

THIS IS MY PERSPECTIVE OF FAMILIES SOUTH AFRICA SOCIAL IMPACT ON SOCIETY THROUGH ITS EMPLOYEES

Families South Africa Western Cape head office is located in Observatory and consists of a beautiful diverse family that resides in an old Victorian home. The rest of the family is situated in almost the heart of Khayelitsha which is identified as one of the poorest and deprived areas in South Africa. The organisational culture at FAMSAs is to be known as "clan" orientated, which is family like and focuses on mentoring, nurturing, and doing things together. FAMSAs WC main objective is to become the national leader in services that enhance relationships. However, I would like to shift the focus to FAMSAs WC passion in training and developing its staff.



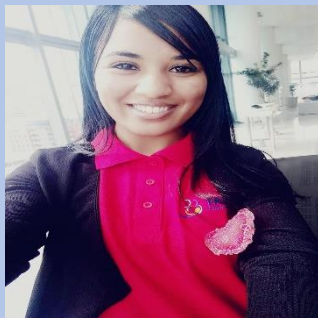
My journey with FAMSAs WC started back in 2015 when I entered into the organisation as a human resource volunteer unable to find a company that would give me the opportunity to work in a profession that I had a passion for, yet no experience in. FAMSAs WC then afforded me the opportunity of working closely with Cathreen Munday. She has been my mentor and has developed me into a now Junior Human Resource Manager which I will forever be thankful for. I am currently in my second year of my studies and soon will obtain my degree in human resource management. Not only but also, FAMSAs WC has provided me the financial assistance of been able to work and fund my studies at the same time. Throughout my employment at FAMSAs WC I have also been afforded the privilege of attending numerous trainings that has equipped and assisted me in becoming more competent in my job. Every day I am learning.

Families South Africa vision is to become the leaders in supervision and in my opinion FAMSAs WC already honours that through its employees. Supervision is a process whereby the supervisor guides the supervisee in the development of his/her professional capacity to enable him/her to function independently and autonomously. In the last few years when I have conducted exit interviews with employees and asked them what their experience had been like in terms of training and development within the organisation, the answers are always the same. Staff are extremely grateful to FAMSAs WC for developing them into what they have become. Their reasons for leaving the organisation is not because they unhappy and seek greener pastures but simply because of the economical state South Africa finds itself in, they seek better financial security that a NGO'S sadly cannot offer.

Nomkitha Tombe is a beautiful mother of three. She graduated at Fort Hare university in Eastern Cape, after the completion of her studies she struggled to find work as a social worker as most employers seek already developed employees. Instead she worked at a technology company as a store manager which was not her passion but continued working there as she needed the to provide for her family. FAMSA WC recruited Nomkitha and has trained her with its amazing FAMtrac In-Service trainings that has equipped her with the necessary skills that has enabled her to professionally counsel at the Khayelitsha office where it is needed.



Alicia Goosen is also a newly graduate and now ex-employee worked at FAMSA WC in 2018. She then resigned a year later feeling very sorrowful as leaving the organisation had not been part of her plan. The young ambitious 24- year- old wanted to continue her employment with FAMSA



WC but got offered a job at Helderburg Society for the aged as a social worker with better financial security. In her exit interview she kept expressing her thankfulness and gratefulness towards FAMSA WC for her development that she had received as she believes that it was the key that opened the next door in her career and was the foundation to wherever she may find herself someday.

Chuma Mangxa is a 28-year-old newly appointed addition to the FAMSA WC family. He is also a fairly new graduate that completed his degree in social work in 2016. Chuma resides in Delft and started his journey with FAMSA WC in 2017. He now together with the delightful and remarkable support of his manager Gcobisa Ngalo assists with the facilitation of parenting plan workshops in Khayelitsha. He is also part of the coordination of the Family Fun Run which has been hosted for the last three years by FAMSA WC. Chuma is yet another beautiful succession story FAMSA WC had a role to play in.



Zimikitha Jini a 28-year-old aspiring intern from False Bay College that FAMSA WC recruited to complete her 18-month practical as an Administrator. In the duration of her practical an employee at FAMSA WC resigned. FAMSA WC then offered the post to Zimkitha and trained her as a financial administrator. I share an office with Zimikitha we often chat, and I can only simply smile and admire her big dreams for the future. Beautiful lady with big dreams. Perhaps our future Director in the making, who knows.

These are only yet a few succession stories out of many employees over the years in the establishment of FAMSA WC. My colleagues which are over the age of 60 often joke and say that they are the grey-haired veterans in the organisation, little do they know that they are the door openers of the future and one of the main reasons why the organisation can still operate successfully.

FAMSA WC mission is to support individuals, families, organisations, communities, and societies to build restore and sustain functional relationships. In my opinion in order to achieve this objective staff need to be effectively equipped with side by side mentorship from these 'veterans' that have achieved the expertise and knowledge in their field of studies throughout the years. It is simply because of them, their expertise, their passion for their work and for society that they are able to invest in the future workforce, which in turn enables the future workforce to build a better society because knowledge has been invested in them.

My perspective is that in many organisations' millennials have the perception that the veteran's knowledge and expertise is no longer needed, I aim to differ. In my opinion, yes veterans should not be reluctant to change and be stuck in their "old" ways. Also, the younger generation should feed off the knowledge from their older colleagues and use their knowledge to tweet their own ideas. New ideas that are inline with our everchanging world. The collaborative mindset from both older employees and younger employees could enforce a better working environment by putting their differences aside thus enhancing productivity which in turn would enable the organisation to thrive.

Despite the hierarchy position in which staff are employed within our organisation., Erica Mendes who is the Resources Manager that writes proposals to possible funders to Sylvia Rwexana the tea lady that always smiles and ensures that our delegates at our in house FAMtrac trainings are catered for, all play an remarkable role in making FAMSA WC what it is today.

From the captain who is our Director that drives the ship with the support of the amazing diverse management team, that ensures that the keel which is the foundation of the ship is secure. To the extraordinary and dedicated operational staff that keep the engine of the ship going. I am honoured to be a part of the crew. Year to year we are faced with gushing winds, yet our sail remains intact because we support and work well together as a team.

My aim or efforts in writing this is not to remove the focus on training that external institutions offer because I do acknowledge its value and efforts in developing staff. I am writing this simply to recognise the astounding internal supervision, training and development received by FAMSA WC own managers and supervisors.

Also, to also acknowledge the ongoing stressful struggle of ensuring that FAMSA WC doors are kept open due to financial implications from various funders. FAMSA WC does not only ensure for the strive for healthier communities but my organisation also strives to enable that people are given a fair chance to actually pursue their careers because somebody believed in them and that somebody is Families South Africa Western Cape.

Written by Melanie Laising

Dedicated and inspired by somebody who believed in me, Cathreen Munday