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STANDARD OPERATING PROCEDURE: TRAIN IMPLEMENTERS ON SOCIAL AND BEHAVIOUR CHANGE PROGRAMME

TITLE OF SOP	Procedure: Train Implementers on Social and Behaviour Change programme
SOP Number	HCS&P-H&A-01
Purpose	The purpose of this document is to outline a step by step process in the training of implementers on Social and Behaviour Change programme
Scope	The Standard Operating Procedure applies to the process of implementing Sanitary Dignity Programme in the Eastern Cape Department of Social Development.
Definitions and Acronyms	<p>Implementers : refers to social works, social auxiliary workers, child and youth care worker, community care givers and student support from TVET college</p> <p>SOP – Standard Operating Procedure</p> <p>SBC -Social and Behaviour Change</p> <p>NSP- National Strategic Planning</p> <p>SSP – Social Service Practitioner</p> <p>CCG -Community Caregiver</p> <p>PLHIV-People living with HIV</p> <p>HIV – Human Immunodeficiency Virus</p> <p>AIDS- Acquired Immune Deficiency Syndrome</p> <p>CBO – Community Based Organization</p> <p>CYCW -Child and Youth Care Worker</p> <p>FBO – Faith Based Organization</p> <p>NPO -Non Profit Organization</p> <p>OVCY – Orphaned and Vulnerable Children and Youth</p> <p>SAW – Social Auxiliary Worker</p> <p>SW – Social Worker</p> <p>DSD – Department of Social Development</p>

	COW – Community Work GRW- - Group Work YOLO- You Only Live Once BCC- Boys Championing Change MCC – Men Championing Change FMP – Families Matter Programme TLP – Traditional Leaders programme CCE – Community Capacity Enhancement
Performance Indicator	Number of implementers trained on Social and Behaviour Change Programme

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STEP BY STEP GUIDE
TRAIN IMPLEMENTERS ON SOCIAL AND BEHAVIOUR CHANGE PROGRAMME

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
1.	Plan for the training of implementers	<ul style="list-style-type: none"> • Compile the group work proposal tool. • Compile and file the process note. • Submit the proposal plan to the Social Work Supervisor for recommendations. • Social Work Supervisor recommend the group work proposal to give a go ahead with the training. 	<ul style="list-style-type: none"> • Social worker 	<ul style="list-style-type: none"> • GRW 01 form • Recommended Plan for the training • Filed process note GRW 03 	1 day	Train implementers on Social and Behaviour Change Programme within 5 days.
2.	Conduct skills audit	<ul style="list-style-type: none"> • Distribute the skills audit tools (forms) to the implementers. • Receive the completed forms from the implementers. • Analyse the completed forms. • Compile skills audit report. • Compile and file the process note. • Submit the report to the District Social work manager. 	<ul style="list-style-type: none"> • Social work supervisor 	<ul style="list-style-type: none"> • Skills audit tool • Skills audit report with attachments. • Filed process note 	5 days	
3.	Identify implementers to be trained	<ul style="list-style-type: none"> • Identify the implements to be trained from the received completed forms. • Compile list of officials to be trained. • Submit the list to the District Social work manager. • Compile and file the process note. 	<ul style="list-style-type: none"> • Social work supervisor 	<ul style="list-style-type: none"> • Skills audit report • List of identified implementers to be trained • Filed process note 	5 days	
4.	Consolidate the service office lists	<ul style="list-style-type: none"> • Receive the lists from different services offices. • Consolidate the received lists. • Compile and file the process note. 	<ul style="list-style-type: none"> • Social work manager 	<ul style="list-style-type: none"> • Lists of identified implementers • Consolidated list of implementers • Filed process note 	2 days	
5.	Prepare for the training	<ul style="list-style-type: none"> • Print the training manual. • Prepare the presentation. • Arrange logistics 	<ul style="list-style-type: none"> • Social work manager 	<ul style="list-style-type: none"> • Consolidated list of implementers • Printed manuals 	10 days	

STEP BY STEP GUIDE

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> ○ Venue ○ Resources (transport, stationary, projectors, branding) ○ Invitations and attendance register ● Prepare the venue ● Prepare the implementers rollout plan with stated time frames. ● Compile and file the process note. 		<ul style="list-style-type: none"> ● Presentation ● Invitation ● Attendance register ● Filed process note 		
6.	Conduct training	<ul style="list-style-type: none"> ● Social work manager co-ordinate the training. ● Facilitate the training of officials. ● Monitor the implementers participation. ● Participants complete evaluation forms and sign the attendance register. ● Capture the trained participants information on online database capturing tool at the Local service office. ● Compile and file the process note. 	<ul style="list-style-type: none"> ● Social worker 	<ul style="list-style-type: none"> ● Training manuals ● Signed attendance register ● Completed evaluation forms ● Filed process note 	2-5 days depending budget availability	
7.	Monitor the trained implementers	<ul style="list-style-type: none"> ● Monitor the training rollout by the trained implementers. 	<ul style="list-style-type: none"> ● Social work supervisor 	<ul style="list-style-type: none"> ● Training Rollout plan ● Monitoring report 	5 days	
8.	Evaluate the training	<ul style="list-style-type: none"> ● Evaluate the training to get lessons learnt on the following: <ul style="list-style-type: none"> ○ What worked well. ○ Challenges. ○ Suggestions for improvement regarding the training process. ● Evaluate the provided training whether it has achieved its goal or outcome ● Submit the training report to the Director: HIV&AIDS, Care, Support. ● Compile and file the process note. 	<ul style="list-style-type: none"> ● Social worker 	<ul style="list-style-type: none"> ● Training participants ● Filed process note ● Training report 	1 day	
9.	Develop report	<ul style="list-style-type: none"> ● Social Worker retrieve the captured participants information on online database capturing tool at the Local service office. ● Record the captured information on the monthly report. 	Social worker	<ul style="list-style-type: none"> ● Online captured participants database 	3 days	

STEP BY STEP GUIDE

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Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Time Frame	Service Standard
		<ul style="list-style-type: none"> • Social worker submits the monthly report to the immediate supervisor. • Social work supervisor/ Service office manager receives all the local service narrative reports and verify the captured online participants. • Social work supervisor/ Service office manager consolidates all the received narrative reports. • Quality assurance team quality assures, sign-off and submit to District on monthly, quarterly, half yearly and annual basis on the last day of the month. 		<ul style="list-style-type: none"> • Monthly, quarterly, half yearly and annual report 		
10.	Compile and submit the report to the Head Office	<ul style="list-style-type: none"> • District Social worker manager receives all local services reports and verify the received narrative reports on the online data capturing tool. • District Social worker manager consolidate the verified received narrative reports. • Quality assurance team quality assures, sign-off and submit to Head office on monthly, quarterly, half yearly and annual basis on the 5th of every month. 	District Social work Manager	<ul style="list-style-type: none"> • Online captured participants database • Local service narrative report • Monthly, quarterly, half yearly and annual report 	5 days	
11.	Compile and submit the report to Strategic Planning	<ul style="list-style-type: none"> • Head office Social work manager receives the narrative reports from different districts and Admin officer verify against the captured data on online data capturing tool. • Head office Social work manager consolidate all the received verified reports. • Director: HIV, Care, Support and Prevention Services quality assures, sign-off and submit to Strategic Planning on monthly, quarterly, half yearly and annual basis on the 10th of every month. 	Head office Social work manager	<ul style="list-style-type: none"> • Online captured participants database • District narrative report • Monthly, quarterly, half yearly and annual report 	5 days	

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Ineffective quality assurance team	<ul style="list-style-type: none"> Ineffective quality assurance team result to poor quality of report and also result to not meet the submission deadlines. 	H	H	<ul style="list-style-type: none"> Intensify quality assurance teams at all levels of reporting by the District Directors. 	Manual
Unavailability of participants ID numbers	<ul style="list-style-type: none"> Unavailability of participants ID due to refusal to issue of ID documents by participants result to under reporting and underperformance. 	H	H	<ul style="list-style-type: none"> Senior Manager to consider reverting to date of birth or age. SSP to have done the ground work to obtain necessary documents (Consent forms, Identity documents) 	Manual
Silo mentality within the Department	<ul style="list-style-type: none"> Lack of integration result to uncoordinated and duplication of services to same group. 	H	H	<ul style="list-style-type: none"> District Director to encourage Integration of directorates at planning stage to have proper planning. 	Manual
Insufficient resources	<ul style="list-style-type: none"> Insufficient laptops result to delay in capturing data with also result to delay in report submission. Insufficient vehicles result in delay of service delivery. Shortage of human resources result to work overload can also result to burnout that can also result absenteeism and off sick. 	H	H	<ul style="list-style-type: none"> Director: ICT Engineering to purchase more laptops. Director: Asset Management and Infrastructure to purchase more vehicles. Director: HRA to recruit more SSP 	Manual
Lack of commitment by SSP to rollout	<ul style="list-style-type: none"> Lack of commitment by SSP to rollout Social and Behaviour Change programme result to escalation of social ills. 	H	H	<ul style="list-style-type: none"> Develop rollout plan of Social and Behaviour Change programme with strict time frames to be implemented by SSPs 	Manual

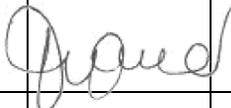
Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
Lack of Service monitoring and evaluation	<ul style="list-style-type: none"> Lack of Service monitoring and evaluation will result poor service delivery. 	M	M	<ul style="list-style-type: none"> District Director to enforce the responsible officials to utilize the approved SOP to ensure that service monitoring and evaluation is done. 	Manual
Staff Rotation	<ul style="list-style-type: none"> Staff Rotation result to lack of continuity of implementation of the programme. 	H	M	<ul style="list-style-type: none"> District Director to retain the trained staff for 5 years. 	Manual
Lack / insufficient of comprehensive supervision	<ul style="list-style-type: none"> Lack / insufficient of comprehensive supervision can result to poor service delivery. 	M	H	<ul style="list-style-type: none"> Intensify the supervision sessions by Social Work Supervisors 	Manual
File Storage	<ul style="list-style-type: none"> Lack of proper file storage result to document loss. 	H	H	<ul style="list-style-type: none"> Director: Asset Management to purchase lockable file storage and kept in a control registry room. To move from paper-based filing system to electronic filing system by Director – System Development and Maintenance. 	Manual

LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)

DOCUMENT NAME	DOCUMENT DESCRIPTION
National Development Plan	Chapter 11: Social Protection- Aims to create an inclusive Social Protection system that addresses all areas of and is responsive to the needs, realities, conditions and livelihoods of those who are most at risk. PRIORITY 4: Prevent and reduce the disease burden and promote health.
National Strategic Plan For HIV, TB and STIs; 2023-2028	Aims to place the country on track to eliminate HIV, TB and STIs as public health threats by 2030. Goal1 – Break down barriers to achieve solutions for HIV, TB and STIs. Goal 2- Maximize equitable and equal access to services and solution for HIV, TB and STIs.
Framework for Social Welfare Services; 2013	Seeks to facilitate/guide the implementation of a comprehensive, integrated, rights-based, well-resourced and quality developmental social welfare service.
Procedure Manual for the revised Generic Intervention Processes Tools; 2019	The purpose of this Procedure Manual is to promote a professional social work service. This Procedure Manual provides information on the activities and administrative/documentation tools for the three primary methods of social work interventions provided for in the Department of Social Development's (DSD) Generic Intervention Process Model for Social Welfare Services (SWS), namely: case work, group work and community work
Psychosocial Support Intervention Guidelines for Vulnerable Children and Youth 2016/05/03	The purpose of these intervention-based guidelines is to harmonize practices and offer practical guidance to those who deliver psychosocial support (PSS) services to ensure the psychosocial wellbeing of children, youth and their families made vulnerable by HIV and AIDS.
Guidelines for Social Service Practitioners Enabling Access to HIV testing services for Children, Adolescents and Youth	To enable access to HIV services in a structured manner for Children, Adolescents and Youth infected and affected by HIV
National Guidelines for the Establishment and Management of Support Groups for Adults and Children	Aim is to provide information on the establishment, management and maintenance of Support Groups for Children and Adults made Vulnerable by HIV and AIDS, Chronic Conditions and other Psychosocial challenges.
Minimum Norms and Standards for Home and Community Based Care	To outline the process of providing minimum standards for the delivery of services within the programme in order to ensure equality.
The Constitution of the Republic of South Africa 1996	It aims to take care of the Bill of Rights of the South African Citizens. Bill of Rights enshrines the rights of people in South Africa and affirms the democratic values of human dignity, equality and freedom.
Children's Act no 38 of 2005	Section 9 of Children's Act stipulates that the Child's Best Interest is of paramount importance in all matters concerning the care, protection and wellbeing of a child.

DOCUMENT NAME	DOCUMENT DESCRIPTION
Policy Guideline for HIV Counselling and Testing (HCT) 2009	The guideline seeks to help HCT service providers to provide caring, good quality, uniform and equitable HCT services in the country.
Supervision Framework for Social Work Profession in South Africa 2012	The aim is to improve quality Social Work services offered to service users as highlighted in the recruitment and Retention Strategy for Social Workers
Integrated Service Delivery Model 2005	The Model provides nature, scope and levels of intervention based on the developmental social service delivery that provides guidance on service delivery and to improve the delivery of social services.
Skills development act of 1998	To improve productivity in the workplace and the competitiveness of the employer and to improve the delivery of social services.

AUTHORISATIONS

Authorization:	Name:	Signature:	Comment:	Date:
Recommended by Director: HIV&AIDS, Care, Support and Prevention Services	V. Makhalane		The SOP is very critical in defining step by step process in implementing this programme and guiding SSPs.	13/12/2023
Recommended by Acting Chief Information Officer	M.E. Gazi		Recommended	13/12/2023
Chief Director: Developmental Social Welfare Services	Dr.S. Hugo		Recommended	14/12/2023
Acting DDG: Developmental Social Welfare Services	Z. Ganca		Recommended.	17/01/2024
Approved by Head of the Department	M.Machemba		APPROVED	21/01/2024
Distribution and Use of SOP	All Departmental staff			