

Building Capability in the NGO social sector workforce

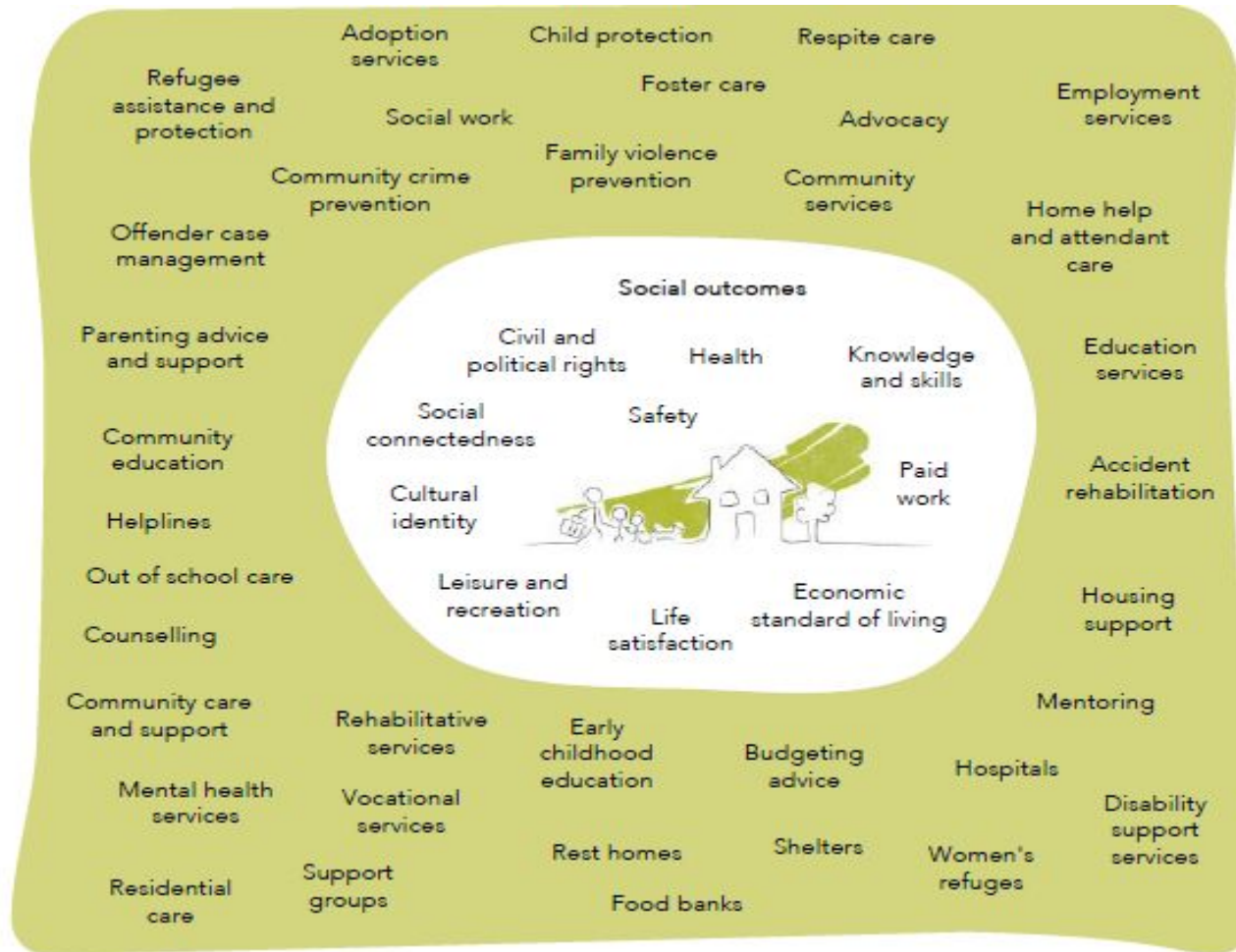
Evidence to Action Conference

10 April 2018

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What is the social sector?

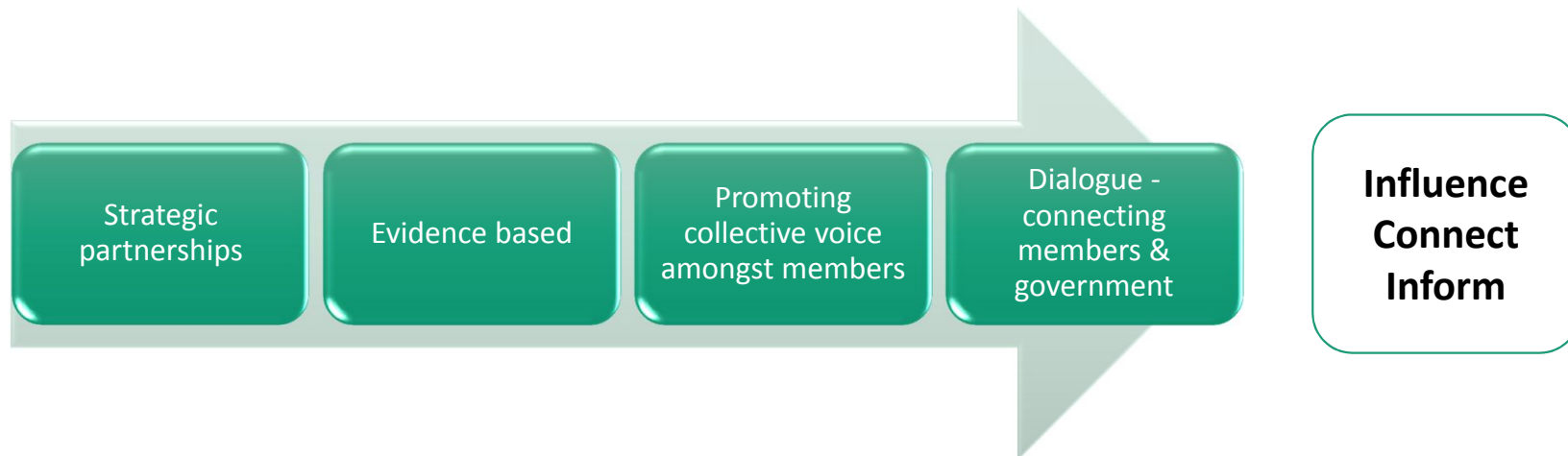




Introducing SSPA

Social Service Providers Aotearoa is a voice and support for non-profit organisations that turn lives around in their work with vulnerable children, young people and families/whanau

- ❑ Represent 200+ member organisations that work with children, families, communities
- ❑ Build capability in the sector through information, professional development, promoting evidence-based successful practice





Who - NZ's industry training organisation for social, community, disability and health.

Our why - Improving population health and community wellbeing for all New Zealanders.

Our what

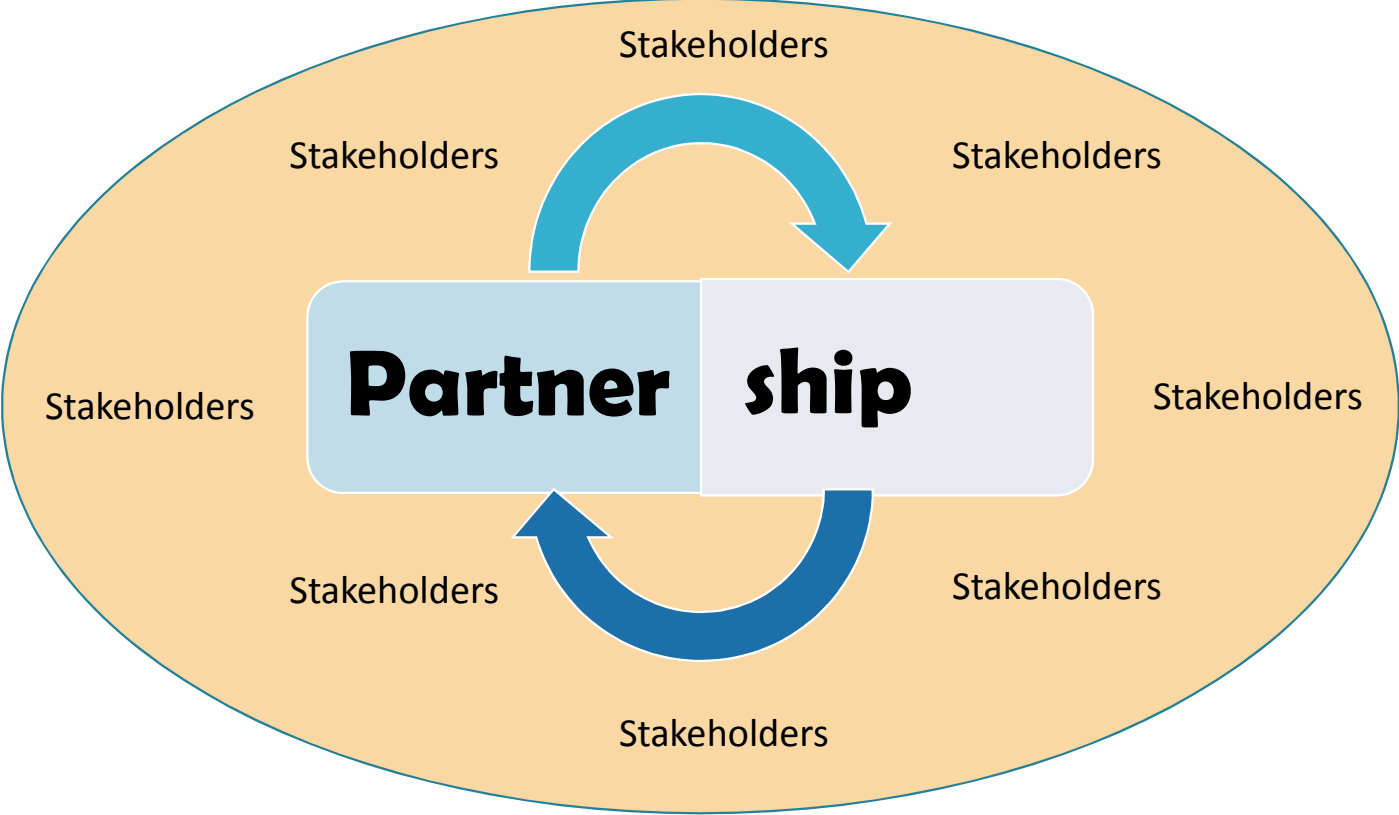
- Set and monitor skill standards i.e. NZQA qualifications and programmes levels 2 - 7
- Arrange training
- *Skills leadership – to be or not to be?*

Our so what

20,000 trainees and apprentices changing the way they support and work with New Zealanders.

Its all about the difference training makes to practice.

Developing a person centred, thinking workforce.



Social sector workforce project

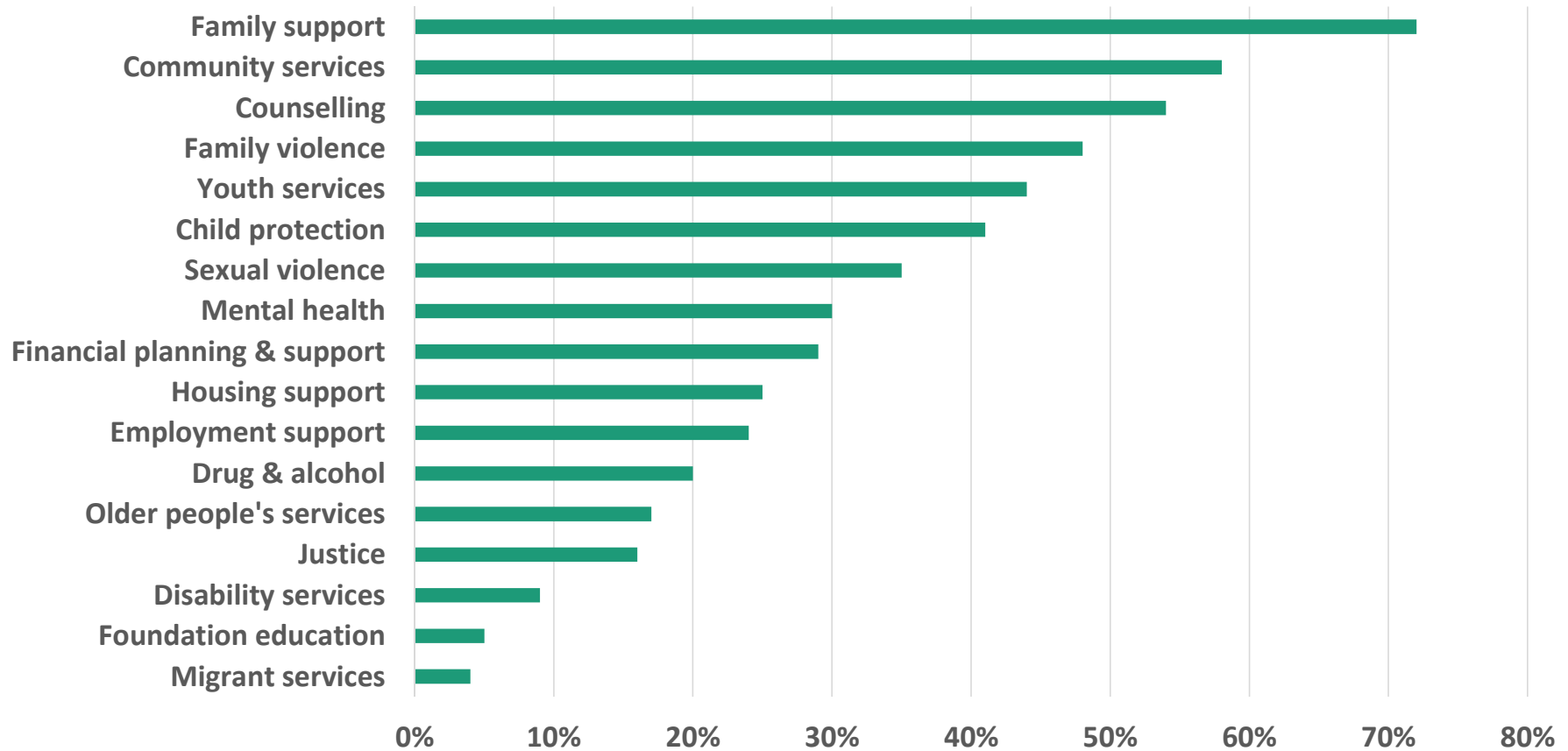
- ❑ Purpose is to inform workforce planning
- ❑ The questions:
 - ❑ What are the present and new emerging client needs from an employer perspective
 - ❑ What are the impacts of emerging policy, government initiatives, commissioning/contract changes, and technology developments in the workforce
 - ❑ What research and/or evidence is available to inform the report
 - ❑ What do employers need to support workforce capability development
 - ❑ What is the current and future workforce landscape (planned, recommended and/or envisaged)
 - ❑ How do new, emerging client needs impact on service delivery and workforce capability

What did we find about client need

Client need

- Has grown in **complexity** – severity, range of presenting issues, impact on family
- Requires **longer-term** support
- And requires **multidisciplinary & collaborative** support from range of agencies and professionals
- **Level of demand** has grown – more referrals from statutory agencies, more ‘self’ referrals
- Continued high need from **Māori** communities, requiring cultural competency and culturally-based practice models

What did we find out about services

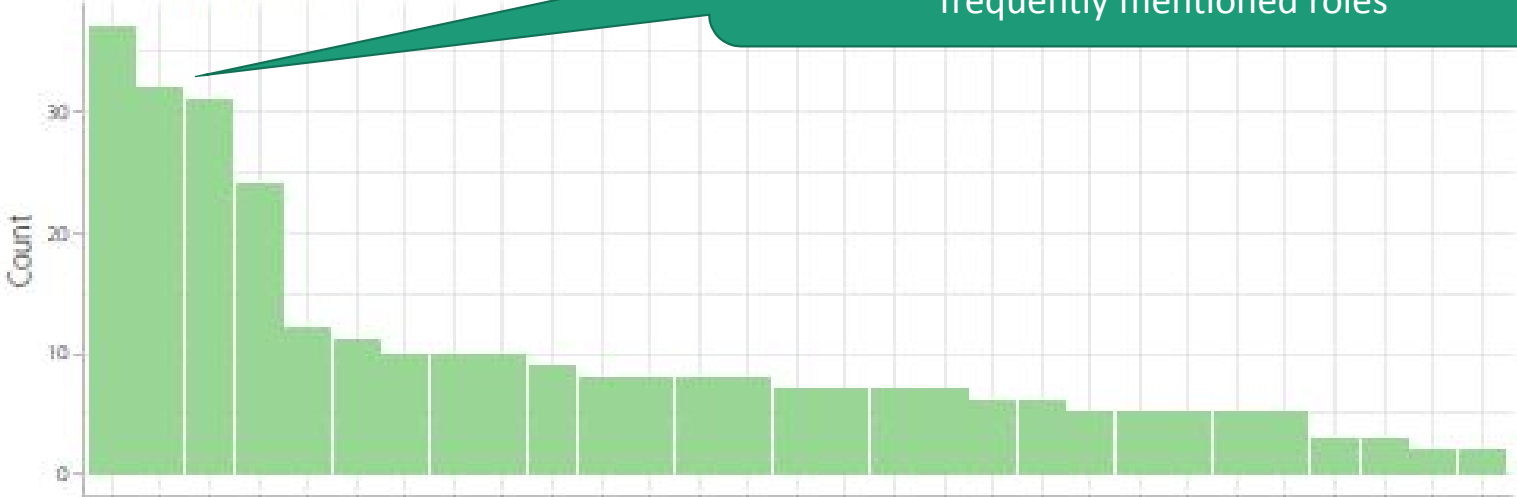


What did we find out about the workforce

- Predominantly **female**, many **part-time**, many **volunteers** (especially in smaller organisations)
- Age evenly spread but more paid staff 30-40s; volunteers over 50s
- Māori in workforce – figures ranged from 10% to 20%
- **Social workers** largest single occupational group (NGOs employ 28% of registered social workers)
- 58% degree holders; 22% no qualifications
- Very wide range of roles and job titles – little consistency of use
- In many organisations, **governance** is also part of the workforce

Social workers, counsellors, managers & administrators, supervisors & team leaders most frequently mentioned roles

Organisational Roles



- | Driver
- | Evaluator
- | Gardener
- | Housing support worker
- | Kaitakawaenga
- | Kaiwhakahaere
- | Lawyer
- | Maintenance
- | Maternal Mental Health Worker
- | Nurse
- | Parenting Education
- | Peer support
- | Play therapist
- | Rangatahi Ora Kaimahi
- | Representatives - Volunteers
- | Senior Kaiwhakaruruhau
- | Supported Bail Kaimahi
- | Supported Landlord Co-ordinator
- | SWiS
- | Te Arotahi Waiora Kaimahi
- | Therapeutic Care Worker
- | Tiaki Tangata Kaimahirainer
- | Transcriber
- | Workshop Facilitator

Where to from here?

- SSPA report will inform a social and community workforce development plan.
 - Key themes are evident and consistent with earlier work
- Careerforce commissioned reports from NZDSN (disability), Platform (mental health) , HCHA (home and community)
- Identify what is possible that is common - based on the premise that the individual or whanau and their aspirations and needs are central to the reason the workforces exist.
- Timing?



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