



ORLANDO MONTEIRO

Volunteer Case Worker

Plan International, Mozambique



“I have a passion for helping others and the [Internally Displaced Persons] coming from the conflict areas are the ones who need the most support...”



Overview of role

I am a case worker with Plan International in my hometown community of Ocuca, Mozambique. My main job as a case worker is to ensure that children are protected. I identify children in the community that have protection needs and then I carry out a comprehensive assessment of their needs to determine whether they can be registered for case management. I work in collaboration with the family to ensure that the children's needs are met, while also observing the ethical guidelines and case management principles.

Typical tasks

I identify cases of vulnerable children, assess their needs, develop case management plans, and provide basic psychosocial support. For issues that are beyond my role, I refer them to other service providers, including the police, the World Food Programme or health services. I also work with the community to promote children's rights.

Training and skills

I have been trained by Plan International on child protection in emergencies and community case management.

Motivation

Seeing how children's rights were being violated, especially those in Internally Displaced Person (IDP) camps, was one of the things that really pained my heart and motivated me to volunteer. I have a passion for helping others and the IDPs coming from the conflict areas are the ones who need the most support because they are starting from scratch and have lost all their belongings.

I hope Plan International continues to work in this area because many

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children and families are happier due to these interventions. Also, because of the use of volunteers, people are receiving a lot of support. In my community, we estimate that 700 children benefited from our activities just this week.

like to be involved in the play activities and at times it is very difficult to control the numbers in these spaces.

Changing role due to COVID-19

There have been significant changes because of COVID-19. We are trying to adapt to this new norm but it is not easy to work with children, and sometimes conduct sensitive meetings, when wearing a mask. We also have a huge number of children in the communities who would

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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.