



CHILD AND YOUTH CARE WORKER TRAINING CASE STUDY

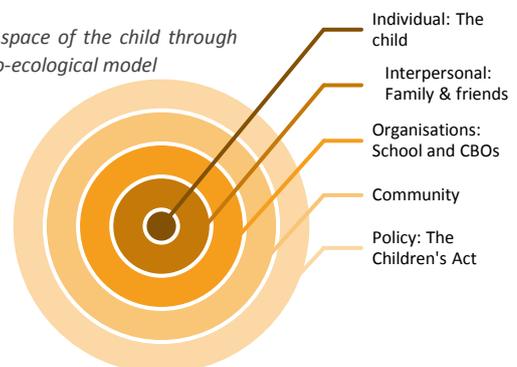
The provision of services to OVC by trained and supervised Child and Youth Care Workers (CYCWs) was core to the quality of services provided as part of the Global Fund OVC Programme. It was also an important component of building the capacity of organisations. This case study begins with a broad description of the CYCW training and presents the results of two focus groups with CYCW focusing on how the training improved their knowledge and service provision.

Child and Youth Care Work is part of the broader shift to a developmental model of social welfare and equitable provision of services. The provision of such services requires a large and diversified workforce. Child and Youth Care Work is a relatively new qualification and stream of support that addresses the identified need for community-based services to vulnerable children and households to relieve the pressure on social workers and residential facilities and particularly to provide support in poor rural areas where there are few other support services.

“Child and youth care workers are the AntiRetro Virals in the family, they are the treatment.”— Maria Mabetoa, Deputy Director General, Social Development

What sets child and youth care work apart from other services is that it is practiced within the life space of the child. It acknowledges that children’s daily lives take place in an environment that includes the child as well as their families, schools, communities and culture. CYCWs work within the life space of the child to promote their healthy development.

The life space of the child through the socio-ecological model



In the DSD Social Service Professional Policy, a CYCW is defined as “a person who works in the life space of children and adolescents with both normal and special development needs to promote and facilitate optimum development through the planned use of everyday life events and programs to facilitate their ability to function effectively within different contexts...”

A child and youth care worker may undertake some of the following activities:

- the provision of basic and developmental care of children and youth where their physical, emotional, spiritual, cognitive and social needs are protected
- the application of behaviour management and support techniques in routine child and youth care work
- assistance with the implementation of programs and activities for children and youth on the basis of their identified developmental needs
- participation in the developmental assessment of children and youth
- the undertaking of basic child and youth care work administration
- the promotion of the rights of children and youth.

CYCWs are drawn from the communities in which they work. This is a distinct advantage of this approach to community-based services as CYCWs are familiar and have intimate knowledge of the communities, culture and challenges facing the families that they work with. CYCWs support families on a day to day basis, assisting with basic chores and tasks such as homework while assisting families to access the support services they need (e.g. social grants and healthcare). The services provided are determined by an initial assessment performed by the CYCW to identify the problems and needs of the family. CYCWs work closely with other stakeholders, including schools, Home Affairs, clinics and DSD to ensure the immediate needs of the child/ren and their families are met.

METHOD

This case study was constructed through a review of programme documents as well as site visits to two community-based organisations. The documents consulted included ‘Child and Youth Care Training Overview’ for the reporting period April 2014 – March 2016 (prepared by NACOSA) and the Technical Brief ‘Child and Youth Care Workers in South Africa’ (prepared by the Children’s Institute for USAID and AIDSTAR-Two). In additional personal communication with NRASD provided the figures and outline of NRASD CYCW training.

Two organisations were selected to participate in this case study- Motheong Wa Tumelo (an NRASD SSR based in the North West Province) and Simondium Rural Development Forum (Simondium is a NACOSA SR based in the Western Cape). A total of nine CYCWs from these two organisations participated in the case study through focus groups and an individual interviews.

CYCW TRAINING IN THE NACOSA AND NRASD PROGRAMMES

A portion of the funding NACOSA and the NRSAD received from The Global Fund for the OVC Programme was allocated to providing CYCW training to SRs and SSRs. OVC care workers who

completed the full accredited CYCW training would be able to register as such.

NRSAD

NRASD provided needs-based training and mentoring for OVC care workers and their supervisors. This was provided in four different formats or clusters, each providing training on different modules of the CYCW full accredited training course. Basic training was provided to all care workers with the intention that 10% of OVC care workers then competed the full qualification of Child and Youth Care Work (i.e. all modules).

1. **10-day orientation:** This was held in the first quarter of the grant term. The trained focused on modules 1 and 2 of the CYCW training.

2. **15-day accredited training:** This was held in second and fifth quarters of the grant term. In Quarter 2 care workers received training on modules 3 – 5 and in Quarter 5 on modules 8 – 10.
3. **5-day fundamentals:** The 5-day training on CYCW fundamentals was provided in Quarter 3 and Quarter 6.
4. **10-day training on remaining modules:** 10-days of accredited training was provided on different modules of the CYCW qualification including modules 6-7 in Quarter 4, modules 11 – 12 in Quarter 7 and modules 13 – 14 in Quarter 8.

During each of the above activities OVC care workers participated in an intensive workshop session for the allocated period. The total number of OVC care workers receiving training through the Phase II Grant per SR are outlined below.

	Basics and orientation to care work	Accredited training towards full qualification
AAHT	30	13
KMDR	40	7
SACBC	58	8
MCSA	70	11
SGF	118	11
TOTAL	316	50

NACOSA

The training of CYCW as part of NACOSA’s implementation of the Phase II OVC Grant ran over an 18-month period from April 2014 to September 2015. The training consisted of two parts:

- The first part was classroom training that consisted of five days consecutive contact time with a facilitator; and
- The second part consisted of a three week workplace application time in which learners had to gather evidence of workplace application on the related topic.

The learners had to submit a portfolio of evidence for moderation and a final summative assessment. After successful completion of the qualification, learners received a national qualification, endorsed by Health and Welfare Sector Education and Training Authority (HWSETA) as Child and Youth Care Workers. After receiving this qualification,

CYCW can register with the South African Council for Social Services Practitioners as auxiliary CYCWs.

The training consisted of **13 modules:**

1. Upholding children’s rights
2. Fundamentals in child and youth care
3. Therapeutic work with children and life span development
4. Caring skills and HIV/Aids
5. Communication skills
6. Describe the use of relationships for developmental and therapeutic ends in child and youth care work
7. Demonstrate basic interpersonal skills with children and youth at risk, and their families
8. Participate in a developmental assessment
9. Behaviour management
10. Personal development
11. Programming
12. Recording, reporting and teamwork
13. Literacy and numeracy fundamentals

The total number of OVC care workers receiving training through the Phase II Grant OVC Programme per province are outlined below.

	Enrolled	Dropped out	Remain	Full qual.	Partial qual.
Western Cape	35	8	27	23	4
Northern Cape	32	7	25	22	3
Eastern Cape	78	15	63	4	59
KZN	90	6	84	0	84
TOTAL	235	36	199	49	150

CARE WORKERS EXPERIENCES

Key learnings and benefits

During the focus group discussion CYCWs highlighted four main things they learnt during the CYCW training. Firstly, the CYCWs shared that the training empowered them with knowledge and skills which they did not have before the training. The training provided the CYCWs with the knowledge to work with children and their families, and specifically the correct and effective approach they should use in order to positively influence the OVC’s lives.

CYCWs were equipped with the skills and knowledge to identify specific behaviours and circumstances of children, such as:

- Whether they are orphaned and/or vulnerable
- What their home circumstances are
- Whether they have experienced some form of abuse
- What age-specific intervention they require
- Whether they engage in risky behaviour (substance abuse, unprotected sex, etc).

The knowledge they attained included how to subsequently assist the OVC and their families to resolve their problems and address their challenges in a holistic manner. In addition, the CYCWs emphasised the knowledge and skills they acquired regarding understanding and utilising the principles of lifespan development when working with OVC.

“I learnt so much about the rights and needs of OVC. I used to go work in the field and didn’t know what I was talking about, but I had to talk about something. I was insecure though. Now I have more knowledge and I can approach the OVC and their parents or guardians confidently, with information and assistance I know is correct.” – Motheong Wa Tumelo CYCW

Secondly, the training assisted the CYCWs to have more confidence and change their own perceptions of how to work with children, especially orphaned and vulnerable children and/or children involved with, or at risk of being involved with anti-social behaviour (such as substance abuse, school absenteeism, violence, etc.). For example, some of the CYCWs indicated they used to be hard on the children and deal with them quite harshly for bad behaviour. But now have been trained that they need to work with the OVC showing love, kindness and compassion, in order to be successful at their jobs. They also highlighted how they have learnt not to stereotype or judge children who use substances, are violent or disrespectful, or that are considered ‘difficult’, because there are numerous factors in these children’s lives that contribute to their behaviour. Some of the CYCWs indicated that they have realised they themselves were sometimes abusive

towards the OVC, as they did not consider the OVC’s emotions or circumstances.

PARTICIPANTS

The details of the participants are as follows:

- Gender: all female
- Ages: varied between 25 and 43 years old
- Time at the organisation: varied between 2 and 16 years
- CYCW training received: 8 of the 9 participants received the CYCW training
- Other formal training received: 6 of the 9 participants have obtained further qualifications, which included home-based care training, IT diplomas, ABET training, project management training, counselling training, legal secretary qualification.

“I now understand a child’s ‘bad’ and it was a big incentive for me to be able to differentiate between ‘bad children’ and ‘bad behaviour by good children’.” – Motheong Wa Tumelo CYCW

“I learnt how to respect different cultures. I used to have low self-esteem, but now feel uplifted and I have more confidence when I work with OVC and their households.” – Motheong Wa Tumelo CYCW

“I have learnt how to work better with my own children through the CYCW training. I used to shout at my own kids, but realised children should also be respected. I also use the skills that I’ve learnt and implemented in the OVC and their households, such as using a ‘chores register’, at my own home with my children.” – Motheong Wa Tumelo CYCW

“After the CYCW training I now look differently at each child I work with. I try to understand his/her mindset and behaviour better. In the past, when I got the impression that a child was naughty, I threw them out of the OVC programme. But now I especially include those children, as I know my job is to try understand them and assist them better.” – Simondium CYCW

THE CHILDREN'S RIGHTS APPROACH

The CYCW training provided the CYCWs with the awareness and knowledge to provide quality OVC services from a Children' approach. Such an approach to OVC services delivery is in line with legislation and policies that guide service delivery to children.

For example, the UN Convention on the Rights of Children (1989) stipulates that the best interests of the child must be a primary consideration in all decisions or actions that affect the child or children as a group. This holds true whether decisions are made by governmental, administrative or judicial authorities, or by families themselves.

In addition, children must be allowed to be active participants in all matters affecting their lives and be free to express their opinions. They have the right to have their views heard and taken seriously. Section 10 of South Africa's Children's Act (Act 38 of 2005) notes:

Every child that is of such an age, maturity and stage of development as to be able to participate in any matter concerning that child, has the right to participate in an appropriate way; and views expressed by the child must be given due consideration.

"We started on the OVC Programme with our own paradigms and hearts and emotions. But the training was really good and provided us with new insights and new knowledge on how to work with this group of vulnerable individuals." – Simondium CYCW

Thirdly, the CYCWs noted that a key learning they received through the training was the knowledge and skills to ensure the holistic development of their OVC beneficiaries. As such, CYCWs indicated they were subsequently equipped to apply the

whole child approach when working with the OVC and children, and that such an approach is more likely to have an effect on the child than restricting the assistance provided to the OVC to just him or herself.

"We now know how to make sure our children eat right, are safe, have spirituality in their lives, are emotionally strong, aren't malnourished and are physically healthy." – Motheong Wa Tumelo CYCW

"We learnt about the various theories of child behaviour and development. After the training I had more confidence to work with OVC as I now better understand their behavior." – Simondium CYCW

Lastly, the administration abilities of the CYCWs improved as a result of the CYCW training. Module 12 of the CYCW training specifically focused on recording and reporting of data in the OVC Programme. The CYCWs noted that this module and the opportunity to apply recording and reporting skills on a daily basis, assisted them to improve the administration element of their jobs.

From training to quality service delivery

The CYCWs shared that the CYCW training notably increased the level of quality in the services they delivered to OVC. They indicated that the quality of their OVC services was initially determined by their knowledge and skills. As such, not knowing exactly who they work with, understanding their clients and how to work with them, resulted in them providing lower quality services. All children received the services through the same approach.

In addition, CYCWs were not familiar with the approach to involve the OVC with decisions regarding their development and futures. As such, children used to be excluded from the process to determine what services and assistance they should receive to improve their circumstance and quality of life.

The CYCWs emphasised they now have a clear understanding as to what 'the whole child' or 'holistic' development approach means and how it can be used to make a difference in the lives of the OVC and their households. They explained their understanding of the different life spaces of the child such as their family, school and the community.

The CYCWs noted that the training they received assisted them to provide the OVC with

individualized, needs-based services to each child. They were therefore able to take into account the child's specific circumstances, challenges and strengths in developing an individual development plan (IDP) for each child they worked with – this was a crucial tool in providing quality services to OVC. The CYCWs also increased the quality of the services provided to OVC by involving the children and their caregivers throughout the process of assisting the household.

“I feel sorry for the OVC I worked with in the past. I didn't know how to work with them and their households. With my knowledge and services I can deliver now, I wish to work with kids even if it is just as a volunteer.” – Motheong Wa Tumelo CYCW

“The quality of my OVC services has improved, because I learnt in the CYCW training how to draw up an IDP, which includes a holistic approach to working with OVC and I can now combine all five aspects of a child's life.” – Simondium CYCW

Overall, the CYCWs shared that the quality of their services to OVC improved as a result of the training, because they obtained the knowledge and skills to work with the parents and guardians. They identified that the services provided in the households could be more sustainable as a result. The CYCWs were able to work with the families and transfer skills and knowledge to the parents or caregivers, particularly around child care and discipline. Once the care workers had secured the support of the household, they were able to work with the caregivers to adopt new practices that would ultimately improve the circumstances of children in these homes. The CYCWs specifically highlighted the changes they saw in OVC households in terms of the traditional or cultural views of the roles of women, men and children:

“The parents and guardians of my OVC did not know it was wrong to punish a child (beat them). I could teach the parents that they don't have to punish their children, even if they think the child was wrong; there are other ways to

teach children what is right and what is wrong.” – Motheong Wa Tumelo CYCW

“One mother told her child that if she wants to come home late, she mustn't come home and rather sleep at the place where she comes from. I had to patiently sit with the mother and explained to her how to rather approach such a situation with her daughter's best interest at heart (which was not what the mother has been doing.” – Motheong Wa Tumelo CYCW

Challenges faced by CYCWs

A key challenge faced by the CYCWs was the far distances which they had to travel from their organisations to the houses of the children, as well as to the schools where the children were enrolled. CYCWs felt that the monthly stipend they received did not make provision for transport costs and sometimes they were not left with a reasonable income to take home. In terms of the training, the CYCWs shared that the 'research' module was challenging as it was resource intensive and there were no sufficient facilities or resources, such as libraries, for them to use.

Post- Global Fund OVC Programme

The CYCWs were asked to share what they anticipated when the Global Fund OVC Programme ended and what would the effects be for themselves, the OVC and their families and the community as a whole. The CYCWs showed particular concern for the households where the OVC do not have their biological parents anymore and their guardians are either their grandparents or their older siblings. In these cases, the CYCWs fear that the guardians will not be able to take care of, and provide for the OVC, especially not when the OVC Programme ends.

However, all nine CYCWs who participated in this case study, concurred that the CYCW training developed a renewed passion for children and the community amongst them, which they will have even after the Global Fund grant has closed.

SUCCESS STORY

Paying it forward

The story of a CYCW at Simondium Rural Development Forum has particularly been highlighted in this case study based on her development through the NACOSA CYCW training.

22 year-old Estelle joined the OVC Programme offered by Simondium in 2011 as a beneficiary. She was identified by the organisation as an orphaned and vulnerable child and subsequently included in the programme. Estelle fell pregnant while attending Grade 11 at school and had to subsequently drop out of school. As she was still a minor, and did not have adult support at home, her household was considered child-headed and in need of support. As a beneficiary in the Global Fund OVC Programme, Estelle benefitted from various services. She was provided with material support, psycho-social support and was tested for HIV.

Witnessing the positive effects of the support she was receiving from Simondium, Estelle became interested in how she could help others as she being helped. She spoke with the staff at Simondium as to how she could go about doing this.

“I realised I was interested in learning how to help other OVC and asked the CYCWs to teach me their skills and share their knowledge. Looking back, I wouldn’t think twice to do this again.”

As Estelle reached the age of 18 and was no longer a beneficiary of the programme, Nazely and the Simondium team supported Estelle in her goal to become a care worker herself. Through allowing Estelle to assist with the daily activities of the OVC Programme and by ‘shadowing’ the existing care workers at SRDF, they helped to build her knowledge and skills to fulfil her goal.

In 2015, Estelle started working for SRDF in a more official capacity as a care worker who assisted the CYCWs with OVC services. Having grown up in the community served by SRDF, Estelle had an intimate knowledge of the community members, culture and dynamics of the farming community. Her duties particularly included interacting with the parents or guardians of OVC to increase

understanding and acceptance of the OVC Programme and its focus on HIV testing and prevention. She highlighted that she learnt how to communicate with both adults and children that are vulnerable.

Estelle was especially appreciative of this opportunity, as it helped to increase her own self-efficacy and confidence, something that she had always struggled with.

“I gained confidence to work with parents and children. Now even after the Global Fund programme, the children still approach me on the streets or come to my house for assistance and advice.”

Estelle’s story shows the value of investing in staff through training, not only ensure quality service provision but also to capacitate and change the course of the lives of those involved.

This case study was compiled by Creative Consulting and Development Works (developmentworks.co.za) for NACOSA and NRASD, monitored by the Department for Social Development.



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