

# UNICEF Georgia Country Office

## Terms of Reference

### for a Local Organization

## Provision of technical assistance to assess gaps and conceptualize social services workforce at the Municipal level

**Start date: 30/04/2023**

**End date consultancy: 31/09/2023**

**Total duration: 5 months**

### 1. RATIONALE

The social work profession emerged in Georgia in the mid-1990s after the ratification of the UN Convention on the Rights of the Child and initiation of the Child Welfare Reform. Gradually, the number of social workers increased in the country and the scope of their work broadened. Adoption of the Law on Social Work by the Parliament of Georgia in June 2018<sup>1</sup> became a major turning point to advocate for the substantial reform of social work in Georgia. The Law creates opportunities to improve the quality and quantity of social workers across Georgia and introduces these professionals in different fields, such as education, health, at the local municipalities' level and so forth.

Adoption of the Code on the Rights of the Child (Code) by the Parliament of Georgia in 2019 further reinforced policies towards deinstitutionalization, family support programmes and others. The Code introduces legal grounds, safeguards and guarantees for the realization of all the rights and freedoms of the child, with a main focus on ensuring the best interests of the child at all levels of decision-making. Even more importantly, it introduces major innovations that will diversify players involved in the child protection system and provide better guarantees for children. The Code introduces the oversight of judges, as a neutral and the most qualified agent, over cases of child separation from families. The Code requires municipalities to establish child protection structural units to better identify family vulnerabilities, address them at an early stage through rigorous outreach and a well-developed network of family support services (latter also stipulated by the Code). The structural units shall be assessing the needs of its communities and planning/implementing social programmes based on these needs. As per the Code (Article 91), the child protection structural units of the municipalities employ social workers, the crucial workforce to address the needs of vulnerable children and families. Based on the requirements of the Law on Social Work and the Code, municipalities started identifying their staff, selected predominantly from the staff of the municipal social departments or new recruits.

Furthermore, the Code actualized the new strategic vision of the Government of Georgia on decentralization of the governance system. Based on the Decentralization Strategy 2020-2025, adopted by the Government on 31 December 2019<sup>2</sup>, local municipalities acquire more resources and power to decide on the fate of its residents. This allows for better understanding and addressing the needs of communities, including their social needs. The Code, as well as the Human Rights Strategy, acknowledges this new role of municipalities and introduces operational mechanisms to accomplish the new vision of the Government.

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<sup>1</sup> Law of Georgia on Social Work, adopted on June 13, 2018 (#2519-Ilb)

<sup>2</sup> Decree # 678 of the Government of Georgia on approval on the national Decentralization Strategy 2020-2025 and its Action Plan 2020-2021; 31/12/2019

Development of social work and services at the municipal level, stipulated by the Law on Social Work and the Code on the Rights of the Child, brings new opportunities to provide support to vulnerable families with children in Georgia. With the development of this profession at the municipal level, the emphasis will be placed on prevention and early identification of family vulnerabilities, so called outreach work, that was entirely missing in Georgia. Early identification and addressing vulnerabilities through municipal social work and social services will help prevent family separation. This, in turn, will allow the social workers of the State Care Agency to concentrate on more severe cases that needs centralized approach and establish a coordination mechanism to prevent violence against children, child separation from the families, etc. It also becomes very important to link social work at municipal and central level, to create clear referral mechanisms to avoid overlaps and ensure more synchronized support to families and children.

Under the UNICEF and EU joint project Strengthening Systems and Services for Child Protection in Georgia UNICEF strives to bring social work practices in line with the requirements of the Law on Social Work as well as the Code on the Rights of the Child. For this purpose, UNICEF supported SCA to institutionalize social work case management system and increase the effectiveness of social workers throughout the country. During 2022, with the support of UNICEF social workers' specialization model was finalized and applied in practice. UNICEF initiated the development of quality supervision function at the central as well as the local levels.

Based on the solid partnership between UNICEF, Columbia University, two major State Universities, State Care Agency, and leading non-governmental organizations, the training module was developed for the social service workforce on interpersonal communication and community engagement.

UNICEF supported the enhancement of social work in the education system through the provision of regular supervision and technical support. The efforts also included supporting the development of social work and psychosocial services in the schools through professional supervision sessions, strengthening multidisciplinary teamwork

UNICEF Georgia seeks to engage the local organization to provide support in assessing gaps and conceptualizing social services workforce at the Municipal level and developing a family support service in 10 municipalities in which UNICEF already working<sup>3</sup>.

## **2. OVERALL OBJECTIVE OF THE ASSIGNMENT**

The main objective of the assignment is to support UNICEF and local municipalities to identify main challenges of social work at the municipal level, conceptualize social services workforce and develop a family support service for the selected municipalities.

## **3. SCOPE AND SPECIFIC OBJECTIVES OF THE ASSIGNMENT**

The tasks of the selected organization will imply the following directions:

- **Conduct situational analysis of municipal social work and services in Georgia (10 selected Municipalities).**

The situational analysis should consist of the following parts:

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<sup>3</sup>10 Municipalities - Kutaisi, Batumi, Zugdidi, Ambrolauri, Ozurgeti, Kareli, Dusheti, Telavi, Akhaltsikhe, Marneuli

- Analysis of existing regulatory frameworks pertaining the municipal social work and ongoing State and NGO initiatives to strengthen the municipal social work in Georgia. The analysis should include a brief account on the existing frameworks regulating municipal social work in Georgia within the municipality.
  - Capacity assessment of social workers employed in child protection structural units in selected municipalities. The data to assess the capacity of social workers should include quantitative as well as qualitative information i.e. number of social workers in each municipality, instruments and tools utilized until now, the working methodologies applied by the social workers, key target beneficiaries and so forth.
- **Develop a concept on strengthening the social work and services** which will cover and suggest conceptual vision on:
    - Qualification and responsibilities of social work staff
    - Recruitment
    - Capacity building
    - Improvement of case management
    - Improvement of instruments and methodology
    - Provision of services by the municipal service workforce

***Application of a participatory approach while the developing the concept and the analysis.***

- Selected organization will organize discussions and workshops with participation of representatives of Municipality, CSO and main stakeholders to discuss and finalize the concept on strengthening social work and services
- **Develop a family support service for municipal social service workforce**
    - Based on the situation analyses, the selected organization shall support the selected municipalities to develop a prevention service for vulnerable families with children.<sup>4</sup>
    - The service should cover family support activities and address various needs of vulnerable families (positive parenting, preventions measures against separation, violence, family strengthening etc.).
    - The development of the service should imply relevant concept, methodology and instruments, capacity building of relevant staff and professional supervision for the period of 2 months.
    - The development of the service should be based on existing human and financial resources of the municipality and the needs of vulnerable families with children.

#### **4. DELIVARABLES**

- The situational analysis of municipal social workforce in Georgia including the analysis of

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<sup>4</sup> It is also possible to adapt already existing service to the needs of selected municipalities

existing regulatory frameworks and the capacity assessment of social workers in each of the selected municipalities.

- Concept on strengthening of social work at the municipal level
- The concept, methodology, instruments, capacity building and supervision report of the family support service for vulnerable families with children in each municipality.

## **5. PAYMENT MODALITY**

Payments to the contracted organization will be made in accordance with a pre-determined schedule developed before signing the contract in proportion to the work to be performed. Each payment will be based on a submission of a deliverable for the work already completed.

## **6. QUALIFICATIONS**

- At least 8 years of experience in the field of social work, with a focus on strengthening social work policies, guidelines, training materials and capacities of the workforce.
- At least 5 years of experience of development of social service including working with municipalities.
- Proven knowledge of social work development in Georgia as well as child protection and child welfare system in Georgia
- Familiarity with the regulatory framework and international standards pertaining the decentralization, family support programmes, social work, or/and municipal social work in Georgia
- Experience in developing comprehensive policy and analytical documents and communicating with relevant stakeholders
- Previous work experience with the UN will be considered an asset.

## **7. SUPERVISION**

The organization will work under the direct supervision of the Social Services Officer. Overall supervision will be provided by the Child Protection Specialist.

## **8. CONTRACT ARRANGEMENTS**

- The work will be conducted over a period of 5 months.
- UNICEF will support the contractor in establishing contact with necessary stakeholders and arrange meetings with all relevant parties.
- No sub-contracting is allowed or inclusion of overhead (HQ) costs.

## **9. TIMEFRAME**

The assignment is expected to be carried within 5 months from **30/04/2023** to **31/09/2023**.

## **10. SELECTION AND EVALUATION PROCESS**

Evaluation Criteria: The Evaluation ratio between the technical and financial proposal is 70:30.

Technical Proposal: 70

- Overall correspondence between ToR requirements and proposal (specific tasks, deliverables) – 20
- Experience of the entity in similar assignments (Experience in the field of social work workforce and social service strengthening, proven ability of preparing policy and analytical documents including manuals and instruments, knowledge of international and local standards on social work, decentralization or/and family support programmes, experience working with the local municipalities) – 30
- Qualifications and expertise of proposed experts – 20 points.

Total - 70

Only proposals which receive a minimum of 70% (49 points) will be considered further.

Price Proposal: 30

The price proposals in GEL should include detailed breakdown of all listed tasks and deliverables. The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited bidders who obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

- Score for price proposal X = (Max. score for price proposal) \* (Price of lowest priced proposal) / (Price of proposal X)
- Total Technical and Price 100 Pts

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