

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

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.

3. Activities and Tasks

The purpose of the consultancy is to support mapping and assessment of the social service workforce in six countries in East Asia and the Pacific (Cambodia, China, Indonesia, Mongolia, Thailand and Vietnam).

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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 the GSSWA National Consultants and the UNICEF Regional Office (RO) and Country Offices (COs), the Regional Consultant will be responsible for carrying out the following tasks:

1. Preparation of inception report and data gathering plan
 - Work with STA to carry out desk review of available child protection reports and data from each of 16 countries and prepare inception report
 - Develop draft mapping tool / questionnaires for group members in six countries to review
 - Work with RO, CO and STA to identify and convene country-level task groups (CTG) (ie/ representative from UNICEF, government, NGOs, universities, professional association) and support communication with CTGs to refine data collection process
2. Field-based data collection and data analysis in six countries
 - Support national consultants to collect data per CTG plans, carrying out follow up key stakeholder interviews as needed to gather qualitative data and stories
 - Work with national consultants on data cleaning and analysis, with follow up with CTGs as needed, maintaining organized database that can be shared
 - Prepare country-specific presentations of preliminary data, creating charts and tables as needed
 - Distribute draft data to the six CTGs prior to roundtable discussions
3. Preparation of regional analysis report
 - Travel to six countries to facilitate roundtable discussions to review preliminary country level data and identify recommendations for SSWS
 - Incorporate feedback into a first draft regional analysis report and advocacy paper on an investment case
 - Integrate feedback to prepare second draft of report

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
Result 2: Completed database of information gathered in each of six countries via assessment questionnaires and preliminary country level data compiled
Result 3: 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
Result 4: Final regional report and advocacy paper

5. Location

The consultancy can be based in any location but will entail at least 15 days of regional travel. The consultant must have access to reliable communication to conduct Skype meetings with partners in East Asia and the Pacific and with Alliance staff.

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6. Travel

This consultancy may require approximately 15 days of travel. The consultant will coordinate his or her own travel plans. Travel costs will be discussed and approved in advance and reimbursed.

7. Period of Performance

The consultancy is estimated to be completed through **55 days of work** during the period of March 1 – October 31, 2018

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

8. Consultant Qualifications

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

- Masters degree or PhD in social work or social sciences;
- At least 10 years of professional experience in social work or other social service workforce areas;
- At least 2 years of cumulative experience working in the East Asia and Pacific region;
- Experience working in an academic institution, professional organization, UNICEF, NGO or governmental entity providing/managing provision of social services;
- Quantitative and/or qualitative research experience; excellent 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 multi-stakeholder CTG meetings.

9. Application Process

Submit cover letter and CV outlining prior experience, names of three references, and cost proposal including daily rate to: contact@socialserviceworkforce.org by February 20, 2018.