

Annex B.

MINIMUM STANDARDS, COMPETENCIES, AND QUALIFICATIONS REQUIRED FOR PERSONNEL/STAFF IN DIFFERENT SWDA SETTINGS

I. RESIDENTIAL-BASED SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES	
PERSONNEL / STAFF	COMPETENCIES AND QUALIFICATIONS STANDARDS
Executive Director/Head of Agency	<p>One (1) per SWA with the following qualifications:</p> <ul style="list-style-type: none"> • A graduate of any bachelor's degree or four (4) year course or a registered social worker (RSW) with valid license; • At least eighty (80) hours of training on topics relevant to the services or skills needed to work with the beneficiaries of the agency • Three (3) years relevant experience on administration/management of social welfare agency or on area of major service delivery i.e. Children in Conflict with the Law (CICL), Children in Need of Special Protection (CNSP), and Women in Especially Difficult Situation (WEDC), livelihood management, etc. and • Three (3) years of general knowledge on facility management and the management of sector that they are catering
Center Head	<p>For SWA with only one (1) facility, the Executive Director may also serve as the Center Head, following the required qualifications of the Executive Director.</p> <p>For SWA with two (2) or more facilities either in a different or the same locations, there should be one (1) Center Head for each center/facility.</p> <p>The Center Head shall have the following qualifications:</p> <p>For Private SWA:</p> <ul style="list-style-type: none"> • A RSW with valid license; • Attended at least two (2) days or sixteen (16) hours of relevant training; and

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	<ul style="list-style-type: none"> At least one (1) year supervisory/managerial experience or has earned units in SW or SW post-graduate studies with at least one (1) year experience in a related field. <p>For Public SWA:</p> <ul style="list-style-type: none"> A RSW with valid license; Three (3) years of relevant experience; and Sixteen (16) hours of relevant training. <p>For LGUs:</p> <ul style="list-style-type: none"> One (1) full-time personnel/staff per center/facility; and At least a second-level position (supervisory) per EO 292 s. 1987
Supervising Social Worker (as applicable)	<ul style="list-style-type: none"> A RSW with valid license; At least eight (8) hours of relevant trainings; Has at least one (1) year of supervisory experience in handling beneficiaries under care
Social Workers (SWs) – number of SWs will depend on the type of beneficiaries and actual number of cases at any given time (refer to Annex A. Worker-Beneficiary Ratio and Other Staffing Requirements)	<ul style="list-style-type: none"> A RSW with valid license; One (1) year of relevant experience; and Four (4) hours of relevant training in handling cases/managing cases/casework etc.
Social Welfare Assistant (SW Assistant)	<p>For Private SWA:</p> <ul style="list-style-type: none"> Completion of two (2) years of studies in college preferably B.S. Social Work; One (1) year relevant experience; and Attended one (1) training in handling cases/managing cases/casework etc. from the DSWD Academy.* <p>For Public SWAs: Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees)</p>

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	<p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Adoption Para-social worker	<ul style="list-style-type: none"> • At least two (2) years experience in the field of social work; and • Attended one (1) training in handling alternative child care/adoption from the DSWD Academy.* <p>Note: In excess of at least 50% of the standard ratio for RSWs, the Adoption Para-social worker/SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Administrative Staff/ Supervisor and/or Supervising House parents (as applicable)	<p>For Private SWA:</p> <ul style="list-style-type: none"> • Graduate of four (4) year course • At least one (1) year of relevant experience or supervisory experience; and • Eight (8) hours of relevant training <p>For Public SWAs: Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees)</p>
Houseparent (HPs)	<ul style="list-style-type: none"> • High school graduate provided that he/she has training in house parenting from the DSWD Academy;* or • A high school level but has been employed with the SWA for more than two (2) years shall be considered, provided he/she has training on house parenting from the DSWD Academy* and has at least a very satisfactory rate on performance evaluation. <p>One per eight (8) hour shift, exclusive of time for work break. <i>(In compliance with Labor Law and CSC guidelines)</i></p> <p>In excess of a regular 40/48 working hours per week, for government/private SWA's respectively, a corresponding compensation or day-off shall be remunerated based on the actual number of hours served/rendered.</p> <p>Stay-in staff may be considered, provided that the core working hours per week are 40/48 hours only.</p>

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	<p><u>Applicable only during national health / disaster emergencies:</u></p> <p>24-hour shift per HP may be allowed to prevent or lessen any threat of contagion or in the exigency of work. Further, HPs should not be on duty for two (2) consecutive days on a 24-hour shift of duty to ensure that they are rested and in good physical/mental condition for their next duty. Likewise, the corresponding compensation must be provided based on the number of hours served/rendered.</p> <p>Stay-in staff may be considered, provided that the core working hours per week are 40/48 hours only given the set-up.</p>
<p>Cook/s</p> <p>Most applicable to facilities catering to Child Care Agency (CCAs), Senior Citizens</p>	<p>At least Elementary School Graduate with at least one (1) year of experience.</p> <p>Note: At least one (1) per center/facility, except for those catering to older beneficiaries who are at the age of majority and can perform the tasks as part of their daily activities.</p>
<p>Security Guard/s (mandatory for facilities handling CICL with court cases)</p>	<ul style="list-style-type: none"> • Licensed security guard with at least forty (40) hours of training/seminars in handling specific types of beneficiaries under care. • One (1) per 12-hour shift with one (1) reliever • He/she has a basic orientation on gender and development and Child/Client Protection Policy with conformity.

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Other program and administrative staff	<p>Completed the required training, education, degree or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWA's written policies.</p> <p>For Nurse or Nursing Assistant:</p> <ul style="list-style-type: none"> • At least part time/ in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs; • A graduate of Bachelor of Nursing with relevant experience; or a certificate of completion as Nursing Assistant or at least high school graduate with completed basic training course on health care. <p>OR</p> <p>For Full time Nursing Assistant or Full-time Nurse:</p> <ul style="list-style-type: none"> • With full time employed or in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs • A Registered Nurse (RN) with valid license with at least one (1) year relevant experience or A Certified Nursing Attendant (CNA) with at least one (1) year relevant experience <p>For Psychologist and/or Psychometrician:</p> <ul style="list-style-type: none"> • At least part-time/ in contract or in a MOA or MOU with a government or private hospital/clinics/individual, especially to those catering to toddlers, senior citizens and persons with special needs • Psychologist: A graduate of B.S. in Psychology with a valid license, has at least one (1) year relevant experience and four (4) hours relevant training • For Psychologist Position under public SWDA: A Master's Degree in Psychology (<i>per CSC MC 14 series of 2019</i>) • For Psychometrician: A graduate of B.S. in Psychology with valid license and has at least one (1) year relevant experience
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II. CENTER-BASED SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES	
PERSONNEL/ STAFF	COMPETENCIES AND QUALIFICATION STANDARDS
Executive Director/Center Head/ Head of the Agency	<p>For SWA with only one (1) facility, the Executive Director may also serve as the Center Head, following the required qualifications of the Executive Director.</p> <p>For SWA with two (2) or more facilities either in a different or same locations, there should be one (1) Center Head for each center/facility.</p> <ul style="list-style-type: none"> • A graduate of any bachelor's degree or 4-year course or a RSW with valid license; • At least eighty (80) hours of training on topics relevant to the services or skills needed to work with the beneficiaries of the agency; • Three (3) years relevant experience on administration/management of social welfare agency or on area of major service delivery i.e. CNSP, WEDC livelihood management, etc. providing center-based SWD programs and services; and • Three (3) years of general knowledge on facility management and the management of sector that they are catering <p>For LGUs:</p> <ul style="list-style-type: none"> • 1 full-time personnel/staff per center/facility; and • At least a second-level position (Supervisory) per EO 292 s. 1987 <p>However, specific qualifications shall apply on these types of centers:</p> <ul style="list-style-type: none"> • For Reception and Action Centers (RAC), Drop-In Centers and other centers providing similar programs and services, three (3) years relevant experience in social welfare administration or administration/management or on area of major service delivery i.e. crisis intervention, handling,

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	<p>processing and rehabilitation of victims of violence and abuse, trafficking and displacement, crisis management; etc.</p> <ul style="list-style-type: none"> For National Vocational Rehabilitation Center (NVRC), Area Vocational Rehabilitation Centers (AVRCS) and other centers providing similar programs and services, three (3) years experience as manager, administrator or head of a SWDA, center or institution.
Program or Administrative Head/ Supervisor	<p>For Private SWA:</p> <p>Program Head or Supervisor, a RSW with valid license, with at least one (1) year of accumulated supervisory experience in social welfare and development; or</p> <p>The Administrative Supervisor must have at least one (1) year of relevant supervisory experience.</p> <p>For Public SWA:</p> <ul style="list-style-type: none"> Bachelor's degree relevant to the job, Two (2) years of relevant experience; Eight (8) hours of relevant training; Career service (professional)/2nd level eligibility, or if SW, an RSW with valid license. <p>However, specific qualifications shall apply to these types of centers:</p> <ul style="list-style-type: none"> For RAC, Drop-In Centers and other centers providing similar programs and services, Program or Administrative Head/ Supervisor is a bachelor's degree holder with at least three (3) years supervisory experience in social welfare and development. For NVRC, AVRCS and other centers providing similar programs and services, Program or Administrative Head/ Supervisor is a bachelor's degree holder with at least three (3) years supervisory experience in social welfare and development.
Program Officer/ Social Worker/Social Welfare Officer	<ul style="list-style-type: none"> The center's social worker/program officer is a RSW with valid license; Has one (1) year of experience in managing related cases; and Four (4) hours of relevant training
Social Welfare Assistant/s / Program Assistant/s	<p>For Private SWA:</p> <ul style="list-style-type: none"> Completion of two (2) years studies in College preferably B.S. Social Work; One (1) year relevant experience; and

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	<ul style="list-style-type: none"> • Attended one (1) training in handling cases/managing cases/casework etc. from the DSWD Academy.* <p>For Public SWA:</p> <ul style="list-style-type: none"> • Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees) <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Manpower Development Officer/s	<p>For Private SWA:</p> <ul style="list-style-type: none"> • A bachelor's degree holder; • Has an existing TESDA License and Trainer's Certificate • With one (1) year experience in the manpower development program or in centers like the NVRC, AVRC and other Centers providing similar programs and services. <p>For Public SWA:</p> <ul style="list-style-type: none"> • A bachelor's degree holder; • With one (1) year relevant experience in centers like the NVRC, AVRC and other Centers providing similar programs and services. • With four (4) hours of relevant training; and • Career service (professional)/ 2nd level eligibility.
Psychologist	As employed or accessed by the center, the psychologist is a Registered Psychologist (RPsy) with at least one (1) year of accumulated experience in handling the center's cases.
Psychometrician	As employed or accessed by the center, the psychometrician is a Registered Psychometrician (RPm) with at least one (1) year experience in the academe or handling cases similar to the center's cases.
Medical/ Dental Personnel	As employed or accessed by the center, the medical/dental personnel must have completed the required education/degree and obtained the appropriate license or eligibility as required by this position/function.
Physiatrist or Physical Medicine and Rehabilitation Physician	As needed, the center accesses the services of duly registered Physiatrist or Physical Medicine and Rehabilitation Physician for centers like the Stimulation and Therapeutic Activity Centers (STACS), Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.

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Development Pediatrician	As needed, the center accesses the services of a duly registered Developmental Pediatrician for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Physical Therapist	<p>As employed or accessed by the center, the Physical Therapist or other allied professionals has the required and valid license (e.g. Registered and Licensed Physical Therapist) with at least one (1) year of experience in providing therapy sessions.</p> <ul style="list-style-type: none"> For STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services, the center engages the full-time services of a RPT with at least one (1) year experience in working with persons with physical/intellectual disabilities.
Occupational Therapist	As needed, the center engages the services of a registered and licensed occupational therapist (OT) for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Special Education Teacher	As needed, the center engages the services of a licensed Special Education Teacher (SPED) Teacher. Support staff have the required training or license necessary for their job/function (i.e. driver's license, TESDA certificate/s) for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Speech Therapist	As needed, the center engages the services of a licensed speech therapist for centers like the STACS, Hospices and Physical Rehabilitation Centers Providing Free and/or Socialized Stimulation, Therapeutic and Physical Rehabilitation Services.
Houseparent/s (as necessary)	<ul style="list-style-type: none"> High school graduate, provided that she/he has training in houseparenting from the DSWD Academy; or A high school level but has been employed with the SWA for more than two (2) years shall be considered, provided he/she has training on house parenting and has at least a very satisfactory rate on performance evaluation.

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<p>Cook/s (as applicable)</p> <p>Most applicable to facilities catering to infants and toddlers- i.e Child Caring Agency (CCAs)</p>	<p>As needed, the center engages the services of cook/s who is/are at least Elementary School Graduate with at least 1 year of experience.</p> <p>Note: One Cook (1) per Center/facility, except for those catering to older residents who are at the age of majority and can perform the tasks as part of their daily activities.</p>
<p>Program and Administrative Support staff</p>	<p>For Private SWA:</p> <p>Program and Administrative support staff must have completed the required education/degree as required by the position/function (i.e. Secretarial Science for clerk, B.S. Accounting, Banking or Finance for bookkeepers).</p> <p>For Public SWA:</p> <p>Compliant with the requirements for the position, as prescribed by the Civil Service Commission (e.g. with Civil Service eligibility for regular employees).</p>
<p>Other support staff</p>	<p>For Private SWA:</p> <p>Must have the required training or license necessary for his/her job/function (i.e. driver's license, TESDA certificate/s).</p> <p>For Public SWA:</p> <p>Compliant with the requirements for the position, as prescribed by the Civil Service Commission, e.g.:</p> <ul style="list-style-type: none"> a. Manpower Development Assistant: Completion of 2 years studies in college; 1 year relevant experience; 4 hours relevant training; career service (sub-professional)/ 1st level eligibility. b. Handicraft Worker: Elementary School Graduate; experience none required; training none required; eligibility none required (MC 11, s. 96 Cat. III).
<p>Volunteers</p>	<p>As provided in the SWDA's Manual of Operation, volunteers, on-the-job trainees (OJTs) and student interns must have the necessary qualifications and be assigned to tasks according to their courses/specialization.</p>

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III. COMMUNITY-BASED/ SOCIAL WELFARE AND DEVELOPMENT (SWD) PROGRAMS AND SERVICES	
PERSONNEL / STAFF	COMPETENCIES AND QUALIFICATIONS STANDARDS
Executive Director/Head of Agency	<p>A graduate of social work or any behavioral science courses (i.e. psychology, anthropology, cognitive science, sociology, social science, applied behavioral science, etc.), or any bachelor's degree or 4-year course with the following additional qualification:</p> <ul style="list-style-type: none"> • Three (3) year accumulated experience in managing a SWDA • At least eighty (80) hours of training on topics relevant to the services being provided to the beneficiaries of the agency
Program or Administrative Head/ Supervisor	<p>For Program Head or Supervisor:</p> <ul style="list-style-type: none"> • A bachelor's degree holder with at least three (3) years of supervisory experience in SWDA; or • A RSW with a valid license and at least three (3) years supervisory experience in a SWDA <p>For Administrative Supervisor:</p> <ul style="list-style-type: none"> • Must be a graduate of four (4) year course; and • Must have at least three (3) years of relevant supervisory experience
Program Officers / Social Welfare Officers	<p>For agencies implementing programs and services requiring case management and catering to CNSP, Violence Against Children and their Children (VAWC), CICL and victim-survivors of trafficking:</p> <ul style="list-style-type: none"> • A full time RSW with a valid license is hired and with at least two (2) years of experience in a generalist approach. <p>For agencies that implement community organization/development (CO/CD), any of the following is hired on a full-time basis:</p> <ul style="list-style-type: none"> • Graduate of a Bachelor's Degree in Social Work or Community Development; or other professionals with at least two (2) years of experience in social welfare and development

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<p>Program Assistant / Social Welfare Assistant (SW Assistant)</p>	<p>For agencies implementing programs and services requiring case management and catering to CNSP, VAWC, CICL and trafficked persons and for agencies that implement community organization/development (CO/CD):</p> <ul style="list-style-type: none"> • Completion of two (2) years studies in College preferably B.S. Social Work; • At least one (1) year relevant experience; and • Has attended one (1) training in handling cases/managing cases/casework etc/ social welfare and development from the DSWD Academy.* <p>For Public SWAs:</p> <ul style="list-style-type: none"> • In addition to first and second bulleted qualifications, preferably with career service (sub-professional)/ 1st level eligibility. <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SW / Program Assistant shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
<p>Program or Administrative Support Staff</p>	<p>Must have completed the required education/degree or obtained the appropriate license or eligibility as required by his position/function (i.e. Secretarial Science for clerk, B.S. Accounting or Banking and Finance for bookkeeper).</p>
<p>Other support staff</p>	<p>Completed the required training education, degree or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWA's written policies.</p>

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IV. CHILD PLACEMENT SERVICES	
PERSONNEL / STAFF	COMPETENCIES AND QUALIFICATIONS STANDARDS
Executive Director/Head of Agency	<p>One (1) per SWDA with the following qualifications:</p> <p>A graduate of any bachelor's degree or 4-year course or a Registered Social Worker (RSW) with valid license;</p> <ul style="list-style-type: none"> • Three (3) years relevant experience on administration/management of SWA or on the area of major service delivery i.e. CICL, CNSP, and WEDC livelihood management, etc.; • At least eighty (80) hours of training on topics relevant to the services or skills of working with the clients of the agency, alternative child care programs and services; and • Three (3) years of general knowledge on facility management and the management of the sector that they are catering <p>OR</p> <p>A RSW with two (2) years supervisory or managerial experience or its equivalent professional grade eligibility or relevant training.</p>
Supervising Social Worker (as applicable)	<ul style="list-style-type: none"> - RSW with valid license; - At least eight (8) hours of relevant training; and - Has at least one (1) year supervisory experience in handling adoption and alternative child care programs.
Social Workers (SWs) – number of SWs will depend on the type of residents and actual number of cases at any given time (refer to caseload under III. Case Management)	<ul style="list-style-type: none"> - A Registered Social Worker (RSW) with valid license; - One (1) year of relevant experience; - For adoption social workers, at least three (3) years of experience in handling alternative child care or adoption cases or one hundred eighty (180) hours of formal training in handling cases/managing cases/casework etc; and - Four (4) hours of relevant training in handling cases/managing cases/casework etc. <p>Note: All SWs hired must be a RSW. Hiring of adoption Social Welfare Assistants may be applicable provided that only RSW shall sign and submit pertinent documents.</p>

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Adoption Para-social worker/ Social Welfare Assistant (SW Assistant)	<ul style="list-style-type: none"> • For Adoption Para-social worker, at least two (2) years experience in the field of social work; For SW Assistant, at least one (1) year of relevant experience; and • Has attended one (1) training in handling alternative child care/adoption from the DSWD Academy.* <p>Note: In excess of at least 50% of the standard ratio for RSWs, the SWA shall assist in the case management of the excess caseload. However, only the RSW shall sign and submit pertinent documents.</p>
Administrative Staff/ Supervisor	<ul style="list-style-type: none"> -Graduate of a four (4) year course; -At least one (1) year of relevant experience or supervisory experience; and -Eight (8) hours of relevant training
Other support staff	Completed the required training education, degree, or obtained appropriate license/ registration or eligibility for the position as provided by law or as stipulated in the SWDA's written policies.

V. AUXILIARY SWDA	
PERSONNEL / STAFF	COMPETENCIES AND QUALIFICATIONS STANDARDS
At least one (1) full-time staff	Graduate of Bachelor's Degree in Social Work, Community Development, or other related behavioral and social science courses ¹ that include community organizing or immersion as part of their curriculum.

¹ Refer to List of behavioral and social science courses for Auxiliary SWDAs per DSWD MC 18 series of 2024

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LIST OF BEHAVIORAL² AND SOCIAL SCIENCE³ COURSES
for Auxiliary SWDAs per DSWD MC 18 series of 2024

Bachelor of Arts (BA) / Bachelor of Science (BS)/ Master's/Doctorate Degree in:

1. Social Work
2. Community Development/Organizing
3. Psychology
4. Sociology
5. Philosophy
6. Theology / Pastoral Ministry
7. Psychology
8. Human Services
9. Anthropology
10. Development Studies
11. Philippine/International Studies
12. Guidance Counseling/Counseling
13. Political Science
14. Nursing
15. Economics
16. Environmental Science
17. Disaster Resilience and Management
18. Communications Development
19. Ethics
20. Criminology
21. Education
22. Business/Public Administration or Management
23. Law
24. And other related courses that include community organizing, fieldwork or immersion as part of their curriculum.

Note: The list is for reference only and is not limited to the above-mentioned.

² Behavioral science degree provides an interdisciplinary approach to studying human behavior. It uses cognitive science, psychology, sociology, anthropology, and even artificial intelligence (AI) to explore and analyze human actions, habits, and intentions. Maryville University. (2023, October 17). *Behavioral Science vs. Psychology Degree*. <https://online.maryville.edu/>

³ a group of academic disciplines dedicated to examining human behavior and specifically how people interact with each other, behave, develop as a culture, and influence the world. Liberto, D. (2024, May 15). *Social Science: What It Is and the 5 Major Branches*. Investopedia. <https://www.investopedia.com>

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