Secretariat Updates

How can we support you in your efforts to strengthen the social service workforce? Take our survey.

Our goal as an alliance is to support our members by convening an inclusive network of stakeholders seeking to strengthen the capacity of the social service workforce as well as to create a forum for discourse and collective learning. To make sure we are providing the resources and information most needed to support you and our collective efforts in strengthening the social service workforce, please take our 7-10 minute survey. The deadline to complete the survey is 19 October 2021.

Take the survey.

[Save the date] Social Service Workforce Week: 25-29 October 2021

This year's Social Service Workforce Week will be held from 25-29 October. Every year, we host the week as a way to bring attention to and build support for the social service workforce as well as raise awareness about promising workforce strengthening efforts around the world.

This year's theme is focused on the role of the social service workforce in disaster response and prevention – including climate-related disasters, disease outbreaks and protracted conflicts. Throughout the week we will post new blogs, worker profiles and resources around this theme as well as will encourage a dynamic exchange of information and resources through our social
media channels.

Stay tuned for more information.


We recently released our State of the Social Service Workforce Report 2020. This year's report provides a unique global perspective on the challenges social service organizations and workers have faced since COVID-19 began and showcases how they have been able to adapt and innovate in response to such challenges. It also explores the lasting impact of the pandemic on organizations and workers and the way they work, including their future needs, their changing roles and the opportunities they now have to further innovate and raise awareness of their work. It concludes with recommendations to help ensure the workforce is better able to respond and adjust, not only to this, but to future pandemics and global crises.

Access the report.

Participants from across the globe took part in our Global Conversation event

On 15th September 2021, the Global Social Service Workforce Alliance and Children and Families Across Borders co-hosted The social service workforce in and beyond the pandemic: A global conversation on adaptation, innovation and the fight for social justice. Over 260 participants from across the globe joined the virtual event to discuss the biggest issues facing the social service workforce. Participants stemmed from a broad range of roles and experiences—including social service practitioners, academics, students, policy makers and advocates—and had the unique opportunity to come together to discuss experiences and insights related to the impact of the pandemic on social service practice, education and training as well as on the role of the social service workforce in social justice.

Missed the event? View the recordings and read the event report.

Upcoming Events

REPSSI will be hosting their 6th Psychosocial Support forum with the theme 'Innovate. Integrate. Thrive' both online, in Maputo, Mozambique and simultaneously in other locations across the region from 13-15 October. The bi-annual forum helps to promote awareness and understanding of the importance of psychosocial support and to share knowledge on approaches, research, practice and policy that impact on the provision of psychosocial support to children and youth. The Global Social Service Workforce Alliance will be hosting a panel discussion at the forum on the role of the mental health and psychosocial support workforce and social service workforce during the pandemic, under the protection and livelihood track, on 15th October, 10.30am – 12.30pm CAT (time in Mozambique and South Africa).

Register for the forum.

ISPCAN World Summit 2021: Facing our post-COVID world with resilience, data and effective solutions in child protection | 4-5 November

The International Society for the Prevention of Child Abuse and Neglect will host their World Summit virtually 4-5 November 2021. The two-day summit will engage policy makers, researchers, academia and practitioners to identify evidence-based solutions to effectively address child protection challenges in the post COVID-19 era. Themes will include addressing violence against children during COVID-19, keeping children safe online, effects of climate and voices of youth, impact of COVID-19 and its impact on child protection services, and more.

View more information and register.

Biennial Conference on Alternative Care for Children in Asia 2021 | 8-9 December 2021

The Biennial Conference on Alternative Care for Children in Asia (BICON) is a leading conference focused on the rights of children and young people without parental care. BICON 2021 is an important event for stakeholders to work together to drive care reform in the region. The conference will be hosted virtually.

View more information and register.

Resources
Most of the resources below can be found in our Resource Database. For resources specific to COVID-19, be sure to view our COVID-19 Resources page. If you have a new resource to share, please contact us.

Scaling up Child Protection: A framework for the future

An accompanying document to UNICEF’s 2030 Child Protection Strategy, this discussion paper offers technical support for countries to scale up child protection programs. The paper is in two volumes. Volume 1 provides extensive background, context and information to inform a conceptual framework for scaling up child protection. Volume 2 outlines that conceptual framework for how to scale up child protection policies, programmes and services. Both volumes are intended to support UNICEF country offices to consider and plan for scaling up child protection programmes, policies and services.

Access the discussion paper.

Caseworker's Handbook: Case management for reunification of children into family- or community-based care

This Handbook is a summarized, simplified version of the Case Worker’s Guidebook for Case Management for Reintegration of Children/Young Adults into Family- or Community-Based Care. It provides an overview of the principles and practices of case management for reunification and placement of children/young adults outside of parental care (e.g., street-connected children/young adults or from Charitable Children’s Institutions and Statutory Children’s Institutions) into family- and community-based care, up until sustainable reintegration is achieved. The Handbook aims to provide an easy and quick reference to critical information and “how to” about case management for reunification.

Access the handbook.


The COVID-19 pandemic has raised concerns about the mental health of a generation of children. But the pandemic may represent the tip of a mental health iceberg – an iceberg we have ignored for far too long. The State of the World’s Children 2021 examines child, adolescent and caregiver mental health. It focuses on risks and protective factors at critical moments in the life course and delves into the social determinants that shape mental health and well-being.

It calls for commitment, communication and action as part of a comprehensive approach to promote good mental health for every child, protect vulnerable children and care for children
facing the greatest challenges.

Access the report.

A Psychosocial Support Toolkit for Social Workers: Supporting forcibly displaced children, youth and their families

This toolkit is based on a review of the most recent research evidence around the psychosocial needs of forcibly displaced children and youth and discussions with social workers. It encourages a group approach to psychosocial support because the reality is that there are few psychosocial professionals available for displaced communities which makes individual counselling difficult. The toolkit is written to be read directly by social workers either alone or in groups. It can also form part of a training and we have given suggestions for trainers throughout the text. It provides a background to work with displaced families, outlines how to set up a psychosocial support group and then suggests exemplar and tested resources that can be used within the groups.

Access the toolkit.

Promoting Resilience-Informed Care: A practical guidance resource for frontline workers in family based care

The practical guidance document provides a framework for how to support children to be resilient in the face of adversity. It describes when children may experience Adverse Childhood Experiences, what can happen to children when they do, and how it is possible for children to regain strength and recover. It is for anyone working with children at risk of entering, already living in, preparing or having already left care.

Access the guidance.

E-learning Series: A children’s guide for child support workers to better your professional practice

Young people want a relationship with their workers. This course, presented by Terres Des Hommes, is created by youth and is devoted to young people’s voices to share their own ideas and present concepts. These e-learning modules aim to help support workers understand the key behaviors, attitudes, skills and actions that they need to consider when working with children and young people.
Access the learning modules.

Protecting Children from Violence During the Pandemic: Providers’ and policymakers’ best practices, challenges and innovations

The third in the series of COVID Learning Reports from The International COVID 4P Log Project is now available. This report provides in-depth findings about good practices in protecting children from violence during the pandemic, challenges to protecting children during COVID-19, and how practices have changed in response to child protection challenges.

Access the report.

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Join the Alliance

Not yet a member of the Alliance? We have over 3000 members across 145 countries who have joined us to support the work of strengthening the social service workforce. Register to become a member.