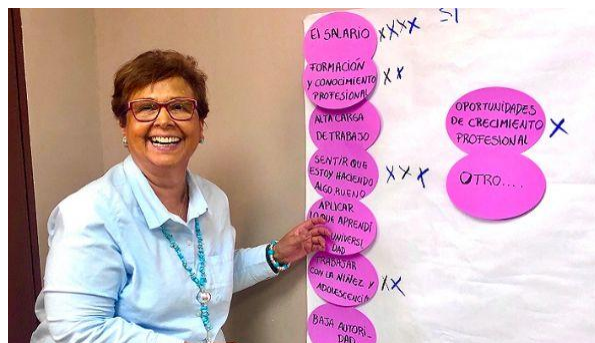




Update from the Global Social Service Workforce Alliance

## Social Service Workforce Week 2020: Recognizing the Essential Role of the Social Service Workforce

The 7th annual [Social Service Workforce Week](#) was celebrated **October 26 - 30** to call recognition and greater support for the many essential roles of the social service workforce in the lives of individuals, families and communities. COVID-19 has increased attention and recognition for the essential role of this frontline workforce in providing preventative, promotive and responsive services to vulnerable groups to build resilience to respond to shocks and crises. Their work is even more important during this time.



Revisit the daily blogs and daily emails with related resources and worker profiles.

- October 26: Read the blog [During COVID-19 and Beyond, Recognizing the Essential Role of the Social Service Workforce](#) by Hugh Salmon, Director, Global Social Service Workforce Alliance, and read the [full email](#) with links to resources, profiles and programs from the Alliance, UNICEF, International Federation of Social Workers (IFSW) and the Alliance for Child Protection in Humanitarian Action (ACPHA)
- October 27: Read the blog [Supervision - An essential ingredient in sustaining effective practice](#) by Dr. Ian Milligan, Honorary Senior Research Fellow, CELCIS, University of Strathclyde, and read the [full email](#) with links to resources, profiles and programs from the

Alliance, Better Care Network (BCN), National Association of Child Care Workers South Africa, Case Management Task Force and Save the Children. The day also included a webinar and release of new guidance on supervision (more information below.)

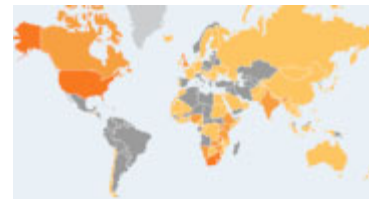
- October 28: Read the blog [A lifetime of lessons: What being a member of the essential workforce transforming children's care has taught me](#) by Sully Santos de Ucles, Maestral International and Changing the Way We Care (also available in Spanish), and read the [full email](#) with links to resources, profiles and programs from Changing the Way We Care, Catholic Relief Services and BCN
- October 29: Read the blog [Rising to Tomorrow's Challenges: The power of the social service workforce on the frontlines to protect children](#) by Cornelius Williams, Associate Director and Global Chief of Child Protection, UNICEF Programme Division, and read the [full email](#) with links to resources, profiles and programs from UNICEF, Primero/CPIMS+ and APCHA
- October 30: Read the blog [Delivering Mental Health and Psychosocial Support - Global examples of the essential role of the social service workforce](#) by Nicole Brown, Communications and Advocacy Manager, Global Social Service Workforce Alliance, and read the [full email](#) with links to resources and programs from REPSSI, IFSW, UNICEF, IFRC Psychosocial Centre, ChildHub, Terre des Hommes, OVC Task Force and WHO



## Webinars and Online Courses:

### Webinar Recording: Strengthening Supervision for the Social Service Workforce

Practice-based evidence and research has shown that structured, supportive and reflective supervision helps to improve worker retention and performance and results in higher quality services and support to children and families. Despite what is known about the importance of supervision, it remains challenging to implement for a range of reasons. This webinar outlined key elements of good practice in supervision and tools that can be used for achieving quality supervision. Presenters shared examples of promising practices in strengthening supervision. During the webinar, the Global Social Service Workforce Alliance also released and reviewed a new [Guidance Manual on Strengthening Supervision for the Social Service Workforce](#), developed by the Alliance's Interest Group on Supervision. [Download the presentations](#) and [view the recording](#) from the webinar held on October 27, 2020.



### Welcome New Members

The Alliance network now includes 2,800 members across 143 countries. Welcome to 27 new members who joined during Social Service Workforce Week in October 2020. [Invite a colleague to join.](#)



### Follow Us on LinkedIn

For the latest news from the Alliance as well as updates you can share to your personal page to encourage support from global colleagues, [follow us on LinkedIn.](#)

## Primero v2 Webinar and Product Launch

Join the global launch of Primero Version 2 on November 17 at 08:00 EST/13:00 UTC. The 90-



minute webinar will include an overview of Primero v2, new deployment process, sustainability plan and business model, and include time for questions and answers. The current version of 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. [Register now for the webinar.](#)

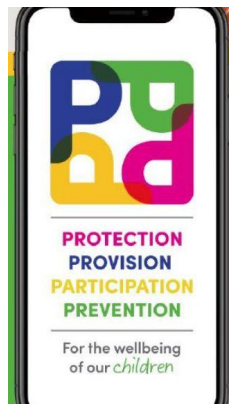
## Getting Care Right for All Children: Implementing the UN Guidelines for the Alternative Care of Children

This free online course provides insight into how the unnecessary placement of a child in alternative care can be prevented; how alternative care can constitute a suitable, positive experience for a child when it is necessary; and how children and young people who are leaving care can best be supported. The course began November 2 but will run for six weeks. [Register to participate.](#)

## Digital Communications

### Share Perspectives on Children's Well-being during COVID-19

Practitioners and policymakers are encouraged to share their perspectives and reflections to help inform necessary changes that must occur to protect their wellbeing now and into the future. Through a new app, responses will be anonymously logged over an eight-week period. This data will help to inform decisions affecting the workforce and how they provide for children's well-being. The Global Social Service Workforce Alliance is proud to be a partner of this project spearheaded by Inspiring Children's Futures at the University of Strathclyde. [Download the free app now to participate.](#)



### Join the Conversation

Follow us on [Twitter](#) and [Facebook](#) to share relevant news and join the conversation.



### Upcoming Events

The Alliance regularly receives updates from members regarding conferences being held by their organization or in their region. Below is a listing of online conferences taking place in November 2020 on topics relevant to the social service workforce. To add your conference to this list, please send us information by using the online [form](#).

**November 8 – 12, 2020**

[The Health Systems Research Conference](#) will take place online and bring together 2,000 policy-makers, practitioners and researchers

**November 17, 2020**

[Staf National Conference 2020](#) will be held online under the theme 'Why social connection is key for care leavers in the age of COVID-19'

**November 23, 2020**

The Children and Families Across Borders [International Child Protection Lecture 2020 - Protecting Children in a Globalised UK](#) will be held online

## Join a Practitioner WhatsApp Group

Are you a child protection practitioner or volunteer working with communities? Join the new practitioner WhatsApp group that launched on November 5. For six weeks you'll receive useful daily tips, reminders, resources and links to forward to colleagues. Enroll by texting +27 73 971 2058 and leave the group at anytime. Group chats will not be enabled. The group is being led by the Community Child Protection Exchange.

## Take the Care Leavers Survey

The Christian Alliance for Orphans (CAFO) is conducting an online survey of care leavers from alternative care settings across multiple nations in an effort to highlight what is working, improve care for vulnerable children and catalyze more relevant research for care leavers. Answers are intended to lead to data-informed recommendations for service providers and policy makers on how to improve services to children outside parental care. CAFO is seeking any adult separated from parental care as a child to [take the survey](#).

**November 23 – 25, 2020**

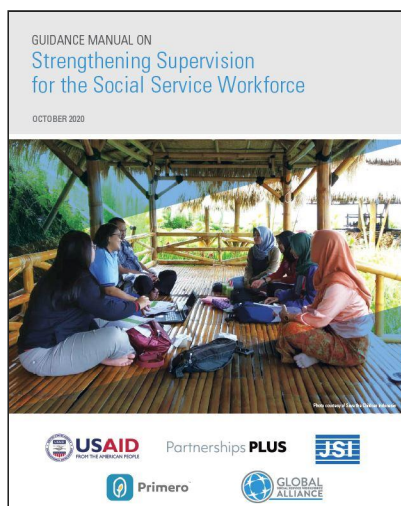
The [International Care Leavers Conference](#) will include a number of webinars and discussions during the conference, as well as pre & post conference events.

## 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.

### [Still Unprotected - Humanitarian funding for child protection](#)

Throughout 2020, the impact of the global COVID-19 pandemic and the containment measures have layered risk upon risk for children in humanitarian crises. Although the overall funding for child protection is increasing, the funding gap remains wide due to the needs increasing at an alarming rate. As a follow up to the 2019 report, this study estimates the total humanitarian funding allocated to child protection in 2019 with an in-depth analysis of 17 humanitarian response plans.



### [Child Protection: Digital opportunities, challenges and innovations across the Region](#)



In June 2020, the Child Protection section of UNICEF's Regional Office for Europe and Central Asia (ECARO) conducted a survey across every country in the Region to find out how governments and partners have been using digital technology to respond to child protection issues during the COVID-19 pandemic. The survey aimed to enhance

understanding of the use of digital platforms for child protection.

### [Case Study on Family-Based Care - ACE Zambia](#)

Drawing upon the case study of ACE Zambia this paper seeks to demonstrate the merit of family-based care as the

preferred method of care for vulnerable children. The goal is to demonstrate a working model of family-based care as replicable framework that can be modified for other regions and circumstances.

[Minimum Standards for Child Protection in Humanitarian Action & INSPIRE strategies: A Guide to Complementarity and Use in Humanitarian Action](#)

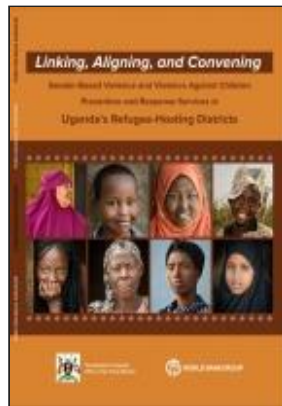


The Minimum Standards for Child Protection in Humanitarian Action, initially released in 2012 and revised in 2019, and the 2016 INSPIRE seven strategies package to end violence against children both promote similar approaches and principles to ensure that every child can grow up safe and secure. In some contexts, using CPMS and

INSPIRE in conjunction offers the potential to strengthen approaches and deliver better results for children affected by humanitarian crises.

[Linking, Aligning and Convening Gender-Based Violence and Violence Against Children: Prevention and Response Services in Uganda's Refugee-Hosting Districts](#)

This publication details some of the responsive services and needs for holistic support to refugees, including mental health and psychosocial support. Community-based structures, such as para-social workers, child protection committees, and village health teams, play a key role in providing psychosocial support services to survivors, including counseling, advising them in seeking legal support, and linking them to NGOs for additional help.



[COVID-19 and Violence against Women and Children - A Second Research Round Up](#)

This follow up report reviews 28 new studies on violence against women and children during COVID-19 and details some of the challenges providers face in providing services

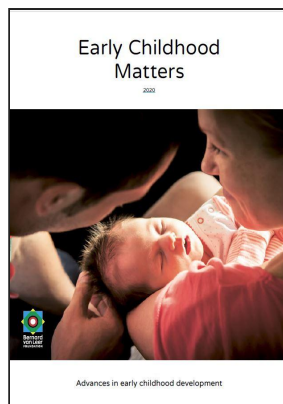


to those affected and recommends that additional attention and reporting on ethics is needed to ensure a 'do no harm' approach.

### [Early Childhood Matters - Advances in early childhood development](#)

This resource is a compilation

of articles on topics related to early childhood development during COVID-19. The 'Scaling' section explores the implementation of diverse early childhood policies and programmes in different parts of the world and the challenges that must be considered when working at scale. This section also highlights the importance of incorporating mental health as a priority policy in early childhood health and care systems. The 'Innovations' section gathers valuable experiences that explore the challenges specific to working with ethnic minorities and highly vulnerable groups in ways that promote fairness and inclusion. Several articles discuss how service providers responded to the Covid-19 pandemic by rapidly finding new solutions, including the use of new technologies, to minimise interruptions to vital services and gaps in access to information and knowledge. The final section, 'Global impressions', shares critical actions to ensure children's well-being in today's context. Available in English and Spanish.



### [Parental Participation in Child Protection Practice: The experiences of parents and workers in Ghana](#)

Drawing on in-depth, semi-structured interviews with eight child protection workers and 19 parents, this first study of its kind in Ghana reports participants' experiences of participatory practices. Workers indicated they ensured transparency and diversity while promoting participatory practices and parents reported their engagement in decision making as a prominent feature of their participation in case meetings. Barriers to participation were identified by the participants.

### [The Potential of Networks for Families in the Child Protection System: A Systematic Review](#)

This article analyzes the conceptualization of social support

in order to create social support networks and the benefits on the intervention with families in the framework of the child protection system through a systematic review. From a wide search 4348 documents, 14 articles were included in the review. Results show that social support is considered a process by which social resources are provided from formal (professional services and programs associated with those services in any off the protection, health of educational systems) and informal (extended family, friends, neighbors and acquaintances) networks, allowing the families to confront daily moments as well as in crisis situations.

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