HEALTH AND SOCIAL SERVICE WORKERS —
INCREASED COLLABORATION, BETTER HEALTH RESULTS

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Global Health Mini University

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AGENDA

❖ **Welcome and Introductions**

❖ **What do we know about the social service workforce around the world?**

- **Some key questions to consider**
- **Overview**
- **Present state of data**

❖ **Examples of integrating the social service workforce into health interventions for improved health outcomes**

❖ **The Global Social Service Workforce Alliance**

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1. About the Social Service Workforce

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THE SOCIAL SERVICE WORKFORCE

Social service workers create protective environments for healthy development and well-being by:

- tackling poverty
- reducing discrimination
- promoting social justice
- ensuring protection from violence, abuse, exploitation and neglect
- providing needed services

to care for and support those who need it most.

Use of daily life events as focus for intervention

Garfat, T. & Fulcher, L.C. (2012)

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THE SOCIAL SERVICE WORKFORCE

The **social service workforce** can be broadly defined as:

- a variety of workers, paid and unpaid, professional and para-professional, governmental and nongovernmental,

- which make the social service system function, and contribute to *promoting the rights and ensuring the care, support and protection of children*.
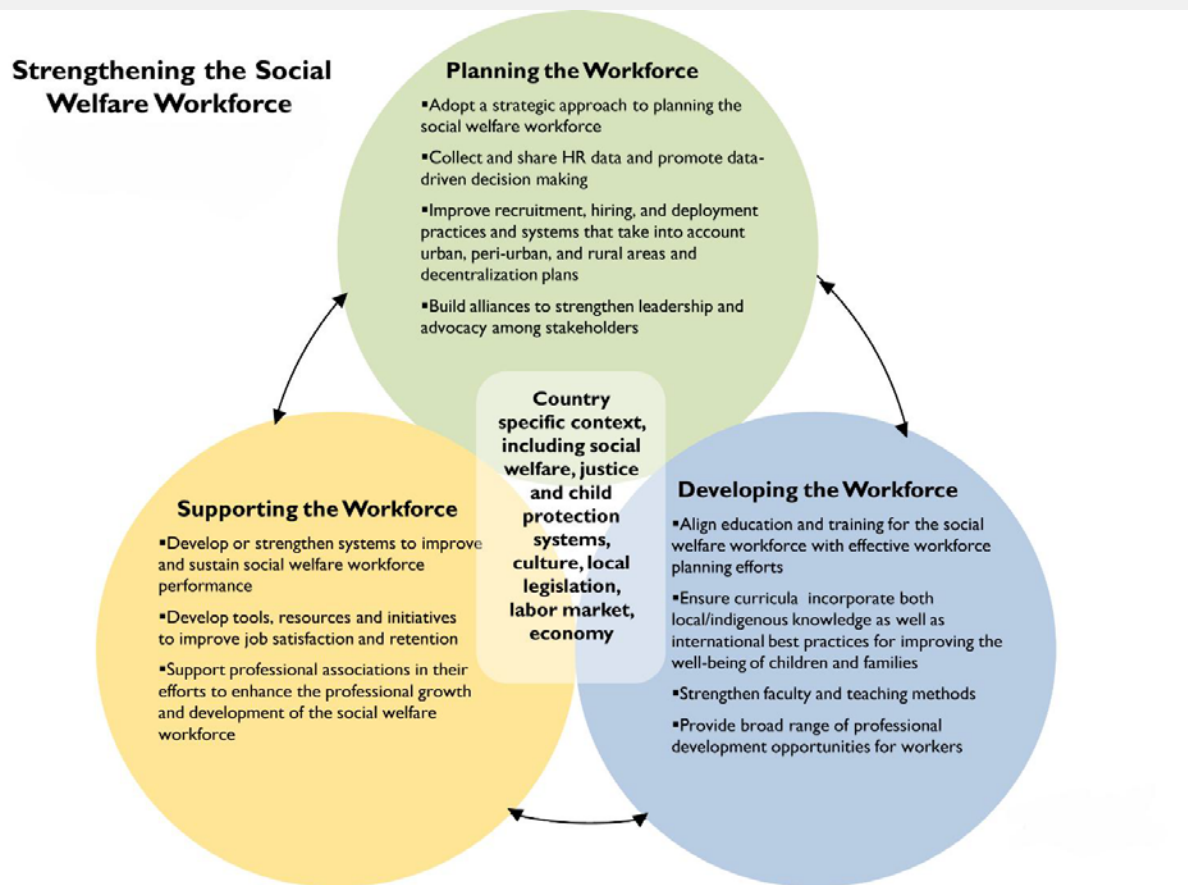
THE SOCIAL SERVICE WORKFORCE – ALLIED WORKERS

- Important to recognize allied workers – professionals, paraprofessionals and volunteers in sectors such as health, education, or justice – that work in the public and non-governmental sectors on behalf of vulnerable children and families.

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STRENGTHENING THE SOCIAL SERVICE WORKFORCE

Many innovations and interventions are underway to expand and strengthen the workforce

THE STATE OF THE SOCIAL SERVICE WORKFORCE REPORT

- Methodology
- Areas of focus:
    - Government Workforce Data
    - Nongovernment Workforce Data
    - Education and Training (degree, diploma and certificate programs)
    - Professional Associations, Licensing and Registration
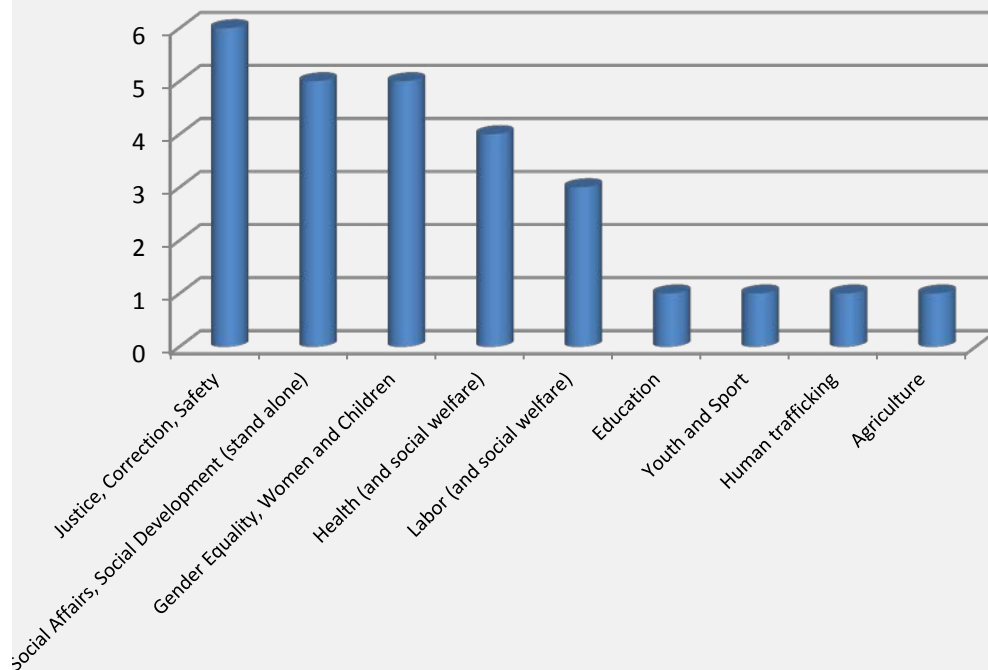   - Policy and Legislative Frameworks
- Timeline

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WHAT DOES THE DATA TELL US

Government Workforce

- **14 countries use 57 different titles for government social service workers**

Number of Countries Reporting Government Social Service Workforce Positions by Type of Ministry

Nongovernment Workforce

- **11 countries use 28 different titles**
- **Most challenging area to gather data**

DRAFT DATA AS OF MARCH 2, 2015

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WHAT DOES THE DATA TELL US

Education and Training - Degree Programs

	Bachelor of Social Work	Masters of Social Work	PhD in Social Work
Cambodia	2	1	
Ethiopia	1	1	1
Georgia	2	2	
Ghana	2	1	1
Indonesia	35	3	2
Kenya	2[1]	1[2]	
Moldova	4	4[3]	
Nepal	3	3	
South Africa	18	TBD	TBD
Tanzania	5	4	
Uganda	3	1[4]	
Vietnam	11	1	
Zambia	8	3	

[1] Includes programs in Sociology; Child Development; [2] Includes a program in Child Development [3] Includes programs in Social Services Management; Social Policy and the Family; Child Protection; Social Services in Health Sector; Management and Counseling in Social Work [4] Includes Social Sector Planning Management

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WHAT DOES THE DATA TELL US

Education and Training

- **Diploma Programs**
  - Total # across 12 countries: 38
    - 70% social work
    - 10% community development
    - 20% other
    - Average completion time is approximately 2 years

- **Certificate programs**
  - Total # across 11 countries: 39
    - Content covers basic social services, child protection, juvenile justice, early childhood development
    - Average completion time is approximately 6 months (20% under 4 weeks)

DRAFT DATA AS OF MARCH 2, 2015

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WHAT DOES THE DATA TELL US

Professional Associations

- 12 of the 16 countries studied have active professional associations (12 social work associations and 2 also have child and youth care worker associations)
- Only 5 associations require a signed code of conduct

Licensing and registration of social workers

- Indonesia
  - Established in 2013
  - 2014 - 210 social workers licensed
- South Africa – Council for Social Service Professionals
  - Established in 1978
  - 2014 - 25,641 social workers, auxiliary social workers and social work students registered

Policies and Legislation

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3. Integrating Social Services into Health Interventions

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EXAMPLE MODELS OF INTEGRATION – STRENGTHENING THE CONTINUUM OF CARE

- Integrating social service workforce into health interventions leads to improved health outcomes

- HIV / AIDS and mental health studies suggest that:
  - HIV/AIDS-orphaned youth report significantly higher stigma, anxiety, and depression (Boyes and Cluver 2013)
  - Depressed HIV+ patients who are given treatment may be more likely to adhere to, and benefit from, their treatment (APA 2015)
  - Social support is highly associated with better treatment adherence for individuals with depression or anxiety (APA 2015)
  - Social support is a valuable component of health interventions for caregivers of children in HIV-endemic South Africa (Casale et al 2014)

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EXAMPLE - IMPROVED HEALTH OUTCOMES

Cote d'Ivoire – Community Caregivers

Study by Save the Children in 2013 - Community caregivers (CC) provide care and support to vulnerable children through home visits.

Amount of increase in:

- 27 times - accessing nutrition and food
- 48 times - getting psychosocial support
- 3.3 times - accessing health care education & advice
- 4.3 times - registered & going to health center
- 2.8 times - having regular medical check-up
- 3.2 times - having tested for HIV
- 9.3 times - adherence to HIV treatment

Significant at *p<0.001*

(Muriuki et al. 2013)

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ADDITIONAL EXAMPLES - IMPROVED HEALTH OUTCOMES

What additional coordinating mechanisms or actions can you think of that might produce better integration?

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4. About the Global Social Service Workforce Alliance

Why and how was it established?

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Cape Town Conference 2010

ABOUT THE ALLIANCE

Vision
The Global Social Service Workforce Alliance works toward a world where a well-planned, well-trained and well-supported social service workforce effectively delivers promising practices that improve the lives of vulnerable populations.

Mission
To promote the knowledge and evidence, resources and tools, and political will and action needed to address key social service workforce challenges, especially within low to middle income countries.

Approach

Serve as a convener for an inclusive, representative network of stakeholders to create a forum for discourse and collective learning

Advance knowledge by deriving, organizing and disseminating critical evidence-based research, resources, tools, models and best practices

Advocate for workforce-supportive policy reforms at the global and national levels

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BECOME INVOLVED!

Advance knowledge
- Share tools, resources, models and best practices
- Help develop technical briefs, tools, case studies
- Read and contribute e-updates and resource database

Network and connect
- Participate in webinars, events and forums
- Participate in interest groups
- Take leadership on governance bodies

Advocate
- Amplify your voice by joining with others to raise awareness
- Contribute to policy roundtables
- Advocate for policy changes

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Thank you

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