

# THE VITAL ROLE OF THE SOCIAL SERVICE WORKFORCE IN EMERGENCIES

Social service workers play a crucial role in helping individuals, families and communities respond to and recover from emergencies. They also help individuals, families and communities build their resilience to withstand future shocks. Yet, they remain largely unrecognized and undervalued. The Global Social Service Workforce Alliance's '2022 State of the Social Service Workforce Report' showcases the important and distinct roles of social service workers across the emergency management cycle and calls for greater recognition of their critical contribution.



## Ensure basic needs are met

Advocate for and ensure individuals, families and communities have access to basic goods such as food, shelter, clothing, blankets, hygiene products and medical prescriptions.



## Provide case management services

Determine and address the vast needs of the affected individuals and communities, including preventing and responding to cases of violence, abuse, neglect and exploitation.



## Reunite displaced family members

Identify and register unaccompanied children, locate and reunify the children with their parents or primary caregivers, identify interim care arrangements and ensure children provisions for children's' survival and protection.



## Facilitate access to social protection benefits

Help populations access social protection benefits aimed at providing relief to those affected



## Provide MHPSS services

Identify potential mental health and psychosocial concerns and facilitate individual and community recovery.



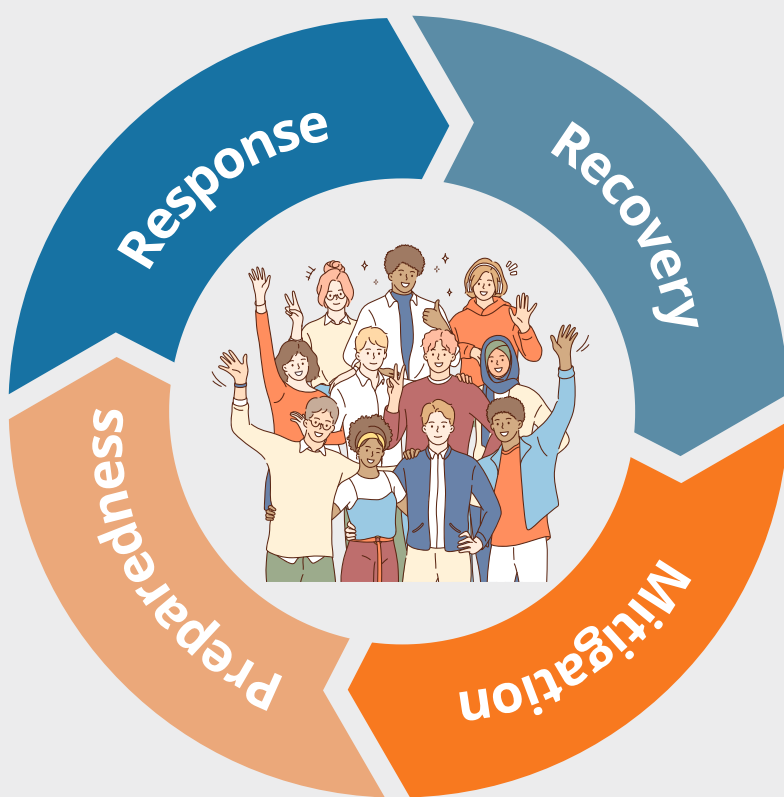
## Mobilize peer and community support networks

Develop community-led support groups which can assist in relaying information about recovery resources as well as encouraging individual recovery and resilience.



## Provide critical information and dispel myths

Inform and educate communities about the emergency and associated relief efforts. This includes creating awareness of stigma and dispelling myths that may have emerged.



## Educate and promote awareness

Educate the public about emergency risks and how to prepare for or mitigate them. In particular, educate communities about the causes and effects of climate change-related disasters.



## Develop emergency preparedness interventions

Leverage their knowledge and experience working with vulnerable individuals, families and communities to ensure emergency preparedness efforts and interventions will effectively serve such populations.



## Mobilize communities

Work with communities to identify and employ measures to prepare for or mitigate the impact of a potential emergency.

Access the report, available in mid-July 2022, at [www.socialserviceworkforce.org](http://www.socialserviceworkforce.org)