.

**Plan the Social Service Workforce**
- Policy, legislation
- Defining types, functions, ratios
- Education and standard setting
- Accreditation and licensing
- Costing and financing

**Develop the Social Service Workforce**
- Supporting multisector collaboration for education and training
- Curriculum and standard setting
- Human resource policies for workforce

**Support the Social Service Workforce**
- Creation of posts in national civil service
- Support associations
- Strengthen supervision
- Address issues of burnout
- Career development and progression

**Advocate for national leadership**
- Support for evidence generation and situation analysis;
- Promote and facilitate collaboration and coordination

UNICEF SP 2018 – 2021
GOAL AREA 3
Establishing a baseline for Social Service Workforce Strengthening

UNICEF Strategic Plan and SSWS related Indicators

1. **Availability of a quality assurance system for social service work**

2. Number of social service workers with responsibility for child protection per 100,000 children

3. Number and percentage of social services workers who have been certified to work with child victims, through UNICEF-supported programmes

**Indicator**

In relation to the quality assurance system for social service work in the country, rate:

1. normative framework on outlining/defining functions (roles and responsibilities) for social workers and work procedures.
2. system of supervision and support
3. system of licensing/accreditation of social work professionals
4. normative definition of data collections systems.
Availability of a quality assurance system for social service work

- **Indicator**: Normative framework on outlining/defining functions (roles and responsibilities) for social workers and work procedures.
  - Number of countries: 45

- System of supervision and support.
  - Number of countries: 31

- System of licensing/accreditation of social work professionals.
  - Number of countries: 30

- Normative definition of data collection systems.
  - Number of countries: 26

*Baseline 2016*
Continue the conversation and support workforce strengthening efforts:

- Join the Alliance to receive regular updates with notices of future webinars, ways to interact with global colleagues, resources and more
  www.socialserviceworkforce.org/membership

- Take part in Social Service Workforce Week. Learn more here
  http://www.socialserviceworkforce.org/social-service-workforce-week

- A summary and recording of this webinar will be available soon and each of the past 26 webinars is available at
  www.socialserviceworkforce.org/webinars

@SSWAlliance
www.socialserviceworkforce.org
contact@socialserviceworkforce.org