

Scope of Work
Global Social Service Workforce Alliance
National Consultancy
Mapping and Assessment of the Social Service Workforce to Prevent and Respond to Violence
against Children in East Asia and the Pacific

Cambodia (1), China (1), Indonesia (1), Mongolia (1) and Vietnam (1)

1. Background of the Consultancy

Goal Area 3 of the UNICEF strategic plan seeks to ensure that every girl and boy is protected from violence and exploitation. In order to achieve this, the plan identifies the strengthening of the social service workforce as a key child protection strategy. The social service workforce -- paid and unpaid, governmental and nongovernmental, professionals and paraprofessionals -- supports children and families in communities in a myriad of ways and plays a key role in preventing and responding to violence against children and families. The social service workforce focuses on preventative, responsive and promotive programs that support families and children by alleviating poverty, reducing discrimination, facilitating access to needed services, promoting social justice and preventing and responding to violence, abuse, exploitation, neglect and family separation. Social service workers are often the first responders to address the multiple forms of violence against children, which is a major cornerstone of their work.

The [Global Social Service Workforce Alliance](#) 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 is supported by PEPFAR/USAID and the GHR Foundation. Tides Center acts as the fiscal sponsor and host of the Alliance. A ten-member Steering Committee oversees and guides the direction and development of the Alliance and provides support to the Alliance Secretariat.

2. Purpose / Rationale

To address issues of child protection, it is important to understand the complexity of workforce issues, their capacities and expertise to address child protection issues. There is a need to have a baseline from which to consider the development of the social service workforce in the region. The mapping and assessment of the social service workforce in East Asia and the Pacific has four key expected results: i) Review of the legislative and policy frameworks in 12 East Asian countries and 4 Pacific Island Countries; ii) Detailed assessment of social service workforce in child protection in 6 countries; iii) Regionally-relevant "investment" case in a social service workforce for child protection; iv) Recommendations for priority actions in strengthening the social service workforce for child protection in the region. The work will culminate in a report on the state of the social service workforce in East Asia and the Pacific that will inform the work of UNICEF and its national, regional and global partners to improve policies, programs, advocacy and knowledge generation on the workforce in the region.

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3. Activities and Tasks

The purpose of the consultancy is to support mapping and assessment of the social service workforce in one of the countries listed above. A process will be undertaken to engage a country level task group in gathering data for a desk review on normative national frameworks, for an assessment questionnaire related to workforce development, and for a worker survey related to support for the social service workforce (SSW). Once data gathering is underway, a national roundtable discussion will be held to discuss preliminary findings and to identify and agree on priority actions for strengthening and advocating for the social service workforce. Information from this process will be integrated into a final regional report as well as an advocacy paper.

Under the supervision of the GSSWA Senior Technical Advisor (STA) and in consultation with GSSWA International Consultant (IC) and the UNICEF Country Office (CO), the National Consultant will be responsible for carrying out the following tasks:

- Attend webinar orientation to the project with other national consultants
- Support the STA and the UNICEF CO in identification of the members of country-level task groups (CTG), to include representatives from national government, NGOs, universities, and professional associations
- Support UNICEF CO in reaching out to the agreed representatives and facilitate their engagement in the work of the CTG
- Support UNICEF CO in organizing CTG meetings as needed, developing agenda, presentations and meeting notes and otherwise support the work of the CTG
- Support the IC and STA in gathering materials for the desk review available in local and English languages
- Analyse and provide written overview of the documents and other data available only in the local language
- Work with the IC, STA and CTG members on finalizing the assessment questionnaire and worker survey, reflect their feedback and translate the final version of the worker survey
- Pilot worker survey and provide written feedback to IC and STA
- Support collection of data for assessment questionnaire and worker survey, per CTG plans, including carrying out key stakeholder interviews as needed
- Assist in filling in data gaps identified after the initial data analysis
- Support IC and STA during the country visits (i.e. translating, organizing meetings, etc.) as required
- Support STA and UNICEF CO in obtaining CTG members' feedback on recommendations for priority actions in strengthening the social services workforce.

4. Key Results and Deliverables

Result 1: Support provided to complete desk review of the normative framework in the countries to establish a baseline that includes the key elements of workforce planning (from the global strategy, including legislation, systems to accredit/license/register SSW, availability of information management systems pertaining to human resources and/or case management)
Result 2: Completed database of information gathered in the country via assessment questionnaires pertaining to the number of trained and certified SSW, ratio of SSW to population, vacancy rates, available training and field placement opportunities
Result 3: Data gathered via worker survey to ascertain perceptions of career ladders, supervision, training availability, support from professional associations, and knowledge of code of ethics

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Result 4: National roundtable discussions organized and held to identify and agree on priority actions for strengthening and advocating for the social service workforce and to finalize regional report and advocacy paper

5. Location

The consultancy will work closely with the UNICEF Country Office and in some cases may be based at the UNICEF office. If working outside that office, the consultant must have access to reliable communication to conduct Skype meetings with partners in East Asia and the Pacific and with Alliance staff.

6. Travel

This consultancy may require some travel within the country. Out-of-town travel costs will be discussed and approved in advance and reimbursed.

7. Period of Performance - Compensation

The consultancy is estimated to be completed through **25 days of work** during the period of March-November 2018. Higher workload is expected during the March-June period.

Performance Based Contract: 2 payments will be based on completion of 1) results 1-3 and 2) result 4 per above schedule.

8. Consultant Qualifications

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

- University degree in social work or social sciences;
- At least 5 years of professional experience in social work or other social service workforce areas;
- Experience working in academic institution, professional organization, NGO or governmental entity providing/managing provision of social services;
- Strong data collection and analysis skills as evidenced through previous work examples;
- Working relationships with the key stakeholders in the field of child protection and social service;
- Administrative and planning skills, including the ability to organize and support CTG meetings;
- Fluency in the local and English languages is required

9. Application Process

Submit cover letter and CV outlining prior experience, names of three references, and daily rate to: contact@socialserviceworkforce.org by March 4, 2018.