Terms of Reference for:

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| **Service title** | Needs Assessment for skills development of the workforce of social care services in 14 targeted municipalities part of the EU4SocialCare Programme |
| **Location/Country** | **Albania** |
| **Organization** | **World Vision Albania** |
| **Projects** | **EU4SocialCare Programme** |
| **Time frame duration** | **October 15, 2024 – December 30, 2024** |
| **Contract start date** | **October 2024** |
| **Deadline for submission of bids** | **October 2024** |

**1. Background**

World Vision is a Christian, humanitarian and development organization, working in more than 90 countries across the globe, both in urban and rural areas. Through our support, we aim to bring help and hope to the world’s most vulnerable children, youth, and communities.

**2. Objective**

The project EU for Social Care, implemented by UNICEF and World Vision Albania in partnership with the Ministry of Health and Social Protection is financed by the EU Delegation in Albania.

The main objective of the project is to strengthen the local partnerships and capacities to plan, establish, extend, and deliver social care services. The project is being implemented in 14 municipalities (Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korcë, Kamëz, Vlorë, Elbasan, Durrës). Social service workers are often the first line of response for children and families.

The social service workforce has a unique and critical role in addressing poverty, vulnerability, gender inequality and social exclusion at a systemic level. Social service workers do so by developing a comprehensive understanding of the needs of children and families, carrying out assessments, developing case plans and connecting them with necessary support and services across sectors. However, for the social service workforce to effectively perform these functions, they require adequate investment and support. Children, young people and families, particularly the most vulnerable, including girls, children with disabilities, children on the move, and children without parental care, face multiple risks and deprivations across the life course. Social protection responses such as social transfers programmes, as well as social care and support services for those with additional or complex needs, are key to addressing poverty and vulnerabilities. The social service workforce plays an important role within social protection systems by connecting children, individuals, and families with a range of social services across sectors.

One of the key components of the project is the support and development of the workforce of social care services in Albania alongside with the establishment and expansion of new social care services. In addition, through the capacity development component, the project will help train social service workers, investing in quality management; and promoting career development.

World Vision Albania (WVA) seeks an expert or a team of experts to conduct a comprehensive needs assessment for skills development and enhancing competences of the workforce in 14 targeted municipalities to identify and determine the existing gaps in skills and capacities to provide social care services, availability and gaps in human resources to inform the needs for additional staff at the Municipality level as well as direct service provision and specific areas of needs for capacity building of professionals.

The assessment aims to ensure an accurate understanding and evidence-based for capacity development and on the job training as well as to inform data-driven interventions to improve service delivery quality, aligning local practices with EU standards and best practices for community-based services and specialized social care services. In addition, it will inform the development of a tailored training programme and on the job coaching for professionals of social care services in 14 municipalities. Finally, the assessment will inform the development of a Skills Framework for Social Services workforce and on the job training as part of the continuous education programme led by the Ministry of Health and Social Protection. A technical working group will be established to support closely the capacity development component with the participation of WVA, UNICEF, Ministry of Health and Social Protection.

**3. Scope of Work**

World Vision Albania (WVA) seeks an expert or a team of experts to conduct a needs assessment for skills development of social care personnel in 14 targeted municipalities Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korçë, Kamëz, Vlorë, Elbasan, and Durrës.

The assessment will:

* Identify the needs for developing knowledge and skills for on the job training of professionals of community based and specialized social services in 14 municipalities.
* Assess the needs to further develop on the job training in the indicative following areas:

1. Legal and regulatory framework for social services and social protection in Albania/ links between social services and cash assistance programmes within the social protection framework.
2. Working with children and youth in need of protection and responding to risks and vulnerabilities to children and families in need.
3. Working with diversity, gender responsive services and models to integrate diversity and gender into the service practice.
4. Working with children with disabilities and models for working with families.
5. Case management, referral and coordination systems (individual assessment, case planning and casework, intersectoral/ multidisciplinary work; case monitoring and closure and links to MIS system)
6. Interpersonal communication, counselling skills and community engagement.
7. Person-Centered Care Planning and delivery of services
8. Integrating issues and approaches of mental health into broader social work practice.
9. Resilience and self-care/ supervision.

Furthermore, the assessment results should focus and provide recommendations in the following areas:

* Analysis and recommendations for strengthening the essential knowledge, practice and competencies of social service workforce professionals in 14 municipalities and provide recommendations in tailoring on the job training for the above indicative areas for training and capacity building and any other new areas.
* Recommendations for establishing a Skills Framework for Social Services workforce and on the job training for social services professionals working in the community based and specialized services.
* Provide recommendations in tailoring a certified course on Case management and links to MIS system on social care services.
* Suggest options on methods/tools for the provision of training/ mentoring based on the assessment over the course of the project (including online learning).
* Recommendations for enhancing service effectiveness and quality, with a sampling strategy to assess diverse stakeholders (service providers, volunteers, intersectoral staff, and directors) from the target municipalities.
* Recommendations for establishing a Skills Framework for Social Services workforce and on the job training for the on-the-job training for social services professionals working in the community based and specialized services.
* Provide recommendations in tailoring a certified post university course on Case management and links to MIS system on social care services.
* Recommendations on the process and practice to follow on accrediting the training modules/ programmes that will be developed as a result of the assessment.

**4. Key Tasks**

**4.1. Desk Review:**

* Review existing assessments and training programmes for workforce development in the area of social care:
  + Map existing workforce in social care services in 14 municipalities.
  + Map existing workforce development initiatives, including those supported through the partners of the EU4Social Care project directly involved in service development.
* Define assessment parameters:
  + Develop and agree through a consultative process on the definition of social service workforce and range of workers to be included.
  + Develop a sampling strategy to effectively represent the large number of social care service providers.
* Design and validate comprehensive assessment methodology and tools:
  + Ensure tools capture the indicative key areas and service-specific aspects
  + Create instruments for assessing both community-based and specialized social care services in the 14 municipalities
* Finalize assessment approach:
  + Share proposed methodology and tools with WVA and Working group on this component.
  + Discuss and agree on approach to ensure effective data collection and assessment process.

**4.2. Conduct the Assessment:**

* Pilot the assessment tools
  + Test one tool for community-based services and one for specialized services.
  + Analyze initial data to identify gaps and ensure adequate representation of the situation.
  + Provide feedback on tool effectiveness and initial findings to WVA, UNICEF and working group of the MoHSP.
* Conduct the assessment in all 14 targeted municipalities using the agreed methodology and refined tools.
* Ensure coverage of both community-based and specialized social care services.
* Assess specific areas of need for capacity building across all services.
* Evaluate effectiveness of current capacity building methods.
* Analyze impact of existing training on staff performance and service delivery.
* Provide initial recommendations based on preliminary data.
* Prepare a brief report on initial observations and next steps.

**4.3. Analyze Findings:**

* Analyze the data to identify the main needs, key gaps and areas for improvement.
* Develop baselines for each of the indicative areas.
* Identify specific skill gaps and learning needs of social care staff across different roles and service types.
* Identify municipality/service-specific areas of needs for capacity building.
* Identify key topics to orient capacity-building with the goal of mitigating gaps in skills for community-based care and social inclusion staff.
* Identify key methods for capacity development that are oriented toward specific needs, on the job training and aligned with the skills development for the specific services.

**4.4. Final Assessment Report and Recommendations:**

The final assessment report should ensure addressing the following areas of recommendations:

* Provide detailed recommendations for establishing a comprehensive capacity-building framework, including mentoring programs, on-the-job training, innovative approaches to continuous professional development workshops, and online learning opportunities in 14 municipalities considering resource constraints and local contexts.
* Recommendations for establishing a Skills Framework for Social Services workforce and on the job training for the on-the-job training for social services professionals working in the community based and specialized services.
* Provide recommendations in tailoring a certified course on Case management and links to MIS system on social care services, explore the potential modality for delivery and accreditation.
* Suggest a monitoring and evaluation framework on the delivery and implementation of skills and knowledge of professionals as part of the training and capacity building framework to ensure effectiveness and sustainability of knowledge and skills developed.

**I4.5. Reporting[[1]](#footnote-2):**

* Prepare an initial report for each service, including recommendations for improvement of tools and key steps.
* Prepare an interim report with preliminary findings and recommendations after the implementation of the assessment.
* Share the draft report with WVA for suggestions and recommendations.
* Finalize the assessment report incorporating feedback from key stakeholders.
* Attach and submit all raw data, analysis, and final reports.

All the tools, methodology and outline of the report will have to be agreed with WVA and Working group.

**5. Deliverables**

| **Deliverable** | **Description** | **Deadline** |
| --- | --- | --- |
| 1. Needs Assessment Tool and Methodology Document | * Validated needs assessment tool for community-based and specialized services * Detailed methodology for conducting the assessment * Sampling strategy * Data collection methods for the seven key areas | October 15, 2024 |
| 2. Interim Needs Assessment Report | * Preliminary findings from the pilot and initial assessment * Initial recommendations * Identification of key gaps and areas for improvement * Feedback on tool effectiveness | November 15, 2024 |
| 3. Final Needs Assessment Report | * Comprehensive findings and detailed gap analysis * Baselines for each focus area (family strengthening, legal framework understanding, skill sets, etc.) * Municipality-specific capacity building needs * Detailed recommendations Evaluation of social inclusion and non-discrimination effectiveness * Assessment of digital solution integration in current services | December 20, 2024 |
| 4. Capacity Building Framework Document | * Suggest a comprehensive strategy for ongoing staff development * Proposed methods for different types of capacity building (e.g., mentoring, on-the-job training, workshops, online learning) * Recommendations for measuring the impact of capacity building initiatives on service quality * Innovative approaches to continuous professional development * Suggest at least 2 options for a framework on knowledge and skills use development of the personnel. * Recommendations in tailoring a certified post university course on Case management and links to MIS system on social care services | 30 December 2024 |
| 5. Supporting Documents | * All raw data collected during the assessment. * Documentation of methodology and tools used * Transcripts or summaries of interviews and focus group discussions. * Any additional research or reference materials used in the analysis | 30 December 2024 |

* All deliverables should be submitted in both English and Albanian languages, in electronic format (editable and PDF versions).

**6. Expert/Team of Experts Requirements**

6.1. Education:

* PhD (preferred) or Master's degree in social work, psychology, or another related field to social protection, social care services.

6.2. Experience:

* At least 8 years of general experiences in the area of social services/ social protection provision, capacity building, evaluation, planning of community based, specialized services and supporting workforce development.
* Proven experience in conducting capacity assessment and capacity development in the area of social services will be considered as an asset (at least 1)
* Demonstrate research capacity in social services by showing at least 2 similar types of work.

6.3. Knowledge/Skills:

* Demonstrated knowledge of the social services landscape in Albania.
* In-depth understanding of EU related social policy, particularly related to EU Care strategy, EU Child Rights Strategy, EU for Social Pillar, and related documents in regard to social care services.
* Strong understanding on developing skills and competences framework in social services.
* Strong analytical and report writing skills.
* Excellent communication and interpersonal skills.
* Fluency in English and Albanian.

**7. Application Process**

Interested expert/team of experts should submit the following documents via the ProVision system:

* Expression of Interest: Detailed statement of interest.
* Detailed CV highlighting relevant experience in needs assessments, social care services, and capacity building.
* Description of the proposed methodology and approach, including a timeline and division of tasks.
* Detailed budget breakdown, including professional fees, travel, accommodation, and administrative costs.
* At least two references or examples of similar work previously conducted.
* A self-declaration regarding conflict of interest (stating that the expert/team of experts has no conflict of interest from its employer etc. while delivering this consultancy);
* Must be cleared of legal disputes that ended in Court in the past three years. (e –Albania) (Deshmia e penalitetit)
* Supplier registration form
* 
* Sign the Supplier Code of Conduct.



* Required compliance documents as per WVA's policies, child protection and safeguarding policies.



If you are a registered company / organization / agency, please also provide:

- Tax Registration number (NIPT)

- Updated Extract generated from the National Registration Centre (QKR)

- Provide last two years of audited financial statements or tax filing, or similar documents

**Deadline for receipt of applications: October 2024**

Questions/requests should be made by latest September 23th, 2024 to the following e-mail address: vangjel\_kojku@wvi.org

**Application procedure:**

The application documents should be submitted in the ProVision system. WVA team will provide you the information how to access the Provision and upload the documents.

**8. Evaluation Criteria**

* Technical Proposal (75 points):
  + Academic background (15 points): Evaluation based on educational qualifications.
  + Relevant professional experience and (35 points): Evaluation based on relevant experience in social care services, assessments, and capacity building, especially in alignment with EU standards.
  + Methodology and Approach proposed (25 points): Evaluation based on the methodology proposed for conducting the assessment, including data collection methods, timeline and division of tasks)
* Financial Proposal (25 points): Detailed budget evaluation, considering cost-effectiveness and completeness.

\*World Vision Albania maintains the confidentiality of the offer and documentation you submit based on its strict procurement policies.

**Final Evaluation and Award of Contract**

The contract will be awarded to the best technically acceptable proposal considering proposed prices.

The following formula will be used for combined technical and financial evaluation of proposals:

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

Sf = 100 x Fm/ F, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

T = 75, and (threshold 60% of 75 = 45 points)

P = 25

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.

Only Bidders that have passed the pre-qualification process of Technical and Administrative proposals will be considered for financial proposal evaluation

**Notes related to World Vision Albania Child and Adult Safeguard Policy:**

All people working for World Vision Albania, or visiting its programmes are obliged to sign its Child and Adult Safeguard Policy and Behavior Protocols. This policy aims to create a child-safe organizational environment and is based on the principles of the UN CRC and its protocols.

**Important note: The contract will be awarded to the winner upon submission of official documents that certify that the full team of the project – including field team – complies with the child protection rules and procedures. The selected applicant will be informed about the required documents before finalization of the contract.**

***Principles of child protection involve briefly but are not limited to:***

* Treat children with respect and dignity
* Listen to children views and opinions
* Inform children parents/legal guardian/s and take a written consent before any interaction with children (this involves special written permission when it comes to photographs/videos)
* Be sensitive to the child age and maturity, cultural background and local social and family norms and respect them
* Dress in culturally appropriate way.
* Always be in the company of another adult (preferably parent/legal guardian or teacher) when meeting a child
* All visitors to WVA projects must be in accompany of WVA’s staff.
* Do not abuse with children (sexual, emotional, psychological and physical abuse).

*\*Please note that World Vision Albania personnel and visitors are expected to report any suspicions of child abuse to the National Director immediately. WV has policy and procedures that respond to accusations, which allows for a process that respects all involved. World Vision Albania holds the position that adults are always responsible for their behaviour with a child, even if a child is acting seductively.*

1. The template of the reports will be agreed with WVA. [↑](#footnote-ref-2)