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

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



1. About the Social Service Workforce



THE SOCIAL SERVICE WORKFORCE

Social service workers create protective environments for healthy development and wellbeing 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.



MACCW

Use of daily life events as focus for intervention

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



THE SOCIAL SERVICE WORKFORCE

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

- a variety of workers, paid and unpaid, professional and paraprofessional, 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 nongovernmental sectors on behalf of vulnerable children and families.









STRENGTHENING THE SOCIAL SERVICE WORKFORCE

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

Strengthening the Social Welfare Workforce

Planning the Workforce

Adopt a strategic approach to planning the social welfare workforce

 Collect and share HR data and promote datadriven decision making

 Improve recruitment, hiring, and deployment practices and systems that take into account urban, peri-urban, and rural areas and decentralization plans

 Build alliances to strengthen leadership and advocacy among stakeholders

Country

Supporting the Workforce

Develop or strengthen systems to improve and sustain social welfare workforce performance

Develop tools, resources and initiatives to improve job satisfaction and retention

 Support professional associations in their efforts to enhance the professional growth and development of the social welfare workforce specific context, including social welfare, justice and child protection systems, culture, local legislation, labor market, economy

Developing the Workforce

 Align education and training for the social welfare workforce with effective workforce planning efforts

 Ensure curricula incorporate both local/indigenous knowledge as well as international best practices for improving the well-being of children and families

Strengthen faculty and teaching methods

Provide broad range of professional development opportunities for workers



www.socialserviceworkforce.org/framework-strengthening-social-service-workforce

THE STATE OF THE SOCIAL SERVICE WORKFORCE REPORT

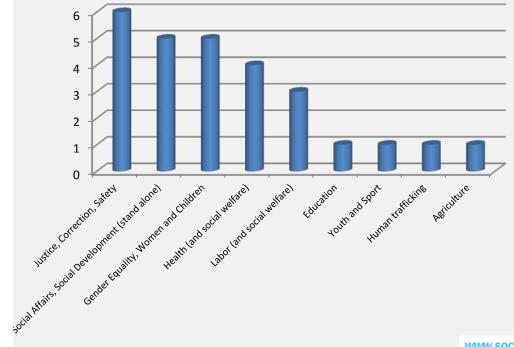
- Methodology
- Areas of focus:
 - Government Workforce Data
 - Nongovernment Workforce Data
 - Education and Training (degree, diploma and certificate programs)
 - Professional Associations, Licensing and Registration
 - Policy and Legislative Frameworks
- Timeline



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



Education and Training - Degree Programs

DRAFT DATA AS OF MARCH 2, 2015

	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	14	
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



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)







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



3. Integrating Social Services into Health Interventions



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)



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?





AIDS Support and Technical Assistance Resources



AIDSTAR-Two capacity for impact

Investing in Those Who Care for Children: Social Welfare Workforce Strengthening Conference

CONFERENCE REPORT

November 15-18, 2010 / Cape Town, South Africa

March 15, 2011



HISTORY

ABOUT THE ALLIANCE

Vision

The Global Social Service Workforce Alliance works toward a world where a well-planned, welltrained 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.

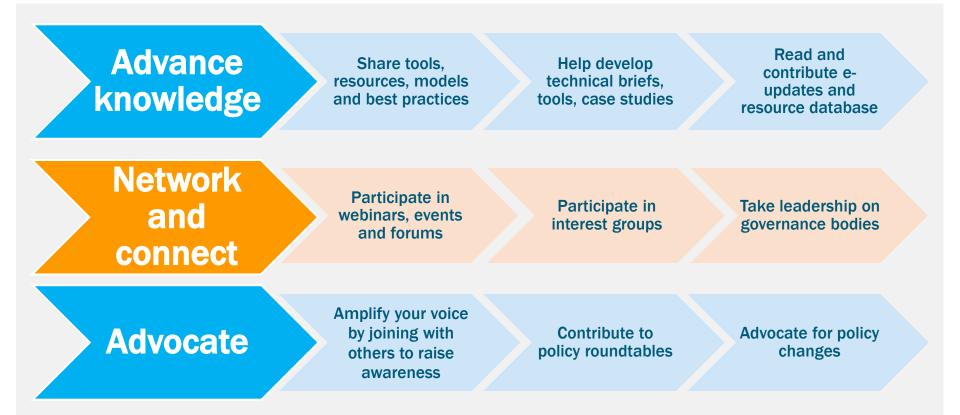
Approach

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 evidencebased research, resources, tools, models and best practices Advocate for workforcesupportive policy reforms at the global and national levels



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Home Page









The Workforce A well-planned, well-trained, supported workforce is better able to contribute to the care of vulnerable populations.

populations.

Read more



Webinars The webinar series provides an interactive platform to share information, expertise and promising practices.

June 6 / June 7 Marks the Launch of the Global Social Service Workforce Alliance

The Global Social Service Workforce Alliance is hosting a one-hour webinar on June 6 / June 7 to introduce the

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action needed to address key social service workforce challenges, especially within low- to middle-income countries.

supported social service workforce effectively delivers promising practices that improve the lives of vulnerable



Resource Database Find and contribute to resources on a wide range of topics related to social service workforce strengthening.



Join the Alliance Make new connections and become actively involved in efforts to strengthen the social service workforce.

Latest Resources

- Webinar to Mark the Launch of the Global Social Service
 Workforce Alliance - June 6 and June 7, 2013
- The Way We Care: A Guide for Managers of Programs Serving Vulnerable Children and Youth
- Para Social Worker Training Manual & Curricula: Parthering to Strengthen the Capacity of Community-based Caregivers to Support Orphans and Vulnerable Children

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Thank you



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