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Global Social Service Workforce Alliance
State of the Social Service Workforce Report Consultancy

1. Background of the Consultancy

The [Global Social Service Workforce Alliance](#) (referred to as Alliance throughout this document) 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 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 to shed light on key social service workforce data and trends, showcase innovative and effective workforce strengthening initiatives and highlight the impact of a lack of data in this fairly new area of focus. The first annual report was envisioned as a first step to better describe, depict and analyze efforts to strengthen the social service workforce. In 2016, the Alliance released its second annual State of the Social Service Workforce Report that provided a retrospective view of country-by-country achievements made in this field over the past five years since the Cape Town Conference on Social Service Workforce Strengthening held in 2010. We aim for these reports to become go-to references for information on the social service workforce and the support they provide to children and families.

In 2017, the Alliance will release its third annual State of the Social Service Workforce Report and seeks a consultant to prepare it.

2. Purpose

This year's State of the Social Service Workforce Report will use a story telling approach with structured analysis to depict how the workforce impacts people's lives in positive and real ways. Personal stories will be gathered from social service workers about their work and the difference they have made in the life of a family affected by violence or family separation.

The consultant will support an ongoing information-gathering process to engage service providers in gathering qualitative data to provide a more multi-faceted, in person portrayal of the details and impact of front line social service workers. The consultancy will entail desk-based work to review literature, gather stories, carry out stakeholder interviews, synthesize data gathered, and prepare the text of the report. A

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graphic design firm will then provide professional editing and layout support, with input from the consultant on charts/graphs/tables.

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

Overview of the 2017 State of the SSW Report

Aims of the report:

- Advance the causal link between the strength of the social service workforce and positive outcomes for children and families
- Increase the visibility and understanding of individual social service workers
- Improve understanding of the workers' perspectives about contextualized approaches, good practices, and organizational factors that result in positive outcomes for children and families
- Demonstrate the value of multidisciplinary approaches to addressing violence against children and the key role of social service workers in facilitating this approach
- Describe and feature the value of storytelling and qualitative research in social service workforce strengthening approaches
- To the degree possible, use the findings from the report to suggest practical interventions that might be used to strengthen or support the workforce

The report will first provide background context of the scale and scope of violence affecting children in the designated regions and countries, in particular reflecting data from recent studies on violence against children, as well as briefly describe key approaches the social service workforce takes to address violence. It will highlight why the social service workforce is critical to preventing and responding to violence and to achieving SDGs related to violence. The report will provide an overview of the value of and approaches to qualitative research and narrative analysis and will feature personal stories gathered from social service workers who have supported families affected by violence. Narratives allow for workers to organize and talk about the work they do every day, by sharing stories of a particular individual or family helped, which then allows for broader reflection and analysis of individual and shared realities. The report will conclude with a synthesis of findings and recommendations for further workforce strengthening initiatives that will build on successes and help to fill any gaps.

The consultant will use an integrated approach of desk research, survey questionnaires and more in-depth interviews with selected story tellers.

Desk research of existing reports and documents will provide the background context of the types and incidence of violence across the identified countries.

The questionnaire will allow the worker to tell his or her story around a basic requested structure, and then also to characterize the story and signify the importance of aspects that will be analyzed across each story. Multiple choice questions will outline the details of areas such as the factors associated with positive outcomes. The questionnaire will be straightforward enough that a worker or his or her supervisor can get the best story information possible while keeping response time to 45 minutes or less. We aim to gather and analyze approximately 50 stories.

In depth interviews as well as follow up e-mails, with approximately 15 selected "featured" stories will help to refine the details to present these in a more comprehensive format in the report. The featured

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stories should be from a diverse range of workers, from multiple regions and across varied roles/titles within the workforce.

3. Proposed process

The consultant will undertake the following proposed process and tasks:

- A. Review currently available stories and worker profiles; help to refine the questionnaire as needed
- B. Gather data on incidence and types of violence prevalent in the identified countries
- C. Reach out to list of contacts (with input from consultant and Alliance) for interviews, to refine completed stories and/or to distribute survey questions to develop new stories
- D. With input from the Alliance, develop report outline
- E. Gather and synthesize data from country-level stakeholder input and literature review and prepare first draft of full report for Alliance staff review
- F. Integrate feedback and perform any additional data gathering to prepare second draft of report for Steering Committee review
- G. Integrate feedback and perform any additional data gathering to prepare third draft of report
- H. Collaborate with Alliance staff and graphic designer to refine any report details prior to final layout
- I. Review final report with all edits and graphics

4. Deliverables and Timeline

The consultant will produce the following deliverables:

Deliverable 1: Detailed report outline completed by September 30 (4 days)

Deliverable 2: First draft of report completed by October 31 (16 days)

Review of Report from Alliance staff completed by November 3

Deliverable 3: Second draft of report completed by November 17 (4 days)

Review of report from Alliance Steering Committee completed by November 24

Deliverable 4: Third draft of report completed by December 8 (4 days)

Professional editing and design work completed by graphics vendor selected by the Alliance with review and edits by

Alliance staff (potential consultation with consultant) by December 21

Deliverable 5: Final review of final report with all edits and graphics – January 19 (2 days)

5. Location

The consultancy may take place in any location, providing there is reliable communication to conduct Skype or telephone interviews and communicate with Alliance staff.

6. Travel

This consultancy will require no travel nor receive any support for travel expenses.

7. Period of Performance - Compensation

The consultancy is estimated to be completed through **30 days of work** during the period of **September 1, 2017 until January 19, 2018**.

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

- Completion of deliverables 1 and 2: 20 days of work
- Completion of deliverables 3-5: 10 days of work

8. Consultant Qualifications

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

- Masters in social work, child and youth care work, child welfare, social science, social policy or related field – PhD preferred
- Knowledge of workforce strengthening approaches in social services and working with vulnerable populations
- Knowledge and demonstrated experience specific to case study qualitative research design and data analysis, particularly to storytelling approaches
- High level of practical understanding of current issues around vulnerable populations, especially children and their families as well as international development; experience addressing these issues in lower and middle-income countries
- 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

9. Team Contacts

Responsible person	Function	Contact	Email
Amy Bess	Director	Global Social Service Workforce Alliance c/o Tides Center Washington, DC 20009	abess@socialserviceworkforce.org

10. Application Submission

Please send the following to abess@socialserviceworkforce.org :

- Curriculum Vitae (for each team member if more than one person is engaged in the work)
- A detailed budget proposal
- Example reports or journal articles exhibiting similar work