

Terms of Reference (ToR)

1. Introduction

1.1. The Global Social Service Workforce Alliance – Organizational Overview

The Global Social Services Workforce Alliance (hereinafter ‘the Alliance’) is a non-profit network that 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
- Advancing knowledge by deriving, organising and disseminating critical evidence-based research, resources, tools, models and best practices
- Advocating for workforce-supportive policy reforms at the global and national levels

The Alliance is funded through the Coordinating Comprehensive Care for Children (4Children) project, a five-year USAID funded project implemented by a consortium of organizations led by Catholic Relief Services with partners IntraHealth, Maestral, Pact, Plan and Westat. 4Children is designed to improve health and wellbeing outcomes for orphans and vulnerable children (OVC) affected by HIV and AIDS and other adversities. 4Children’s work utilizes global evidence establishing that HIV and other adversities are best prevented and addressed when families and children have access to both high quality health and social welfare services. The Alliance is also funded by GHR Foundation. Tides Centre acts as the fiscal sponsor and host of the Alliance. A thirteen-member Steering Committee oversees and guides the direction and development of the Alliance and provides support to the Alliance Secretariat, currently comprised of two staff.

1.1.1. GSSWA Interest Groups

The purpose of the Global Social Service Workforce Alliance Interest Groups is to advance knowledge, discussion, tools and information exchange related to a thematic area of concern to the Alliance members. They are task-focused and result-oriented groups of Alliance members who have expertise in the thematic area. Interest Groups are launched by the Steering Committee and facilitated by an Advisory Group who manage the products on behalf of the Alliance.

To date, two interest groups have been established and are active in thematic areas related to,

- Building Evidence for Social Services Workforce Strengthening; and
- Para-professionals in the Social Services Workforce

Following an initial exploratory call with Alliance members on 21st September 2016 and given increasing interest and focus, the third interest group, on Case Management and the Social Service Workforce, is now being established.

1.1.2 Advisory Group

Due to the level of interest in Case Management (over 30 people participated in the September call), an Advisory Group has been established to provide strategic direction to the Case Management and

Social Service Workforce interest group. A distinct Terms of Reference for the Advisory Group is also available.

1.2. Purpose of the Case Management Interest Group

Although conceptual differences in Case Management paradigms occur across organizations, regions and contexts, there are fundamental principles and similarities, which guide the process, including steps, coordination, collaboration, and workforce roles and responsibilities that aim to improve and expand the experience and range of services available and accessible to the client beneficiary. This Case Management and Social Service Workforce Interest Group will:

- A. Provide a platform to exchange existing tools, resources and knowledge pertaining to Case Management for children and families.
- B. Develop and promote a common yet contextually flexible understanding of Case Management as an approach or operational process
- C. Support the collaborative, multi-partner development of a set of tools and/or resources to enhance the understanding and provision of Case Management approaches by the global social service workforce.

1.3. Outcomes

The central outcome of the Interest Group is twofold: first, the sharing of information and experiences leading to stronger collaborative relations around case management; and two, resources for case management with children and families with proven effectiveness available open-source to Alliance members and other interested stakeholders.

1.4. Outputs (NOTE: final set of outputs will be discussed and finalized by the group)

2. Operational Parameters

2.1 Membership

Membership will be limited to Alliance members. Those joining the interest group will make a commitment to *active* or *observational* participation in the Case Management Interest Group.

Active members will:

- ✓ Attend on-line meetings (at least three between March and April 2017)
- ✓ Contribute to finalizing the group's TOR
- ✓ Contribute to the establishment of a work plan, activities and timeline
- ✓ Contribute quality review and comments to documents and materials developed by the Advisory Group within agreed timescales
- ✓ Collate and share materials with the Interest Group members
- ✓ Contribute to decision making regarding the on-going role and future of the interest group
- ✓ Identify and convene sub-group/s (either topic sub-groups or regional sub-groups)
- ✓ Seek and obtain organizational permissions for inclusion of resources in a Case Management 'compendium'
- ✓ Potentially other tasks as identified by the group

Observational members will:

- ✓ Provide occasional as necessary specific technical guidance as requested by and agreed with the Interest Group and/or Advisory Group
- ✓ Share materials with the Interest Group

- ✓ Receive and review meeting notes and other documents developed by the Interest Group
- ✓ Help to disseminate information, requests or products from the Interest Group

Membership will be geographically representative and will include social work practitioners, project designers and managers, academics, etc. The practitioner versus macro-global level will be represented evenly. Government staff involved in statutory provision and/or oversight of Case Management systems are encouraged to participate.

Members will serve for an initial 12-month period and, subject to continuation of the Interest Group, for a further 12-month period depending on the procedures agreed. This is a voluntary interest group. Organizations that members represent are not required or expected to provide more than the time of the participant and sharing of case management related materials.

2.2. Scheduling and Organization

Based on the results of a member survey (to be implemented in February), the ToR will be finalized by agreement during the first meeting of the Case Management Interest Group (proposed 1st March 2017).

The scope, activities, operation and specific deliverables of the Case Management Interest Group will continue to be iteratively developed during an initial 12-month period, with the ToR adapted as necessary with the agreement of the *active* membership.

This may include initiation of special interest/topic and/or regional sub-groups, convened by *active* members.

A review of the ToR, led by the Advisory Group, will be conducted at 6 months (for making necessary adjustments) and at 12 months (for decision on continuation) following the date of initiation of the Case Management Interest Group.