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Terms of Reference to undertake Para Social Work Skills Audit.

1.0 Background

1.1 About NASWU

The National Association of Social Workers of Uganda (NASWU) is a professional body for Social Workers in Uganda. The Ministry of Gender, Labour and Social Development is the line ministry responsible for supporting NASWU in fulfilling its mandate. The Association aims at bringing together all Social Workers in Uganda to contribute to a better professional practice, favourable conditions of work for Social Workers and equitable national development and transformation.

The overall aim of NASWU is “To promote and facilitate Social Welfare and Social Development in Uganda.

NASWU exists to help members of the Social Work Profession make their full contribution to society and in the process, live respectable lives as individuals and members of the profession, guided by professional values and ethical principles. The National Executive Committee (NEC) and the Branch Executive Committees (BECs) are the functional organs that are charged by the constitution to run the National Association of Social Workers of Uganda. The two organs work in unison and develop annual programmes of action towards realization of individual, group and professional goals and national expectations. NASWU is a membership organisation and as such, its strength and continuity is hinged on committed members who contribute professional ideas and resources for running the Association.

NASWU’s Strategic Vision 1.1 provides for developing Social Work standards in line with International Standards and Practice. The principal objective of this intervention is to build capacity of Social Work practitioners to address the social economic dimensions of development that are increasingly affecting society. There is a need to make the profession and its contribution to society more visible, as well as elaborating the social work role within the wider context of

social care professions. The development and implementation of Social work standards in Uganda will improve psychosocial care across the various social economic sectors, as well as elevate social work's role and contributions to society and the country as a whole. One of the key gate keepers of the Social Work practice are the para social workers who provide the crucial service of case management at the community level. They often undertake social work practice without the prerequisite training or the continuous professional development and mentorship.

1.2 Context of the Para Social Workforce in Uganda

According to the Situation Analysis Report 2013 on Developing Social Care and Support services in Uganda, Social care and support services for vulnerable groups constitute the “nonmonetary” element of social protection and include a wide range of programs which help to identify and reduce social vulnerability. The report further states that there is considerable under-staffing both in terms of the number of posts and unfilled vacancies in the existing staff structure, which was approved in 1997 (Expanding Social Protection Programme – Ministry of Gender, labour and Social Development).

The above findings therefore point to the important role of Para – social workers as an integral though informally organized human resource capital in the delivery of the critical social welfare services to vulnerable populations including children, youth, elderly and people with disability among others. In many communities across the country, para social workers undertake voluntary social service functions such as identifying vulnerable persons, linkage of vulnerable and those at risk to relevant service providers (state and non-state); supporting referrals through follow up of cases, and coordinating, reporting as well as taking community wide mobilization activities in collaboration with both state and non-state actors. Overall, para social workers fill the existing human resource gap at community level in the decentralized local governance dispensation for service delivery.

1.3 Rationale for Strengthening Para Social Workforce in Uganda.

The Para social worker's cadre was an innovation by the social service sector under the overall guidance of Ministry of Gender, Labour and Social Development as a remedial solution to the low numbers of staff in community based services department within the Local Government Structure to respond to the large number of vulnerable persons.

The innovation evolved out of an implementation challenge in operationalizing the National Programme Plan of Interventions for Orphans and Other Vulnerable children, an attendant plan to the National OVC Policy in 2004. Consequently, national OVC projects notably SUNRISE OVC project, SCORE project and lately Better Outcomes and Sustainable Outcomes for Children and Youth projects. Evaluation reports of OVC projects over the recent past have highlighted the critical role of the para social workers in case work with vulnerable children and families.

However, despite the noble contribution by the para social workers to the social service sector, this human resource remains detached from the formal government social service structure, hence do not benefit from mainstream government capacity development programmes. Nevertheless, para social workers are a potential human resource to boost the social protection policy implementation specifically the pillar of social care and support if only they are better planned for, trained, supported and coordinated as part of the local government structure at parish and village levels.

While a number of development partners have attempted to embrace para social workers, their projects are often short lived and thereafter para social workers are detached from projects after they wind up. This leaves a vacuum for social care and support services delivery at household level; as such, the approach has no provision for sustaining the voluntary service momentum that has been created. Besides, there is no attempt to profile the Para Social Workers with a view of establishing their skills, identify their training needs, challenges facing them in service delivery. Their professional career path is not defined and cannot therefore benefit from the government programmes for capacity building and Continuous Professional Development. Without Social Work Council, the regulatory framework and professional certification of the Para Social Workers continuous to be a major challenge. NASWU in collaboration with the Bantwana through Better Outcomes project seeks to address these challenges facing para social workers in Uganda. The first step towards this assistance is to undertake Para Social Work Skills Audit in 13 districts in Eastern and Northern Uganda where Bantwana World Education has been implementing OVC programmes for a couple of years now.

2.0 Scope of the Assignment

2.1 Overview

This assignment falls within the overall concept for strengthening the Para social work force as the lowest but important human resource in the provision of social care and support services at a community level. The role of Para – social workers has been highlighted as an integral component in the delivery of the critical social welfare services to vulnerable populations including children, youth, elderly and people with disability among others. The Para social workers undertake key functions such as identifying problems, linkage with service providers; supporting referrals, and coordination, reporting as well as taking community wide mobilization activities as guided by both state and non-state actors in the welfare and social development sectors for improvement in utilization of core services such as health, education, psychosocial support, as well as reducing abuse, exploitation and neglect for the vulnerable. They fill in the much-needed human resource at a community level in the decentralized local governance dispensation for service delivery.

NASWU will work with Bantwana, through the Better outcomes project for children and youth in Eastern and Northern Uganda supported by USAID, to support this piece of work; to strengthen the Para Social work force skills building as a component of the project; with a view that it will eventually lead to overall improvement of the Para social workers planning, support, coordination

and regulation for a sustainable work force in the country. This will improve the efficiency and effectiveness of the community based social work services and coordination within the government civil service structure.

One of the immediate objectives of the project is to establish the skills gaps in the para social workforce in the project area. To that effect, NASWU seeks services of a social Work Professional to lead a team of consultants to undertake a skills audit.

Through this assignment, a capacity assessment exercise will be undertaken within the 13 districts in Eastern and Northern Uganda where Bantwana World Education Better outcomes program is being implemented. The main purpose of the assignment is to establish the strength of the Para social workers in terms of numbers, skill levels, critical functions, workload, reporting line, training needs, mentorship, challenges and any support that they will need. A database will be developed with profile of all the audited para social workers. Working with the guidance of the Ministry of Gender and the public service, a profiling will be undertaken with a standard job function and description with a detailed minimum competence levels.

2.2 Specific Assignments

- i. Undertake skills assessment/audit to collect data on para Social Workers in the 13 project districts to establish their profile (bio data, roles, skills, level of training, support needs, reporting line, mentorship, career growth etc.)
- ii. Develop a web based data system for recording the profile of the para Social Workers.
- iii. Facilitate a meeting to present and discuss the inception report covering the data collection tools, methodology, period, structure of report and conceptual framework of the assignment.
- iv. Facilitate regional meeting with the probation officers and DCOs to share and develop a consensus and get a feedback on the process and exercise of data collection tools, methodology and time framework.
- v. Facilitate an orientation meeting between the Probation and Welfare Officers and Community Development Officers on the data collection exercise.
- vi. Facilitate a national level meeting to discuss the report, and for input and concurrence.
- vii. Produce and submit final reports in both soft and hard copies to include;
 - a. Process Report of the exercise and
 - b. The Profile of the Para Social Workers.

2.3 Expected Outputs

1. Inception report that clearly articulates the assignment in the TOR and clearly proposes how it will be undertaken.
2. Para Social Work audit skills report(profile both the narrative and the data base)

3. Process report, covering the entire period of the assignment, including but not limited to the workshop and meeting reports.

2.4 Minimum qualification requirement

- The lead consultant should be a trained Social Worker who has expertise in operational research and documentation. S/he should be a member or willing to be a member of NASWU.
- Should be well grounded in areas of human resource development as part of a system strengthening approach to social services provision.
- Should have a fair understanding of the Social Welfare systems in Uganda
- Ability and experience in working with local government at central and local level is an added advantage.
- Knowledge in web based data management and reporting
- Working experience with USAID funded projects is added advantage
- Research Team comprising skilled members with designated leaders responsible for overseeing the implementation of the activities.

3.0 Methods and Approach

The capacity assessment is expected to be done by collecting data from the primary respondents (para social workers) using a scientific data collection tool to be proposed and developed by the consultant and approved by the programme management team. Available literature on para social workers will be reviewed to draw evidence from secondary sources to collaborate the data collected and analyzed. The range and scope of the data will be defined to achieve the specific objectives of the capacity assessment as spelt out in this document. The role of the Ministry of Gender Labour and Social Development (at national and decentralized level) is key in the process and outcome of the skills audit. This needs to be well articulated in the design, data collection and analysis stages of the assessment. This is aimed at building consensus and defining the way of procedure.

4.0 Administration and Management of the Assignment

4.1 Monitoring and Reporting

Ministry of Gender Labour and Social Development shall provide leadership through an appointed officer among the National Taskforce members on the para social work human resource.

The consultant will report to the President of the National Association of Social Workers of Uganda for the overall oversight and execution of the assignment and contractual matters. However, Project Management Committee and peer review team shall undertake due diligence to ensure that there is quality assurance and highest level of product will be delivered. The National Coordinator of NASWU will be responsible for ensuring that all the day-to-day planning and coordination of the assignment is undertaken smoothly, timely and efficiently.

4.2 Time line

- i) The study will be conducted in January/February 2017
- ii) The end line will be 28th February 2017.
- iii) The consultant will develop detailed work plan for the actual execution of the assignment according to this Terms of Reference, and in line with the specific assignment.

4.3 Terms of Payment

NASWU will engage the lead consultant who will be responsible for supervision and data collectors and team members. The total budget for the assignment should be consolidated to cover honorarium, fee for research assistants, stipend for the district officials, stationery, communication/coordination, research team costs, and any other costs related to the actual assignment.

4.4 Submission of Proposal

Interested consultants or firms that meet the requirements in 2.4 should submit their technical and financial proposal to reach NASWU Secretariat, addressed to the National Coordinator by close of business Monday 16th January 2017 in sealed envelope. No canvassing is allowed, and may lead to disqualification.



Draecabo Charles
President