



Update from the Global Social Service Workforce Alliance

Eliminating Violence Against Women and Girls: Social service workers play a key role

Now through December 10, advocates around the world are marking 16 Days of Activism to increase calls to 'fund, respond, prevent and collect' toward ending gender-based violence. The Orange the World campaign began on November 25, International Day of the Elimination of Violence Against Women and Girls, and concludes on December 10, Human Rights Day.



This year's campaign calls for "global action to bridge funding gaps, ensure essential services for survivors of violence during the COVID-19 crisis, focus on prevention, and collect data that can improve life-saving services for women and girls."

In 2020, the 16 Days of Activism Campaign has a dedicated focus on informal women workers whose lives and livelihoods have been acutely impacted by COVID-19.

The numbers of women and girls subjected to violence are staggering and represent a grave violation of human rights. As many countries faced lock down during 2020 due to COVID-19, these numbers are increasing. UN Women shares some alarming statistics:

- Globally, 243 million women and girls were abused by an intimate partner in the past year

- Less than 40% of women who experience violence report it or seek help
- In some countries, calls to helplines have increased five-fold

A well planned, developed and supported social service workforce is a key component of a strong system needed to address this issue. Social service workers are trained to analyze and understand the complex and varied reasons that violence is perpetrated against women and can support communities in changing societal behaviors and preventing violence. Social service workers also play a key role in providing counseling and referral services for care and treatment of physical, mental and psychosocial health. Creating an environment where women and girls are comfortable sharing that they have been a victim of violence is an essential first step to providing care and treatment. Social service workers provide an immediate response to victims, and then support recovery, rehabilitation and reintegration. They are oftentimes advocates to the government and for victims. They also have a leading role in obtaining justice by working closely with law enforcement.

You can show your support and call on advocates to take action during the #orangetheworld campaign, from now through December 10. [Read more about the campaign and how to show your support.](#)

Join Our Circle of Friends

During this unprecedented time, individuals and families around the world are counting on social service workers now more than ever. And these workers are counting on us to ensure they have the support needed to be able to meet these emerging needs. As a network, the Alliance is well-positioned to convene individuals and groups to advocate for planning, development and support to this essential workforce. You can help ensure this work continues through a contribution to the Global Social Service Workforce Alliance. Giving Tuesday fell on December 1 this year and marks the beginning of year-end contributions to organizations and groups making a difference. In the US, the Coronavirus Aid, Relief, and Economic Security (CARES) Act included several provisions that may affect you and your charitable giving this year. If you live and pay taxes in the US, by taking advantage of this legislation, you can lower your federal income tax bill while supporting your favorite charities. This Act expires December 31. Other countries may have similar provisions to encourage contributions before the end of year. As you reflect and show gratitude this year, we hope you will include the Global Social Service Workforce Alliance in your gifting.

[Donate safely and securely online now.](#)



Opportunities

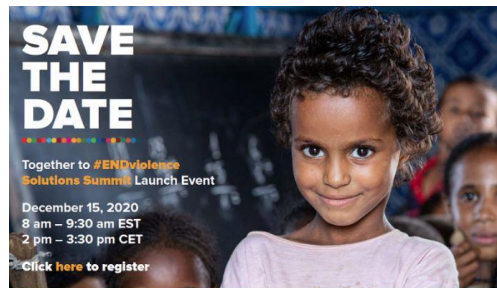
Consultant National Coordinator, India

The Alliance is currently recruiting for a **Consultant National Coordinator** for Developing a Framework for Child Protection Workforce Development and Case Management in India. The Child Protection Section of UNICEF India has engaged the Global Social Service Workforce Alliance to map and undertake a comprehensive capacity gap assessment of the existing child protection workforce in five states in India, and then propose a framework for strengthening this workforce informed by the above, with special emphasis on case management. This consultancy will work closely with the Alliance and a national team of five state consultants. The findings will provide the necessary evidence for advocating with Government to ensure availability of an adequate child protection workforce in terms of numbers, relevant qualifications, practice standards and competencies/skills to provide the whole continuum of inclusive, age and gender appropriate child protection (prevention, response and rehabilitation) services. This consultancy is home-based in India with potential travel to Delhi, to be completed over 76 days during the period December 2020 – November 2021. Applications close December 15. [Review the full TOR for more details and how to apply.](#)

Webinars and Events:

Together to ENDViolence Solutions Summit Launch

A webinar will be held on December 15 at 08:00 ET to launch a new a global campaign. The Solutions Summit Series is intended to inspire the end violence community and catalyze the political and financial commitments needed to end violence against children for good. Learn more about the campaign and [register to attend the online launch.](#)



INSPIRE: Seven strategies for ending violence against children training series introductory webinar

Dec 11, 2020 15:30 – 17:00 CET

To assist governments, civil society and faith-based organizations in their efforts to reduce violence against children, the INSPIRE core agencies and INSPIRE Working Group are initiating this series of eight training webinars over the course of six months. The aims are to:

- Introduce INSPIRE to those who need to know and act on it
- Remind those who already work with INSPIRE about the need to scale it up
- Give all INSPIRE stakeholders an opportunity to get detailed insights into each of the seven strategies and the cross-cutting elements.

[Register now for this Zoom webinar.](#)

Primero v2 Webinar and Product Launch

Last month Primero held a webinar to launch and review the new deployment process, sustainability plan and business model, and answer questions on Primero Version2. CPIMS+/Primero supports interoperability and data integration with other data management systems to facilitate effective case management that enables the social service workforce to

provide better care for children and families. It is highly configurable so that it can be adapted to different contexts and types of programs and is now utilized in 28 countries. The [recording is available on YouTube](#).

COVID-19: Adapting Child Protection Case Management

This recent Massive Open Online Course has now concluded. Thousands of comments and responses were posted by the 8,000 course participants from 160 countries for the MOOC on COVID-19: Adapting Child Protection Case Management. From this input as well as research and evidence being issued by child protection agencies, the Taskforce identified the need to plan for support for children for the evolving situation and in particular post-pandemic scenario. To this end, three international experts were invited to provide short videos containing advice and opinions of experts in different regions of the world. Videos are available in English, with transcripts in French, Spanish and Arabic. [View the videos now](#).

Celebrating Volunteers

To mark International Volunteer Day on December 5, the Alliance for Child Protection in Humanitarian Action is sharing daily profiles of volunteers from humanitarian responses across the globe on their [Facebook page](#) as part of a #ValueInVolunteers campaign. Community volunteers play an essential role in protecting children and supporting vulnerable families, especially during COVID-19. Meet some of these inspiring workers and watch the video (to premiere December 5).



Successes in Supporting the Social Service Workforce

Declaration on Strengthening Social Work in ASEAN

Last month, the Heads of State of the Association of Southeast Asian Nations (ASEAN) Member States adopted the Hanoi Declaration on Strengthening Social Work Towards Cohesive and Responsive ASEAN Community.



This is the first Declaration of its kind in the region, committing the ASEAN member states to invest in social work and professionalize, plan for and expand the workforce. It recognizes the critical role played by social workers not only in reaching vulnerable groups but also in mitigating the impact of COVID-19.

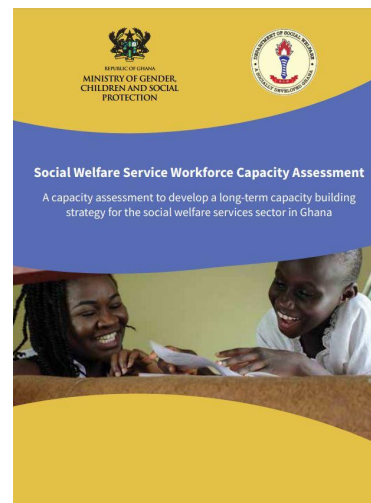
The Global Social Service Workforce Alliance worked with UNICEF on the regional mapping, supported national task team meetings and participated in the kick off meeting in October 2019

in Vietnam that shaped the framework and content of this Declaration. The workforce mapping report in 2019 provided the data and assessed the need for such a Declaration. A series of materials are available from the event:

- [Read the full Declaration](#)
- [View the video from the ASEAN Declaration](#)
- [Read the UNICEF blog about the event and Declaration](#)
- [Download the report Social Service Workforce in the East Asia and Pacific Region: A multi-country review](#)

Social Welfare Service Workforce Capacity Assessment

Supported by UNICEF, the Ministry of Gender, Children and Social Protection (MoGCSP) and the Office of the Head of Local Government Service (OHLGS) have embarked on a process to strengthen the Ghanaian social welfare workforce. A first step was the completion of a '[Social Welfare Workforce Capacity Assessment to develop a long-term capacity building strategy for the social welfare service sector in Ghana](#)' by Maestral International. The assessment identified various barriers to the effective functioning of Ghana's social service system, which result in social service provision gaps. The assessment also found that a competent, adequately resourced and trained social service workforce is necessary to provide the services and support required by vulnerable populations, families and children in Ghana. The report notes existing gaps and needs and provides recommendations for specific actions to strengthen the workforce. This type of assessment is a first step toward strengthening the social service workforce under the guidelines developed by UNICEF and the Global Social Service Workforce Alliance.



Social Workers in New Zealand Achieve Equal Pay for Work of Equal Value

A new law in New Zealand is aimed at achieving pay equity and parity. Social workers in the country used the law as basis to advocate for a pay increase. The process relied upon determining other similar professions that required these skills, emotional impact and professional decision-making combined with a questionnaire to current workers to establish a point rating for the skills, qualifications and duties of the job. With this data, social workers were then able to effectively advocate for pay increases.

“The final settlement included an average 30.6 percent pay increase, phased in over two years. It was... a higher figure than the union had historically promoted — and a powerful argument for going through the job evaluation process with the goal of eliminating gender-based undervaluation, rather than targeting a specific pay hike.

The job evaluation process yielded another unexpected benefit...many social workers found the analysis of their work “more valuable” than the pay raise itself. Some, on seeing the many skills and competencies they brought to work every day spelled out in a detailed assessment, were moved to tears...seeing themselves as skilled professionals for the first time.

Crucially it also forced employers to reward workers in predominantly female occupations for their true value. As mentioned, the impact on the morale and self-worth of the workforce was significant, as much from the analysis as from the resulting pay rise. This could be a crucial finding of the benefits of workforce analysis followed by advocacy, given we have an often very demoralised, as well as undervalued and unrecognised, workforce, in most countries."

[Read the full story in the *New York Times*](#) after creating a free account.

Supervision Training Cambodia

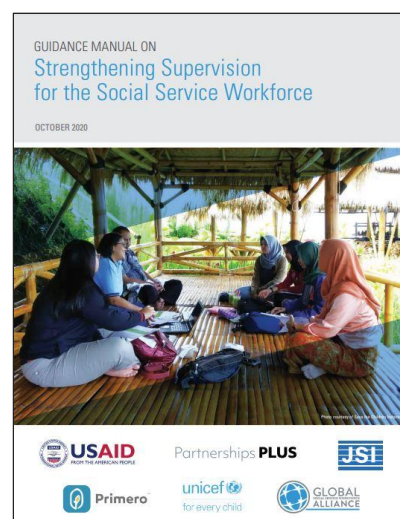
A three-day social work supervision training held in Battambang province in Cambodia earlier this year included 41 participants from 18 government departments/agencies and member organizations. Following the training, 91% of the participants self-assessed that they now have increased knowledge in social work supervision. This training was the last in a series of three co-organized by the Ministry of Social Affairs, Veterans and Youth Rehabilitation and Family Care First | REACT through financial support from UNICEF for strengthening social service workforce capacity in case management supervision.

Resources

Visit our website for [COVID-19 resources and tools](#) on topics relevant to the roles of the social service workforce, including mental health and psychosocial support, child protection, case management, alternative care and separated children, gender-based violence, working with communities, communications/key messages and webinars. If you have a new resource to share, [please contact us](#).

[Guidance Manual on Strengthening Supervision for the Social Service Workforce](#)

The purpose of this manual is to offer guidance on supervision to individuals working to provide, manage or coordinate social services. This manual defines what is meant by supervision in social services, outlines the key elements of good practice in supervision and summarizes the different forms of supervision. This manual presents general recommendations as well as specific case examples and draws from documented best practices. It is the hope that readers will gain greater awareness of the significant positive benefits of supervision and key elements of carrying out quality supervision. Most importantly, the manual aims to improve supervision practice. Effective supervision results in improved quality of service to clients, reduced risk of poor practice owing to stronger reflection in action, integration of knowledge and research in daily practice, and reduced worker stress and burnout. The manual is a result of work of members of the Global Social Service Workforce Alliance's Interest Group on Supervision. View the recording and download the presentations from the [recent webinar](#) to review the new guidance and share country examples of innovation in strengthening supervision.



[Social Protection & Child Protection: Working together to protect children from the impact of COVID-19 and beyond](#)

This policy paper seeks to lay out key arguments for close collaboration across social protection and child protection sectors to address the socio-economic impact of COVID-19 on children and families towards reduction of adverse child protection outcomes. Children urgently need sustainably financed social protection systems linked to properly resourced child protection services.

[Moving Towards Children as Partners in Child Protection in COVID-19 Guide from Participation to Partnerships](#)

Although the limitations of promoting children's participation during COVID-19 are strong, child rights and child protection organizations that serve children should also have an obligation to engage with children. This engagement, which is likely to begin as consultation, will help organizations understand children's realities and adapt their programs, services, and supports to their expressed needs. Clearly, with the new limitations that COVID-19 have created—including restrictions on group gatherings, adaptations or closures of school environments, and significant increases in the amount of time children spend in their households—should lead us to reflect seriously about the ethics of engaging with children in this time. This guide has been designed with quick tips and tools to start engaging with children immediately— either with tools that this guide provides or with proposed adaptations to tools already existing and in use.

[Issues and Challenges With COVID-19: Interventions Through Social Work Practice and Perspectives](#)

Social workers are working at all levels - macro, mezzo, and micro - and adjusting their practices by temporarily discontinuing face-to-face services and moving to remote contact with clients, while maintaining the essential human relationships between providers and clients. This article highlights how they are continuing to provide mental health and psychosocial support, medical social work, community sensitization, relief and advocacy, and the challenges they face.

[International Kinship Care](#)

This guide is intended as a good practice guide for professionals placing children from local authority care with family members abroad. The guidance sets out to define the steps which should be taken whilst assessing potential carers overseas, recommendations for the ongoing relationship between the relevant authorities in each country to ensure that responsibilities are clear and are mutually agreed, and barriers to permanency which would need to be considered before placement, or which would need additional support for the child and carer in order to ensure that the child has a successful and permanent placement.

[Integrating Social Care into the Delivery of Health Care: Moving Upstream to Improve the Nation's Health](#)

Improving social conditions remains critical to improving health outcomes, and integrating social care into health care delivery is more relevant than ever in the context of the pandemic and increased strains placed on the U.S. health care system. The report and its related products ultimately



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aim to help improve health and health equity, during COVID-19 and beyond.

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