

Global Social Service Workforce Alliance – Scope of Work

Consultant to prepare the 2023 State of the Social Service Workforce Report

1. Background

The [Global Social Service Workforce Alliance](#) (hereafter referred to as ‘the Alliance’) works toward a world in which a well-planned, developed and supported social service workforce engages people, structures and organizations to strengthen and build individual, child, family and community well-being and resilience. The mission of the Alliance is to promote and strengthen the social service workforce to provide services when and where they are most needed, alleviate poverty, challenge and reduce discrimination, promote social justice and human rights, and prevent and respond to violence and family separation. To achieve this, the Alliance works to build and channel the political will, actions, resources, and structures necessary for a social service workforce that is knowledgeable, capable, critically reflective, resilient and committed.

The Alliance pursues this approach by:

- Serving as a convener for an inclusive, representative network of stakeholders including government organizations, civil society 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 social service workforce strengthening by developing and sharing research, resources, tools, models and best practices.
- Building the 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.

In 2015, the Alliance produced its [first annual State of the Social Service Workforce Report](#) as a multi-country review, shedding light on key social service workforce data and trends, showcasing innovative and effective workforce strengthening initiatives, and highlighting the impact of a lack of data. This was a first step to better describe, depict and analyze efforts to strengthen the social service workforce. [Subsequent reports](#) have been released in 2016, 2017, 2018, 2021 and 2022 with both qualitative and quantitative analyses and recommendations for strengthening the workforce.

The Alliance requires a consultant to develop the 2023 State of the Social Service Workforce Report.

2. Purpose

In 2010, the [Social Welfare Workforce Strengthening Conference: Investing in Those Who Care for Children](#) was held in Cape Town, South Africa. The conference brought together teams from 18 countries to discuss and share experiences around the challenges facing the social service workforce and to develop concrete action plans addressing these challenges at a country and global level. The need for the Alliance was prominently expressed during the conference as a means to develop and share knowledge and facilitate ongoing support and dialogue for partners and institutions engaged in wider workforce planning, development and support, especially in low- and middle-income countries. The

Scope of Work

Consultant to Prepare the State of the Social Service Workforce Report

Alliance officially launched in June 2013 and has since become a diverse network of more than 3,200 individual members across 148 countries. The Alliance's [Framework for Strengthening the Social Service Workforce](#) was also initially developed during the conference to highlight a multi-faceted range of strategies to enhance the planning, development and support of the social service workforce. It has since been reviewed, adapted and utilized around the world as the key framework to guide workforce strengthening efforts.

This year, the Alliance will celebrate our 10-year anniversary as an organization. As such, this year's State of the Social Service Workforce Report will explore the evolution of the social service workforce and social service workforce strengthening efforts in relation to the core best practice elements set forth in the Alliance's [Framework for Strengthening the Social Service Workforce](#) (planning, developing and supporting the workforce). The report will provide a historical perspective of efforts to better plan, develop and support the social service workforce across a select group of countries or regions, capturing accomplishments, lessons learned and areas for future intervention.

More specifically, the report will explore the following:

- The evolution of significant progress/accomplishments that have been made in relation to *planning, developing and supporting* the social service workforce at the global, regional and individual country levels since the Cape Town conference. Or, major milestones in *planning, developing and supporting* the social service workforce at the global, regional and individual country levels.
- In the countries or regions where significant progress has been made, based on evidence reviewed, the significant challenges that remain and emerging issues in relation to *planning, developing and supporting* the workforce and potential future initiatives to address them.

The Alliance's State of the [Social Service Workforce Report in 2016](#) similarly examined the evolution of the social service workforce five years after the Cape Town Conference. Countries reviewed included Côte D'ivoire (Ivory Coast), Ethiopia, Malawi, Mozambique, Rwanda, South Africa, Uganda and Zimbabwe. This report may further expand on the evolution of the social service workforce in some of those countries as well as look at a broader range of countries and regions.

3. Proposed process and methods

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

Proposed methods for developing the report – to be adapted as necessary:

1. Propose an outline for the report.
2. Conduct literature review – both published research and 'gray literature'.
3. Carry out key informant interviews with relevant experts at global, regional and country levels.
4. Develop the first draft of the report, incorporating brief country case studies, submitted by key informants and other key partners.
5. Based on the feedback from key peer review experts, develop the final draft of the report.
6. Coordinate with Communications and Advocacy Manager on graphics for report as needed as well as on key stakeholders for dissemination.
7. Prepare slides and/or speak to the topic during a webinar to present the report findings.

Scope of Work

Consultant to Prepare the State of the Social Service Workforce Report

Tasks, person responsible and timeline (*staff = GSSWA staff*)

1. Develop and agree on SoW for consultant
 - Staff – Apr – May 2023
2. Set up working group (of staff and Steering Committee, with USAID input), to guide the development of the report
 - Staff – May – June 2023
3. Prepare full report outline for approval
 - Consultant (2 Days) – June – July 2023
4. Draft and develop literature review
 - Consultant (5 Days) – July 2023
5. Plan, carry out, write up and analyze approx. 8 -10 Key Informant Interviews
 - Consultant (4 Days) – July - Aug 2023
6. Develop first draft of text as well as ideas for infographics/charts, for review by key stakeholders
 - Consultant (5 days) – Aug 2023
7. Integrate feedback and perform any additional data gathering and analysis to prepare second draft of report for key stakeholder review
 - Consultant (1 Days) – Aug – Sept 2023
8. Develop final draft for approval by key stakeholders and WG
 - Consultant (2 Days) – Aug – Sept 2023
9. Coordinate with Communications and Advocacy Manager on graphics for report as needed as well as on key stakeholders for dissemination.
 - Consultant (.5 Days) – Sept 2023
10. Prepare slides and/or speak to the topic during a webinar to present the report findings.
 - Consultant (.5 Days) – Sept 2023

TOTAL DAYS

20 days

4. Location

The work may take place in any location, providing there is reliable communication to conduct online or telephone interviews and communicate with Alliance staff (based in different countries).

5. Travel

Scope of Work

Consultant to Prepare the State of the Social Service Workforce Report

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

6. 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, with knowledge and experience 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.

7. Period of Performance – Compensation

The piece of work is estimated to be completed through **20 days of work** during the period of **June 2023 through Sept. 2023**.

8. Application process

Interested applicants should apply by Monday, May 22, 2023. Applications should be submitted to 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 a total consultancy amount (in USD\$) to undertake the scope of work above. Applications submitted without the proposed budget will not be considered.