

## **Scope of Work**

### **Consultancy on the role of the Social Service Workforce in Social Protection across the life course**

#### **A. Purpose**

The purpose of this consultancy is to develop a technical note on the role and functions of the social service workforce for social protection through the life course. The technical note is meant to offer practical guidance in a visually appealing way to policy makers and program managers.

In 2019, UNICEF issued a [Social Protection Framework](#) to promote and outline the conceptual approach to child sensitive social protection. The framework presents a model of social protection across the life course. It emphasizes the impact of social protection on child protection, in particular referencing Sustainable Development Goal 16.

The purpose of this technical note is to highlight specific ways that the social service workforce actively connects social protection with child protection, so that strengthening families economically and socially enables children to be better protected from all forms of violence and neglect, and other potentially vulnerable individuals better supported and empowered in the context of the family.

#### **B. Background of the Consultancy**

The strength and effectiveness of a comprehensive social service system tailored to the needs of the most vulnerable groups in many ways depends on the strength of the social service workforce.<sup>1</sup> The social service workforce is situated within different sectors and works at the micro, mezzo and macro levels to deliver preventative, promotive and response services to individuals, families and communities. The social service workforce is an integral part of the overall social service system and delivery of interventions that improve health and well-being.

Failing to strengthen the workforce means limiting the effectiveness of programs and wasting valuable resources. When broad coalitions of partners are engaged in developing national frameworks for strengthening the social service workforce, the workforce will be better planned, developed and supported to help families and children to reach their full potential and recover from crises.<sup>2</sup> Carefully planned investments in a strong social service workforce are long-term investments in a resilient, peaceful and prosperous society.

Workforce strengthening has thus been identified as a critical pillar in strengthening the delivery of social services, including social protection. There is increasing global recognition of the importance of protecting children and women from any form of violence, exploitation and abuse, and of the role of the

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<sup>1</sup> Global Social Service Workforce Alliance (2015). The State of the Social Service Workforce 2015 Report. <http://www.socialserviceworkforce.org/system/files/resource/files/State%20of%20the%20Social%20Service%20Workforce%202015%20Report%20-%20A%20Multi-Country%20Review.pdf>

<sup>2</sup> Global Social Service Workforce Alliance (2017). Global Advocacy Toolkit for the Social Service Workforce. <http://www.socialserviceworkforce.org/system/files/resource/files/Global-Advocacy-Toolkit.pdf>

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social service workforce in achieving this. This is evident by inclusion of globally established protection-related targets under several Sustainable Development Goals (SDGs). UNICEF's continuous global commitment to support national governments in this work is reflected in its Strategic Plan for 2018-2021, and [Guidelines to Strengthen the Social Service Workforce for Child Protection](#). These plans and guidelines, and much of the work to strengthen the workforce, is structured around the [Framework for Strengthening the Social Service Workforce](#),<sup>3</sup> which highlights a multi-faceted range of strategies for enhancing the planning, development and support of the SSW.

While the Social Protection Framework references the crucial role of strengthening the social service workforce to increase the efficiency, effectiveness and inclusiveness of social protection programs, in particular through its family outreach and case management functions, a more detailed technical note is required to draw attention to the many and important linkages the workforce makes between social protection and child protection.

#### **C. Timeline and Deliverables**

The Alliance staff and Steering Committee will act as sounding board and source of support to the consultant throughout this process, as well as key UNICEF staff who will be a reviewing group.

##### **Proposed methods for developing the report**

1. Undertake a review of UNICEF's 2019 social protection framework, especially within the context of (1) UNICEF's 2019 Guidelines to Strengthen the Social Service Workforce for Child Protection and (2) the impact of social protection on key sectoral outcomes.
2. Propose an outline for the technical note.
3. Review existing literature relevant to the topics and in consultation with the Alliance, carry out at least 4 Key Informant Interviews with relevant social protection and child protection experts at global level.
4. Develop the first draft of the technical note, including visualized explanations and incorporating brief country examples, submitted by key informants and other key partners. Coordinate with the graphic designer on insertion of graphics and images as needed.
5. Based on the feedback from key peer review experts, develop the final draft of the technical note, ideally no more than 5 pages.

**The deliverable is the final technical note, due by March 30.**

#### **D. 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).

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<sup>3</sup> Global Social Service Workforce Alliance (2013). Framework for Strengthening the Social Service Workforce. <http://www.socialserviceworkforce.org/sites/default/files/uploads/SSWS%20Framework%20-%20Planning%2C%20Developing%2C%20Supporting%20-%20ENGLISH.pdf>

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**E. Travel**

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

**F. Period of Performance – Compensation**

The consultancy is estimated to be completed during the period of **February 15, 2021 until March 30, 2021**.

**Performance Based Contract:** 1 payment will be based on satisfactory submission of the final deliverable.

**G. 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 social service workforce strengthening approaches
- Knowledge of both child protection and social protection, with experience working in both types of programs across multiple country contexts
- Knowledge and demonstrated experience in carrying out literature reviews, key informant interviews and developing case studies
- Demonstrated excellent 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

**H. 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 subject line of the email, please include the title of this consultancy. In the body of the email please confirm your availability for the days referenced in this Scope of Work and propose the number of days and total consultancy amount (in USD\$) to undertake the scope of work above. Applications submitted without the proposed budget will not be considered.

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Protection across the Life Course**

**I. Organizational Overview**

The Global Social Service Workforce Alliance is a non-profit network of 2900 members in 143 countries and works toward a world where a well-planned, well-trained and well-supported social service workforce 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 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
- Generating knowledge and building the evidence base for effective SSWS by deriving, organizing and disseminating critical evidence-based research, resources, tools, models and best practices
- Building capacity of humanitarian and development actors to implement strategies to strengthen the social service workforce
- Promoting effective advocacy and stimulating an active network of workforce strengthening advocates through information sharing, collaboration, and networking

Tides Center acts as the fiscal sponsor of the Alliance and therefore oversees staff contracts or secondments of staff to the Alliance. A 13-member Steering Committee oversees and guides the direction and development of the Alliance and provides support to the Alliance Secretariat. For more information, please visit: [www.socialserviceworkforce.org](http://www.socialserviceworkforce.org)

Tides is an equal opportunity employer. We strongly encourage applications from women, people of color, and bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, or medical condition including acquired immune deficiency syndrome (AIDS) and AIDS-related conditions. Also pursuant to the San Francisco Fair Chance Ordinance, we encourage and will consider for employment qualified applicants with arrest and conviction records.

Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.