

Terms of Reference

Consultancy: Building Social Worker Capacity in the Ministry of Human Development, Social Transformation and Poverty Alleviation

Background

Poverty rates in Belize is high with the last poverty assessment (2009) estimating 41% of the population living below the poverty line. In many communities this is exacerbated by issues of crime, violence, and abuse. In 2016, the Ministry reported 1,485 cases of child protection issues, ranging from neglect to sexual abuse and assault. The cumulative impacts of crime and violence, and citizen insecurity continue to have a deleterious effect on inclusive economic growth and human capital formation.

In Belize the Ministry of Human Development, Social Transformation, and Poverty Alleviation (MHDSTPA) is the government agency mandated to provide a wide range of social support and protection services and programs for children, juveniles, women, men, and families, with an aim to reduce vulnerabilities, increase resiliency, and empower residents to become productive and contributing members of society. MHDSTPA performs these functions through three departments:

Department of Human Services (DHS) – responds to child abuse and neglect cases through its Child Protection and Child Placement and Specialized Services. Its Community and Parent Empowerment Programme equip parents and communities with the knowledge and skills necessary to take responsibility for the care, protection, survival and optimum development of their children. The department also co-manages several institutions including the Good Samaritan Homeless Shelter, Golden Haven Rest Home, and Dorothy Menzies Child Care Centre

Community Rehabilitation Department (CRD) - provides prevention, rehabilitation and diversion programs aimed at first-time offenders and juveniles in conflict with the law (including the Belize Youth Hostel and Youth Challenge Program). It also runs the Community Counselling Centre, which provides mental health services to clients and walk-ins of all ages and conducts gang mediation via its Conscious Youth Development Program.

Women and Family Support Department (WFSD) – administers public assistance programs through its Family Support Services unit, while its Gender Services section handles Gender Based Violence Services, Gender Integration and Economic Empowerment.

Objectives

Given the challenges with the social protection sector and the increased degree of complexity of cases faced by the Ministry, MHDSTPA is embarking on a comprehensive exercise to enhance the capacity of all its social workers. This Consultancy starts this exercise by ensuring a solid foundation and framework for social workers to work within, and a management indicator framework to monitor and evaluate service delivery. The two objectives are therefore:

- a) Produce a set of standard operating procedures for each of the different services units within the Ministry, and complementary quick reference guides
- b) Produce a broad M&E framework that allows management to monitor service delivery, using a combination of input, output, outcome and impact indicators

Deliverables

1. **A comprehensive set of Standard Operating Procedures (SOP) for each department and unit in the Ministry,** including one cross cutting document that covers the Ministry’s “First 48 Hours Response” procedures:
 - a. The SOPs should be concise, focussed and easy to understand, offering clear practical steps to guide officers in their work. They should cover different procedures and reporting mechanisms depending on the presenting issue and the priority of the case, and should include timeframes for tasks to be completed
 - b. The SOPs should also include all the forms and assessments to be completed, and identify new forms where necessary (e.g. risk assessment for clients presenting with a gender based violence case)
 - c. The SOPs should also include an appendix that provides officers with a two-page Quick Reference Guide (QRG), which would take the form of a process flow diagram, providing staff with a visual and easy to read guide, complementing the more explicit SOPs.
 - d. The following units/service areas would each require their own specific SOP and QRG:

Child Protection Services	Roving Caregivers Program
Child Placement and Specialized Services	Women’s Economic Empowerment
Court and Case Management Services	Counselling Services
Community Parenting Program	Gender Based Violence Support Services
Family Support Services	

2. **A comprehensive Ministry wide monitoring and evaluation framework**
 - a. The framework should focus on process and output indicators for each service area of the Ministry, and align and complement the more long-term outcome and impact indicators found in the Growth and Sustainable Development Strategy (GSDS), Horizon 2030 M&E framework, and the National Children’s Agenda (NCA) to name but three which the Ministry is intimately linked.
 - b. The framework should contain the full definition for each indicator and specify the steps in its calculation and the source of the data required. As such it is expected to draw heavily on the Ministry’s online case management application – FAMCare
 - c. The framework should be populated with baseline data for 2017, and historical data wherever possible and available

Timeframe and Payment Schedule:

Deliverable	TimeFrame	Payment (%)
Approved work plan	1 week	5
1 st Drafts of the SOPs & QRGs for all the units under DHS	4 weeks	15
Final versions of the SOPs & QRGs for all the units under DHS	2 weeks	5
1 st Drafts of the SOPs & QRGs for all the units under CRD	4 weeks	15
Final versions of the SOPs & QRGs for all the units under CRD	2 weeks	5
1 st Drafts of the SOPs & QRGs for all the units under WFSD	4 weeks	15
Final versions of the SOPs & QRGs for all the units under WFSD	2 weeks	5
1 st Drafts of the SOPs & QRGs for the Ministry’s 1st 48 Hours	4 weeks	15
Final versions of the SOPs & QRGs for the Ministry’s 1st 48 Hours	2 weeks	5
1 st Draft of the Ministry M&E Framework	2 weeks	5
Final Draft of the Ministry M&E Framework	2 weeks	10
	25 weeks	100

Qualifications and Competencies

- Master's Degree in social work, education, social policy, or public health administration
- Minimum of 5 years of experience working in the social sector
- Extensive knowledge of issues affecting children, women, and youth
- Experience writing technical guides, policies, and/or manuals

Application Procedure

Interested applicants should submit applications inclusive of cover letter, CV and draft financial proposal to the Social Planner in the Ministry either by email social.planner@humandev.gov.bz or hard copy to:

Social Planner
Policy Planning Unit
MHDSTPA
110 Cemetery Rd.
Belize City, Belize

Deadline for applications is **5pm on Monday, the 11th of June 2018.**

Please mark all application with the reference: "Consultancy: Building Social Worker Capacity"