POSITION SUMMARY
The primary role of the Alliance Consultant, Social Service Workforce Strengthening Technical Support to Country Teams is to provide technical guidance to country teams on effective approaches of strengthening the social service workforce.

BACKGROUND
The social service workforce\(^1\) plays a central role in supporting children and families in communities by preventing and responding to violence, abuse, neglect, exploitation and family separation. To enable countries to address these issues across the development and humanitarian spectrum, a well-developed and qualified social service workforce is essential. The Global Social Service Workforce Alliance partners with UNICEF to ensure that a qualified social service workforce coordinates efforts and resources to provide support to children and families across all sectors in a systematic way.\(^2\) UNICEF is the lead United Nations agency working on child protection, where a vital element is a strong social service workforce with a clear mandate to care for and protect children. Social service workforce strengthening has been identified as strategic priority to both achieve the Sustainable Development Goals as well as the internal child protection goals in the UNICEF Strategic Plan (2018-2021).\(^3\) The Global Social Service Workforce Alliance hosted by Tides is a network that promotes the knowledge and evidence, resources and tools, and political will and action needed to address key social service workforce challenges. UNICEF partnered with the Alliance to produce the *Guidelines to Strengthen the Social Service Workforce for Child Protection*\(^4\) to accelerate progress toward the UNICEF strategic plan and outline ways to better plan, develop and support the social services workforce with national and regional partners.

The social service workforce is often the first line of response for children and families in vulnerable situations and is therefore a critical element for the development of a functional child protection system. In addition, the workforce often performs multiple functions including the administration and monitoring of social protection programs. When the right number of workers have the right knowledge and skills as well as are in the right position and location, children will be able to access a more efficient and appropriate level of care and support.\(^5\)

To strengthen the social service workforce, sound quality assurance systems are a necessary condition. UNICEF’s Strategic Plan defines such systems to be characterized with four elements: 1) normative

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1. Per the Global Social Service Workforce Alliance definition here: http://socialserviceworkforce.org/defining-social-service-workforce
2. Including, but not limited to: social protection, justice, health, education, security and disaster risk management
3. UNICEF’s Strategic Plan, Goal 3
4. Guidelines to strengthen the social service workforce for Child protection, United Nations Children’s Fund and Global Social Service Workforce Alliance, January 2019
5. Social Service Workforce Mapping Toolkit, Global Social Service Workforce Alliance, 2019
framework; 2) system of supervision and support; 3) licensing and accreditation of the workforce; and 4) the national data collection system of human resource information for the social service workforce.

The Global Social Service Workforce Alliance will be supporting efforts in the Eastern and Southern Africa region to feature examples and create models of different aspects of quality assurance systems. At the same time, countries in the region are actively working to adapt their methods of service provision during the COVID-19 pandemic. Workforce strengthening is especially needed during this time, as featured in the recently issued technical note Social Service Workforce Safety and Wellbeing during the COVID-19 Response.

ESSENTIAL DUTIES AND RESPONSIBILITIES
a) Provide technical support on social service workforce strengthening to five countries

- Develop relationships with each of five UNICEF country offices, to be identified by UNICEF, to discuss current areas of workforce strengthening in need of support. This may include facilitating conversations to support COVID-19 preparedness and response (promoting the role of the social service workforce and self-care and protection of the workforce, per the recently issued technical note), strengthen systems of supervision, or establish plans to operationalize new social work legislation
- Identify a realistic short-term (May and June) and longer-term (through April 2021) plan of support to address immediate and longer-term workforce strengthening initiatives in each country, developing a detailed action plan with clear outcomes and days of work needed, in partnership with UNICEF regional and countries offices and the Alliance staff
- Provide specialized online/remote technical support per the short-term plan to up to five countries, supporting UNICEF country offices and the regional office to identify any additional funding as needed to support longer-term plans.

DELIVERABLES AND TIMELINE
The consultant will produce the following deliverables:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Timeline</th>
<th>Number of days</th>
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<tbody>
<tr>
<td>Delivery of technical support to up to 5 countries, documented in brief action plans by the end of June</td>
<td>May – June 2020</td>
<td>15</td>
</tr>
</tbody>
</table>

LOCATION
The consultancy may take place in any location, providing there is reliable communication with UNICEF regional and country offices and Alliance staff (who are based in the US). This work will not require travel. Consultant will provide own internet, computer and other tools for carrying out this work.

PERIOD OF PERFORMANCE - COMPENSATION
The consultancy is estimated to be completed in up to 15 days of work, equivalent to 120 hours, during the period of May 2020 – June 2020. Payment will be provided at the end of June based on the days worked, up to the maximum of 15 days, to complete the deliverable.

EDUCATION AND EXPERIENCE
- Demonstrated knowledge and technical capacity in social service workforce strengthening, child protection programming and case management, including an understanding of the issues facing separated children and families in vulnerable contexts
• Master’s degree in social work and 8+ years of experience – or - Bachelor’s degree in social work and 10+ years of experience in social services with a focus on child protection and social service system strengthening
• Minimum 3 years of experience:
  o working with international agencies or institutions in developing countries
  o implementing programs for vulnerable children and families based on core child protection and human rights principles, guidelines and standards
• Experience supporting social service workforce strengthening teams in at least 5 different countries
• Experience engaging effectively with USAID, PEPFAR and other bilateral agencies; the United Nations and other international agencies; national governments and counterparts; non-profit organizations; professional associations and other key stakeholders.

**KNOWLEDGE, SKILLS AND ABILITIES**
• Strong understanding of the collaborative approach of networks; ability to facilitate partnerships and collective learning across organizational boundaries
• Strong critical thinking, creative problem-solving and organizational skills in diverse environments and under pressure
• Excellent time management and personal organization with the demonstrated ability to meet and report on project objectives in a timely manner
• A high degree of diplomatic skills: personable, flexible, sense of humor and good at community mobilization
• Demonstrated high degree of cultural competency
• Strong written and verbal communication skills in English required; knowledge of another UN official language is an advantage, particularly French
• Proficiency in the use of Microsoft Office suite, including Word, Excel, PowerPoint and Outlook

**ORGANIZATIONAL RELATIONSHIPS**
The Consultant reports to the Alliance Director. The Consultant will also interact with organizational partners and stakeholders interested in becoming engaged in social service workforce strengthening activities with the Alliance.

**TO APPLY**
Please send your cover letter, resume and budget reflecting your daily rate to: contact@socialserviceworkforce.org Applications will be reviewed on a rolling basis. Once funding for the position is confirmed, only finalists will be notified.

**ORGANIZATIONAL OVERVIEW**
The Global Social Service Workforce Alliance is a non-profit network of 2600 members in 141 countries and 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
• Generating knowledge and building the evidence base for effective SSWS by deriving, organizing and disseminating critical evidence-based research, resources, tools, models and best practices
• Building 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

Tides Center acts as the fiscal sponsor of the Alliance and therefore oversees staff contracts or secondments of staff to the Alliance. A 13-member Steering Committee oversees and guides the direction and development of the Alliance and provides support to the Alliance Secretariat. For more information, please visit: www.socialserviceworkforce.org

Tides is an equal opportunity employer. We strongly encourage applications from women, people of color, and bilingual and bicultural individuals, as well as members of the lesbian, gay, bisexual, and transgender communities. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, or medical condition including acquired immune deficiency syndrome (AIDS) and AIDS-related conditions. Also pursuant to the San Francisco Fair Chance Ordinance, we encourage and will consider for employment qualified applicants with arrest and conviction records.

Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.