



The war between the United States and Iraq is the most recent development in the world. This had caused both international and local crisis which did not only affect the lives of the Iraqi nationals but also those of the estimated 1.4 OFWs working in Iraq and neighboring countries. Such situation necessitated the need to send a humanitarian team to help in the reconstruction of Iraq. This is the country's "contribution to the rebuilding of that country and the development of its democratic institutions towards more enduring stability in the Middle East where one million Filipinos make their living (Foreign Affairs Secretary Blas Ople).

## II. LEGAL BASIS

- *Philippine Constitution* - Section 18, the state affirms labor as a primary social economic force. It shall protect the rights of workers and promote their welfare.
- *Republic Act 8042* – "Migrant Workers and Overseas Filipinos Act" (Sec. 19) requires the establishment of migrant workers and overseas Filipinos resource center in diplomatic posts which will provide counseling and other re-integration services to OFWs and thus calls for the posting of lawyers and social workers in said resource centers;
- *Executive Order #123* mandates the Department of Social Welfare and Development to care, protect and rehabilitate the physically, mentally handicapped and socially disabled constituents for effective social functioning and arrest the further deterioration of the socially disabling or dehumanizing conditions of the disadvantaged segment of the population.
- *Executive Order # 15* mandates the Department of Social Welfare and Development to provide assistance to the local government units, non-government organizations, and other government agencies in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families and communities for an improved quality of life.
- *Labor Code of the Philippines (Art.21)* requires the labor attach/diplomatic consular offices to provide ample protection to Filipino workers on all matters arising out of employment; ensure that they are not exploited or discriminated against and verify/certify that the terms and conditions of employment are in accordance with the Labor Code and the rules and regulations of Overseas Employment and Development Board

### III. OBJECTIVES

General:

To institutionalize a system of providing social services to overseas Filipinos, be they documented or undocumented migrants or temporary residents in a foreign country and to other nationals of other countries, where applicable.

Specific:

1. To assist the Philippine Embassies/Consulates by institutionalizing provision of psycho-social interventions and other welfare services to migrant Filipinos, particularly the undocumented OFWs, through the deployment of social workers abroad in coordination with the Department of Foreign Affairs (DFA) and Department of Labor and Employment (DOLE) or an international non-government organization;
2. To establish and operationalize an effective mechanism that would provide the comprehensive, and appropriate and timely social welfare services to overseas Filipinos and their families;
3. To create awareness among overseas Filipinos and their families on the genuine concern of the Philippine government over their interest and welfare;
4. To establish an inter-agency network with welfare agencies and service providers of Filipino migrants that will complement the existing welfare programs of the host country.
5. To provide technical assistance to GOs/NGOs concerned with the social welfare needs of the OFWs.
6. To provide humanitarian services through the delivery of immediate psychosocial services to other foreign nationals affected by manmade (e.g. war) or natural disaster especially where Filipinos are the ones affected.

### IV. DESCRIPTION OF THE STRATEGY

The Implementation of the International Social Welfare Services for Filipino is envisioned to institutionalize a social welfare program in the Philippine Embassies/Consulates abroad with large number of Filipino migrants. This is to ensure protection and promotion of the welfare of overseas Filipinos in the host countries. Main function of the Attaché/Social Worker is to provide psychosocial intervention, as well as appropriate and timely response to overseas Filipinos in crisis situation, particularly those who are victims of human rights abuses including human trafficking. This will facilitate restoration of coping capacities of the OFWs who were either traumatized of their experiences to prepare them for reintegration to their families.

The social welfare attaché/social worker will work as a member of the team at the Consular office to strengthen the one-country approach in foreign service.

The International Social Welfare Services for Filipino program shall be undertaken in the following schemes:

- a. Social Welfare Attaché through the Department of Foreign Affairs
- b. Social worker as technical assistant to the Labor Attache through the Department of Labor and Employment in undertaking psychosocial services to the OFWs in need, and
- c. Secondment of social workers in international NGOS to assist in the management of cases and provide protection to Filipinos overseas.
- d. Social worker/s as part of the Philippine Humanitarian Mission to be deployed to assist in the conduct of post war rehabilitation activities through the delivery of psycho-social services.

#### **V. CORE SOCIAL WELFARE INTERVENTIONS/SERVICES:**

The following core social welfare interventions can be accessed by the overseas Filipinos and other nationals, whichever is applicable:

- a. *Social Integration Services* – refers to all efforts at helping the migrant workers and other overseas Filipinos for settlement and integration into the culture of the host country. This also involves networking of services and socio-cultural activities to strengthen camaraderie with other Filipinos. This activity shall be jointly undertaken with the DFA, DOLE, concerned NGOs and other Filipino associations in the host country.
- b. *Counseling Services* – refers to the provision of individual, group or family counseling services to overseas Filipinos in crisis to enable them to cope with the crisis brought about by homesickness and other related problems. Intensive therapeutic counseling to extreme cases of abuse/maltreatment suffered by overseas Filipinos, particularly women and children, shall likewise be provided.
- c. *Critical Incident Stress Debriefing* – refers to the conduct of CISD sessions to overseas Filipino groups who have experienced traumatic conditions brought about by any critical incident.
- d. *Provision of Limited Basic Services to overseas Filipinos in Crisis* – refers to the provision of limited financial resources to overseas Filipinos or their families in crisis, either for food, medicines and other basic needs.
- e. *Access/ Referral for Social Welfare Services* - these are referral services to access the overseas Filipinos for other needs from concerned agencies/institutions here and abroad. Likewise, it will also act on queries and referrals made by welfare agencies and other Filipino associations for possible

psychosocial services and other interventions needed by the overseas Filipinos. This will facilitate and prepare their re-integration to their families in the Philippines or in the host country.

- f. *Repatriation Services* – refer to services to assist and facilitate the safe return of an OFW to the Philippines, particularly if OFWs cannot complete their work contracts by reasons of health, abuses and other circumstances that warrant their immediate repatriation to the country and ensuring that the OFW's family are prepared to receive him/her.
- g. *Humanitarian Services* – in the exigency of service, these refer to the provision of governmental aid to allied countries affected with manmade (e.g. war) or natural disaster. The services include the immediate delivery of basic psychosocial support services to affected OFWs and other foreign nationals to ensure their safety and protection from the situation as well their smooth recovery and rehabilitation.

## VI. IMPLEMENTING DETAILS

The deployment of a social welfare attaché/social worker to diplomatic posts shall be undertaken as follows:

### A. Social Preparation

#### 1. *Recruitment / Selection of Candidates*

A broad-based selection shall be conducted from among the DSWD candidates recommended by their supervisors. The selection shall be jointly undertaken by the Programs and Projects Bureau, National Operations Office, Personnel Service and the Selection Committee created for the purpose.

The recommendation of the Committee shall be approved by the Secretary.

The Selection Committee shall be guided by the following qualification standards of the social welfare attaché/social worker:

#### a. Education

- a.1. A bachelor's degree in social work and a duly registered social worker. Earned units in international studies, foreign service and humanitarian affairs will be an advantage;
- a.2. Must have at least thirty-two (32) hours relevant training on psychosocial intervention to include, gender and development, counseling, trauma management, CISD, therapy, etc.

b. Work Experiences

- b.1. Must have extensive experiences in handling and managing cases of individuals with psychosocial problems, crisis/relief management of complex emergencies including humanitarian emergency efforts.
- b.2. Must have four (4) years of experience in program conceptualization and management, particularly those that address welfare and/or employment related problems affecting overseas Filipinos;
- c. Physically, mentally and emotionally mature, capable of independent living and can carry his/her function with utmost professionalism
- d. Proficient in written and oral communication.
- e. Career Service Professional/RA 1080 eligibility
- f. Core Competencies
  - f.1. *Professionalism* - expert knowledge in the technical field of work in general and in the specific areas being undertaken, proven ability to produce reports and papers on technical issues;
  - f.2. *Planning and Organizing* - proven ability to plan and organize work, requiring an in-depth understanding of its strategic direction and ability to integrate the work of the social service in to the embassy/consular office work program;
  - f.3. *Communication* - excellent drafting ability and communication skills, both oral and written; ability to defend difficult issues with respect to key decisions and positions to staff, senior officials, and members of the intergovernmental bodies, and ability to prepare written reports that are clear, concise and meaningful
  - f.4. *Technological Awareness* - knowledge in computer application relevant to the field of specialization. Familiarity with internet applications, proficiency in the use of the MS office programs.
  - f.5. *Teamwork* - excellent interpersonal skills; demonstrated ability to work, establish and maintain effective partnership and working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.

2. *Networking with the DFA and other concerned Agencies*

Since the social welfare attaché/social worker will be deployed in diplomatic posts, appropriate coordination and linkages primarily with the DFA and the DOLE particularly the Overseas Workers Welfare Administration (OWWA) will be undertaken to ensure that

the appointee is provided with appropriate institutional support to ensure success of undertaking.

### 3. *Training of Social Welfare Attaché/Social Worker*

A specially designed modular package will be developed by the DSWD-SWADI with assistance from external sources that would adequately equip the appointee to meet the challenges of the assignment. Orientation on international relations and diplomacy, as well as short term training social welfare interventions, shall constitute the substantial part of the module. The training shall be conducted in coordination with the DFA and DOLE.

Likewise, identified social worker must be enrolled in a basic language course of the country he/she will be assigned prior to deployment. Although he/she will be dealing with overseas Filipinos, it is expected that he/she will be coordinating with other agencies and nationals of the host country.

### **B. Placement**

The deployment of a social welfare attaché/social worker in a specific country shall depend on that country's needs, urgency of the problem of the OFWs, as well as expertise and experiences of the worker to handle various needs of the clientele. The period of placement/deployment of a social welfare attaché/social worker is one (1) year subject to renewal upon proper evaluation to determine further need of the Consular office and availability of funds.

The social welfare attaché/social worker shall undertake the following functions at the Consular Office:

- a) Undertake preliminary surveys on social welfare services and prepare situationer on the overseas Filipinos in the area of assignment;
- b) Establish network with overseas based welfare agencies, individuals and groups in the provision of appropriate social services, especially to those with psycho-social problems in family and interpersonal relationship, including problems with host country in matters of residency and/or repatriation.
- c) Respond to and monitor problems, complaints, queries of overseas workers and their families, temporary residents in coordination with the labor attaché/social worker and the chief of mission;
- d) Act on cases referred by other welfare groups or those who directly seek assistance for repatriation, adoption, counseling couples of mixed marriages, abuses, those who are in prison, etc.;

- e) Establish and maintain system of data banking and documentation of the needs/problems of overseas Filipinos and their families for use in policy making and program development;
- f) Install a tracking system through which overseas Filipinos with problems could be easily monitored and located;
- g) Act as resource person to NGOs and other organizations/groups extending support to overseas Filipinos;
- h) Submit regular report Philippine Ambassador/Chief of Mission or Labor Attaché and DSWD on plans and activities undertaken, including updates on relevant socio-economic, political and cultural developments of the host country;
- i) Perform other function as may be assigned/directed by the supervising authority.

### **C. Delivery of Social Welfare Services**

The delivery of core social welfare interventions shall be undertaken by the social welfare attaché/social worker in the diplomatic posts. The package of services will initially include: a) social integration services, b) counseling services, c) critical incident stress debriefing, d) provision of limited basic services to OFWs in crisis, and, e) management of the social welfare inquiry desk.

### **D. Organization of Support Groups**

Strengthening organizations of overseas Filipinos as support groups in the provision of welfare services, e.g. peer support groups for other Filipinos who are in crisis.

### **E. Networking and Linkages**

Establishment of positive working partnership/collaboration with Embassy/Consular officials, NGOs, Immigration officers in the host country who are working with the OFWs, church groups, Filipino Association of migrants and naturalized citizens to facilitate coordination and complementation of resources and to increase advocacy network.

### **F. Monitoring and Evaluation**

Documentation, monitoring and evaluation of cases and programs being implemented shall be undertaken by the social welfare attaché/social worker. Status report shall be regularly submitted to DSWD, as well as plans and activities undertaken, including updates on relevant socio-economic, political and cultural development of the host country copy furnished the Embassy/Consular office. Likewise, reports to be submitted by the social welfare attaché/social worker shall be properly noted by the Head of the Embassy/Consular Diplomatic Post.



## **G. Reporting System**

Reports from the social welfare attaché/social worker are vital sources of the DSWD management for policy/decision making and program development. Therefore, these need to be accurate and comprehensive. Reports to be submitted are the following:

1. Periodic reports which will provide an overview of the status and progress of an activity that is being performed e.g. caseload reports of cases handled, including problems encountered. This report shall highlight the performance of the social worker vis a vis his/her caseload. These performance reports will also reflect the social worker's recommendation requiring DSWD decision or action. The reports shall be the basis of DSWD for technical assistance in case management, program development and policy making.
2. Special reports on matters significant to policy development in DSWD home office. These reports may sometime contain information which are confidential in nature and thus, considered restricted, and other special reports containing new developments and trends in the labor and social order in view of sudden changing condition in the area.

The reporting shall be on quarterly basis and as need arises, depending on the nature and urgency of information/reports requested which may be monitored through telexes, fax messages, special couriers or other reporting means.

All reports should be addressed to the DSWD Secretary. The reports shall be endorsed to the Programs and Projects Bureau who will review and provide recommendations along policy and program development.

## **H. Performance and Evaluation**

The performance of the social welfare attaché/social worker shall be evaluated by the extent of his/her efficiency, effectiveness and competencies in pursuing and furthering the goals of DSWD given the unique and changing conditions in his/her area of assignment, using the following indicators:

1. Work Outputs - refers to the quantity and quality of output accomplished by the social welfare attaché/social worker based on work program
2. Work Behavior - refers to the attitude towards work which is based on personal behavior at post, including compliance with requirements, responsiveness to special request/requirements and punctuality/attendance; personal attitude e.g. cooperativeness, reliability, concern for the organization and its objectives, and interpersonal relationship with Embassy officials and staff, host country officials, employers and residents, NGOs and other GOs, the Filipino community, DOLE and DSWD offices.

3. Competency-based performance - refers to the effectiveness and efficiency of performance based on the core demonstration of competencies of the social welfare attaché/social worker. The criteria and parameters for performance management and evaluation system will be on the competency-based performance management rather than just focus on the quality of output.

#### **I. Observance of Proper de Quorum**

The social welfare attaché/social worker working abroad shall at all times demonstrate loyalty and patriotism to the Republic, the constitution and the duly constituted authorities. He/she shall at all times, whether in the exercise of his/her assigned duties or his/her actuation outside of the office on in his/her private capacities, conduct himself/herself befitting his/her position.

### **VII. WORKING ARRANGEMENTS**

The social welfare attaché/social worker shall work under the direct supervision of the head of the Diplomatic Post/Embassy/Consular office or Labor Attaché in their respective area of assignment. The social welfare attaché/social worker shall at all times act as a member, hence all reports submitted shall be properly noted by the supervising authority in the Post.

The social welfare attaché/social worker shall be assigned to the Consular office pursuant to section 29 of the DFA Personnel and Administrative Regulations. He/she will be assisted by a locally hired foreign service employee pursuant to section 31 of the above-cited regulation.

In cases where the social worker is under the Labor Attaché based on a MOA with the DOLE, he/she shall be provided allowances and other benefits.

Likewise, when social worker is deployed on secondment to international organizations, he/she shall receive proper allowances and other benefits.

Social workers deployed as part of the country's humanitarian mission shall be provided allowances and other benefits in accordance with what is approved by the government depending on availability of funds.

### **VIII. INSTITUTIONAL ARRANGEMENTS**

#### **1. Department of Social Welfare and Development**

- 1.1. Enter into a Memorandum of Agreement with the Department of Foreign Affairs and Department of Labor and Employment for the deployment of social workers
- 1.2. Identify and nominate from among its rank or through a broad based selection the most qualified personnel to be deployed as social

welfare attaché/social worker in embassies or representatives in consulates

- 1.3. Provide for the salary and other benefits of the said personnel according to their position, including overseas allowances and other emoluments accruing to the position;
- 1.4. Provide available training and other related activities to the social welfare attaché/social worker to promote efficiency and effectiveness in the discharge of functions and duties prior to deployment with the Department of Foreign Affairs and the Department of Labor and Employment
- 1.5. Exercise technical supervision, including site visitation and monitoring, over the deployed personnel in coordination with the DFA and DOLE and other relevant agencies and organization;
- 1.6. Ensure that required reports are furnished by the social welfare attaché/social worker at posts to Head of Posts/Labor Attaché.

## **2. Department of Foreign Affairs**

- 2.1. Enter into a Memorandum of Agreement with the Department of Social Welfare and Development and facilitate/issue consular accreditation to the deployed personnel as part of the embassy staff;
- 2.2. Conduct pre-deployment orientation/training program and assist in facilitating requisites for deployment
- 2.3. Undertake administrative and operational supervision to the social welfare attaché and the Philippine humanitarian mission.
- 2.4. Provide basic logistical support to the Attaché including adequate office space whenever feasible.

## **3. Department of Labor and Employment**

- 3.1. Enter into a Memorandum of Agreement with the Department of Social Welfare and Development for the deployment of social workers abroad.
- 3.2. Identify overseas post where the services of a social worker is most needed
- 3.3. Undertake pre-departure orientation training to the identified social workers in coordination with DSWD
- 3.4. Allocates funds for the provision of basic welfare services needed by the OFWs.

welfare attaché/social worker in embassies or representatives in consulates

- 1.3. Provide for the salary and other benefits of the said personnel according to their position, including overseas allowances and other emoluments accruing to the position;
- 1.4. Provide available training and other related activities to the social welfare attaché/social worker to promote efficiency and effectiveness in the discharge of functions and duties prior to deployment with the Department of Foreign Affairs and the Department of Labor and Employment
- 1.5. Exercise technical supervision, including site visitation and monitoring, over the deployed personnel in coordination with the DFA and DOLE and other relevant agencies and organization;
- 1.6. Ensure that required reports are furnished by the social welfare attaché/social worker at posts to Head of Posts/Labor Attaché.

## **2. Department of Foreign Affairs**

- 2.1. Enter into a Memorandum of Agreement with the Department of Social Welfare and Development and facilitate/issue consular accreditation to the deployed personnel as part of the embassy staff;
- 2.2. Conduct pre-deployment orientation/training program and assist in facilitating requisites for deployment
- 2.3. Undertake administrative and operational supervision to the social welfare attaché and the Philippine humanitarian mission.
- 2.4. Provide basic logistical support to the Attaché including adequate office space whenever feasible.

## **3. Department of Labor and Employment**

- 3.1. Enter into a Memorandum of Agreement with the Department of Social Welfare and Development for the deployment of social workers abroad.
- 3.2. Identify overseas post where the services of a social worker is most needed
- 3.3. Undertake pre-departure orientation training to the identified social workers in coordination with DSWD
- 3.4. Allocates funds for the provision of basic welfare services needed by the OFWs.

3.5. Provide for other logistical support necessary for the deployment of social welfare attaché/social worker.

3.6. Undertake administration/supervision to the deployed social worker.

#### 4. International Social Service Non-Government Organization

4.1 Enter into a Memorandum of Agreement (MOA) with the Department of Social Welfare and Development for the deployment of social worker.

4.2 Provide for allowances and other benefits e.g. accommodation, office space, etc. to the deployed social worker.

4.3 Exercise administrative and operational supervision to the deployed social worker.


4.4 Determine the need and the period of deployment of social worker in coordination with DSWD.

4.5 Provide proper orientation to the deployed social worker to the nature of work and culture of the host country.

#### IX. EFFECTIVITY

This Order shall take effect immediately and revokes/rescinds all previous orders inconsistent herewith.

Issued in Quezon City, this 23<sup>rd</sup> day of April, 2003.

  
**CORAZON JULIANO SOLIMAN**  
Secretary  
Department of Social Welfare and Development

