



ALA NOSATII

Program Manager

Children, Communities, and Families (CCF) Moldova



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Overview of role

My primary role it is to coordinate the activities of the Children, Communities, and Families (CCF) team working in the northern part of Moldova. We are working to support family reintegration of children from a residential institution (known as a placement center), prevent further institutionalization, and support the local authorities on these issues. I also coach and mentor the five case managers that work directly with the families and the local authorities.

We work with these families includes providing legal, medical and psychological counselling; facilitating social benefits and financial support from the local authorities and donors to the families; facilitating access to kindergarten and school; facilitating access to food, water, hygiene products, clothes, books and toys; and offering support to improve conditions at home.

All these activities are conducted together with the local specialists. My team and I believe that families should be able to offer a loving and protective environment for the children and the local public authorities should be able to offer all the support families need.

Background and training

From 2007 to 2010, I was a case manager myself, working directly with families. I helped prepare children and families for reintegration, monitored the families after reintegration, prevented the separation of children from their families. I also helped prepare and support foster families for the children and monitored the care they were providing.

Since the families' situations can be very complex and difficult, I continue to use all the knowledge that I received studying to be a nurse, a psycho-educator and a speech therapist. I have also been through many trainings in management and I completed my PhD in psychology in 2010.

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Motivation

I believe that one day the residential institutions for children in Moldova will be closed and the families will be able to take care of their children and the local authorities will have the knowledge and resources to help the families in vulnerable situations.

I love to see smiles on children's faces. I like to see people change and their situations improve and I am happy when they start to plan and to dream because this means they are more certain about their future.

Changing role due to COVID-19

COVID-19 moved most of our work to an on-line environment and communications with the families changed

to mainly phone calls. When the pandemic was very bad, it also meant fewer visits to the families. Also, we began to use local sponsors and volunteers to help the families so that they were not just reliant on our support. Because of COVID-19, we have also learned new techniques for communication and for delivering trainings in an on-line format.

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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 and well-being of children, youth, adults, older persons, families and communities. Social service workers engage people, structures and organizations to: facilitate access to needed services, alleviate poverty, challenge and reduce discrimination, promote social justice and human rights, and prevent and respond to violence, abuse, exploitation, neglect and family separation.

What is Social Service Workforce Week?

Every year, the Global Social Service Workforce Alliance hosts Social Service Workforce Week. The week serves as an opportunity for advocates to 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 towards a world in which a well-planned, developed and supported social service workforce engages people, structures and organizations to strengthen and build individual, child, family and community well-being and resilience. To achieve this, we work to build and channel the political will, actions, resources and structures necessary for a social service workforce that is knowledgeable, capable, critically reflective, resilient and committed.

The Alliance is an inclusive network of more than 3,000 individual members affiliated with a range of organizations and institutions across 145 countries. The Alliance is currently funded jointly by the U.S. Agency for International Development (USAID), under the Partnerships Plus project implemented by JSI Research & Training Institute, Inc., and by the United Nations Children's Fund (UNICEF) through projects at global, regional and national level. The Alliance is a fiscally sponsored project of Tides Center, a U.S. registered 501(c)(3) non-profit organization.

Learn more

Learn more about Ala and other social service workers! Join the conversation on Twitter using the hashtag #SSWWeek and online at www.socialserviceworkforce.org/

Improving the workforce. Improving lives.