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| 1: Focus Group Information

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| **1.1** Date of Focus Group: |  |  |  | **1.2** Name of Facilitator: |  |
|  | Day Month Year |  |  |  | First Name Last Name |
| **1.3** Location: |  |  |
|  | Town/City | Province/State |
| **1.4** Description: |  |
|  | General description of focus group participants |

**1.5** Please complete the table below, providing the number of focus group members by their title and sex.

|  |  |
| --- | --- |
| SSW Position Title | Number of participants by sex |
| **Female** | **Male** |
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2: Introduction* 1. *After introducing yourself, start with a brief introduction to help describe what will happen in the focus group and why, helping to build participants’ comfort in speaking with you. The following is provided as an example to be adapted.*

*Thank you for taking time to provide your input into the (COUNTRY NAME) National Social Service Workforce Mapping. The purpose of this mapping exercise is to have more information about the social service workforce in (COUNTRY NAME) in order to create stronger national plans to better support you and other social service workers in your important role of improving the lives of children and families. This mapping project is being implemented by (NAME OF IMPLEMENTING ENTITY).**This discussion is for social service workers. We will be discussing your views of the training and support you need to carry out your work, as well as hearing about the challenges you face and the recommendations you have.* *Your participation is voluntary, and you may choose to not respond to any or all questions or may withdraw without consequences. You will not be compensated for participating.**What you say here will be kept confidential. Please respect the opinions of others and keep the discussion confidential after the focus group ends. What you say will not be recorded along with your name. Responses will be compiled together and analyzed as a group. We may include quotes in the report, but we will not provide any information that would identify you, in order to protect your identity.**This focus group is expected to take one hour of your time. We appreciate you taking the time to be here today and letting your voice be heard. Before we get started, do you have any questions?** 1. *Ask focus group participants to introduce themselves, providing their first name and their position title (para social worker, supervisor, child and youth care worker, etc). Record their titles in the box above, tallying the number who share that title.*
	2. *Explain that the discussion will be participatory and may require some moving around the room for those who are able. Explain that you will be asking questions. You will be providing each person with a pen or marker. After each question you will ask everyone to come up and make a mark under one of three smiley faces on a sheet of paper hanging on the wall (this can be adjusted as needed). For questions that are yes or no, the smiley face can be yes, the straight face can be don’t know and the sad face means no. For questions that ask their opinion, the smiley face means that they agree, the straight face means so-so and the sad face means that they disagree. Anyone can choose not to answer any question. Alternatively, to minimize bias, put the three different smiley faces on three tall baskets or bottles covered in paper (cannot see through). Each participant will have a number of small items such as stones to add to one of the baskets as the facilitator takes them to each participant. Then count the number of stones in each basket to reveal the votes.*
	3. *After each question, ask if anyone has any comments. Leave time to call on 2 or 3 people to comment if they have any, or for a few minutes of group discussion.*

3: Questions*Ask the group the following questions. See the section on coding below for how to fill out the smiley faces to record responses.***3.1** Do you have job a description? 1. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.2** Is your every day work similar to what your job description says? 2. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.3** In this job, have you attended training to help you carry out your work? 3. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.4** Has the training been easy to attend (for example, short distance, inexpensive)? 4. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.5** Do you feel you have learned enough skills to perform your job well?5. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.6** If someone wanted to advance in their career, does this job give them the chance to do that?6. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.7** Tell me if you agree with this statement. Most people in my job are able to talk with their supervisor when they have a question about how to handle a difficult situation**.** 7. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.8** Does your work team talk together about ways to handle the stress and challenges of this job? 8. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_***If there is a professional association in the country applicable to the group of workers you are talking with, ask the following:***3.9** Are you a member of a professional association? 9. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.10** Do you feel you benefit professionally by being a member of the association? 10. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.11** Did the professional association require you to sign a code of ethics? 11. **☺ \_\_\_ 😐 \_\_\_ ☹ \_\_\_****3.12** This is a discussion question for the whole group to discuss. What are some of the achievements you are most proud of in your work? *Prepare flip chart paper with the following options on it. Tell participants you will read them a question and then ask them to add a mark on the paper for what they think is the top challenge they face.* **3.13** What is the biggest challenge you are facing in your everyday job? \_\_ low salaries \_\_ lack of training and professional knowledge \_\_ high workload \_\_ poor supervision and support system \_\_ low motivation \_\_ limited resources to work with \_\_ low authority \_\_ ineffective interagency collaboration\_\_ lack of clarity in roles/performance expectations \_\_ poor work conditions/facilities \_\_ lack of career advancement opportunities \_\_ weak information management, records, data management\_\_ other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**3.14** What do you think would be the most helpful future change to improve the work you do to help children and families? What recommendations would you have for those who are working on developing a national plan to strengthen the social service workforce?(*If there are multiple responses, feel free to ask the group to prioritize them)*4: Coding *After asking each question and tallying responses, on the line after each smiley face above, write the number of people who voted on that face for each question. For question 3.9, write on the line the number of people who voted on that option.*  |  |

*Record responses to 3.12:*

*Record responses to 3.14:*