

## **Global Social Service Workforce Alliance – Scope of Work**

### Consultancy to prepare the 2020 State of the Social Service Workforce Report

#### **A. Background of the Consultancy**

The [Global Social Service Workforce Alliance](#) (hereafter referred to as ‘the Alliance’) works toward a world where a well-planned, well-trained, and well-supported social service workforce (SSW) effectively delivers promising practices that improve the lives of vulnerable populations. The mission of the Alliance is to promote the knowledge and evidence, resources and tools, and political will and action needed to address key social service workforce challenges, especially within low- to middle-income countries.

The Alliance pursues this approach by:

- Serving as a convener for an inclusive, representative network of stakeholders including government organizations, nongovernmental organizations, academic institutions, donor groups, professional associations, and community practitioners to create a forum for discourse and collective learning
- Advancing knowledge by deriving, organizing and disseminating critical evidence-based research, resources, tools, models, and best practices
- Advocating for workforce-supportive policy reforms at the global and national levels.

In 2015, the Alliance produced its [first annual State of the Social Service Workforce Report](#) as a multi-country review, shedding light on key social service workforce data and trends, showcasing innovative and effective workforce strengthening initiatives, and highlighting the impact of a lack of data. This was a first step to better describe, depict and analyze efforts to strengthen the social service workforce. [Subsequent reports](#) were released in 2016, 2017 and 2018 with both qualitative and quantitative analyses and recommendations for strengthening the workforce.

#### **B. Purpose**

This year’s State of the Social Service Workforce Report will address the ‘State of the SSW during and beyond COVID-19’, and will specifically answer the questions:

- What role did the SSW play in the pandemic, including in prevention, mitigation and response to its impact on communities?
- How did the pandemic impact the SSW?
- What have we learnt about what should be the future role of the SSW, in preparedness for future pandemics, prevention of negative social impacts and response to needs and risks that arise?

The consultant will then prepare the text of the report and offer input for charts/graphs/tables to the graphic design firm that will provide professional editing and layout.

#### **C. Proposed process**

The Alliance staff and Steering Committee will act as sounding board and source of support to the consultant throughout this process.

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#### Proposed methods for developing the report – to be adapted as necessary:

1. Literature review – both published research and ‘gray literature’
2. Outreach to partners, on a list developed by Alliance staff and steering committee, to gain access to key sources and permission to cite them,
3. Key informant interviews in selected countries with key practice leaders, advocates or change agents
4. Compilation of case studies, where possible with photos (with appropriate ethical controls and permissions), submitted by key informants, Alliance members, ambassadors and other key partners;
5. Develop, and later analyze results from, a single short survey<sup>1</sup> on key lessons from the pandemic for SSW, sent out by the Alliance to its members and key partners.

#### Timeline of tasks and consultancy deliverables

		# Days for consultancy deliverables - Alliance tasks marked as ‘staff’	Jan	Feb	Mar	Apr	May /Jun
1	Develop SoW for consultant, and recruit	Staff					
2	Prepare full report outline for working group (WG) approval	Staff					
3	Draft and send out global short survey to members and partners	Staff					
4	Analyze results of survey	1					
5	Draft and develop literature review	4					
6	Plan, carry out, write up and analyze approx. 8 -10 Key Informant Interviews	4					
7	Develop first draft, revise following consultation with key stakeholders and steering committee working group	3					
8	Integrate feedback and perform any additional data gathering and analysis to prepare second draft of report for WG and key stakeholder review	1					
9	Develop final draft for approval by WG	1					
10	Work with graphic designer to refine any report details prior to final layout, with all edits and graphics	Staff					
11	Present report at an annual online event - May or June, tbc.	Staff / consultant. tbc					
	<b>TOTAL DAYS</b>	<b>14</b>					

<sup>1</sup> A short survey would have 2 or 3 linked questions. E.g. *As a social service worker, you likely faced many challenges and losses due to COVID in 2020 and early 2021, but what have you gained or learned through your work as a social service worker over this past year? Are there any new opportunities for positive change for the social service workforce arising out of this crisis? Are you willing to be interviewed in more depth on this subject?*

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#### **D. Content - Proposed report focus and structure** – to be confirmed through discussion with consultant and SC working group:

1. **How did COVID19 impact society and the SSW?** Literature Review summarizing:
  - a. Impact on society – magnifying existing social inequalities
  - b. Impact on SSW – including support, supervision, management, availability of PPE, access to vaccines.
  
2. **How did this impact the SSW, and how did the SSW respond to the challenges?** Interview response and submitted cases studies highlighting:
  - a. How were the SSW's core functions adapted in response to the pandemic?
  - b. How was advocacy on the essential role of the SSW carried out during the pandemic,?
  - c. How were lessons learned and applied from previous pandemics, on the role of the SSW (e.g. Ebola, HIV/AIDS)?
  
3. **Current picture:**

Summary of interview responses and case studies showing promising / quality SSW practices and approaches – either new or adapted - that were developed in response to the pandemic, which are likely to remain as part of good SSW practice in future, i.e. innovations of lasting significance
  
4. **Conclusion and recommendations - looking forward and building back better**

Given the pandemic has deepened poverty, increased vulnerability of children, women, those with disabilities, ethnic minorities and other social groups, and highlighted and exacerbated systemic and structural inequalities, injustice and discrimination, what could be the role of the SSW in meeting higher levels of need in the short and medium term, and building more just and inclusive societies in the long term?

What could be the role of the social service workforce in preparedness, mitigation and response to future pandemics?

#### **E. Location**

The consultancy may take place in any location, providing there is reliable communication to conduct online or telephone interviews and communicate with Alliance staff (based in US and Central Asia).

#### **F. Travel**

This consultancy will require no travel nor receive any support for travel expenses, as interviews and any presentations would be online.

#### **G. Period of Performance – Compensation**

The consultancy is estimated to be completed through **14 days of work** during the period of **February 15, 2021 until May 30th, 2021.**

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**Performance Based Contract:** 2 payments will be based on satisfactory submission of deliverables as follows:

- 1st payment upon completion of deliverables 4 - 6: nine days of work by March 26
- Final payment upon completion of deliverables 7 - 9: five days of work by June 30

#### **H. Consultant Qualifications**

The successful candidate or team will be able to demonstrate skills in the following areas:

- Master’s degree in social work, child and youth care work, child welfare, social science, social policy or related field.
- Knowledge of workforce strengthening approaches in social or health services and working with vulnerable populations, with specific knowledge of impact of, and response to, COVID-19 pandemic
- Knowledge and demonstrated experience in qualitative research design and data analysis, specific to literature reviews, key informant interviews and case studies
- Demonstrated excellent data collection, writing, analytical and research knowledge and skills, including the capacity to seek and find data and sources in a fluid context
- Fluency in English
- Demonstrated ability to work independently, and to work within tight timeframes

#### **I. Team Contacts**

<b>Responsible person</b>	<b>Function</b>	<b>Email</b>
Hugh Salmon	Director Global Social Service Workforce Alliance	<a href="mailto:contact@socialserviceworkforce.org">contact@socialserviceworkforce.org</a>

Interested applicants should apply by February 5, 2021. Applications should be submitted to [contact@socialserviceworkforce.org](mailto:contact@socialserviceworkforce.org) and must include a CV or resume and a professional writing sample similar in nature to this consultancy. In the body of the email please confirm your availability for the days referenced in this Scope of Work and include your daily rate (in USD\$) to undertake the scope of work above. Applications submitted without a daily rate will not be considered.