

Hagar International Foundation is seeking a consultant(s) to conduct research and analysis of social work and training standards for Cambodia. The consultancy is for a total of 130 working days within a period of 8.5 months starting June 2017 and ending on 15<sup>th</sup> February 2018. There is a possibility that the project will receive a six-month extension, March to July 2018. If the donor approves a six-month extension, consultants will have twelve months (March to June 2018) to complete the consultancy.

The consultancy is to help develop Cambodia's first set of minimum Social Work and Training Standards at basic and specialized level. Included in this is the development of an assessment tool for the training standards and pilot testing the tool among a subset of organizations within five identified provinces. The consultancy deliverables will help to improve the lives of vulnerable children in Cambodia by ***improving the quality and effective delivery of social services throughout the continuum of care for children.***

## 1. Overview

Hagar International was established in 1994 in Cambodia. In 2009, Hagar expanded its model to Afghanistan and Vietnam. Our focus is working with women and children who have been traumatized by slavery, trafficking and abuse to help support their recovery. We seek to magnify the impact of this work with individuals and families through our advocacy and capacity building work with other service providers and institutions.

For those affected by trauma and those who support them, Hagar is an expert in care and recovery. When healing happens the cycle of trauma stops. We believe that with the right support and capabilities people can recover and take the lead in their own journey to wholeness.

**Hagar's core values are: *Respect, Integrity, Compassion, Excellence***

### 1.1. Assignment Information

<b>Assignment Title</b>	Research Consultant(s)
<b>Component/Projects</b>	Family Care First (FCF), Cambodia project
<b>Contract Type</b>	Consultancy
	<p>1. Desk research and analysis</p> <p>2. Development of minimum Social Work and Training Standards at basic and specialized levels, including formulation of an assessment tool for standards and pilot testing the tool among a subset of organizations within five identified provinces.</p>
<b>Duty Station</b>	<p>Desk research and analysis: home-based or in Cambodia.</p> <p>The development of the Standards.: this requires some travel to selected provinces and technical guidance to First Step Cambodia’s (FSC) field research team (four field research officers).</p>
<b>Expected Place of Travels</b>	<p>Five provinces: Phnom Penh, Kandal, Battambang, Siem Reap and Preah Sihanoukville.</p> <p><b>Note:</b> consultant(s) are expected to travel to a minimum of two provinces out of the five listed.</p>
<b>Contract Duration:</b>	1. Desk research and analysis of the Social Work and Training Standards – 30 estimated working days.

	<p>2. Development of the Social Work and Training Standards at basic and specialized levels, including the development of an assessment tool for the training standards, and pilot testing the tool among a subset of organizations within five identified provinces. In addition, the consultant will need to examine compliance of the “basic” and “specialized” standards and training using the piloted tools among FCF’s member organizations - 100 estimated working days.</p>
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## 1.2. Project Description

In 2014, USAID launched Family Care First (FCF), a global initiative that seeks to uncover and advance transformational solutions that considerably reduce the number of children growing up outside of safe, nurturing, family-based care. In 2015, Cambodia was selected as the first site to pilot this approach.

Preliminary studies in the quality and effective delivery of social services throughout the continuum of care for children indicates an urgent need to build the capacity of those engaged in social work practice, both at an organizational level and at an individual level, in order to support the processes required to deliver effective services. The current social service sector in Cambodia is facing multiple challenges due various factors such as lack of an accreditation of social work service providers, no national standardization of the social work sector practices and standards, shortage of academically qualified social workers, lack of accredited training courses, limited specialized training courses resulting in inadequate responses when working with children, as well as a lack of understanding and/or awareness of community-based care options.

Hagar is proud to be a partner organization of FCF, as stated above, a group of global and community partners across all sectors committed to increasing the

percentage of children living in safe, nurturing and family based care. The FCF initiative is undertaken under the **“Collective Impact Approach”**, which requires all FCF partners to be open to sharing knowledge, experiences and lessons learned through the life of the initiative. Hence, consultant(s) must be comfortable to work and collaborate with multiple partners including government institutions, local and international NGOs, UN agencies and academia. For more information, please visit [www.familycarefirstcambodia.org](http://www.familycarefirstcambodia.org).

Hagar has been granted a subcontract to deliver specific outcomes for FCF’s Cambodia project.

## 2. Purpose

The purpose of the consultancy role is to:

**2.1.** Identify models of practice that are already being used in the social work and child protection sector, or other sectors where relevant in Cambodia, to offer insight along with a regional and global desk review to inform the development of basic and specialized standards of practice and the necessary training to impart standards.

**2.2.** Work closely with FSC’s Field Research Supervisor, Hagar’s project officers and the national consultant to provide support and technical assistance in conducting field research work to FSC’s field research officers.

**2.3.** Maintain regular communication with Hagar’s Project Manager (email, phone/skype catch-ups) and provide monthly deliverable progress updates reports, including key challenges and possible solutions to addressed challenges and lessons learned.

**2.4.** Collaborate with FCF’s new Multi-Disciplinary Advisory Group (MDAG) of experts made up of 11 permanent members ranging from government representatives, academia from universities, UNICEF, practicing social workers, as well as (I)NGO representatives. The MDAG’s appointed Chair is H.E Nim Thoth, Secretary of State, Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY).

### 3. Objectives

The objectives of this research are as follows:

Project work plan - Action 1.A. Development of the Standards at basic and specialized level

**Major Objective 1: To research and identify models of practice that are already being used in the social work sector in Cambodia, as well as a desk review of regional and global standards. The research must produce basic and specialized minimum Social Work Standards for the local Cambodian context**

**3.1.** Develop an inception report with detailed methodology and work plan to carry out the assignment in a timely manner.

**3.2.** Ensure key principles of ethical desk and field research are being applied.

**3.3.** Ensure consultation with key global actors such as Global Social Services, Better Care Network and International Social Services and others.

**3.4.** Share progressive research findings and work closely with the national consultant to provide guidance and technical assistance to First Step Cambodia (FSC), FCF's project field research partner on undertaking ethical and topic focused research to conduct the field research as specified in the work plan.

**3.5.** Write up and share desk review/research findings to FCF's Multi-Disciplinary Advisory Group (MDAG) highlighting successful practices and provide recommendations on potential models (with clear rationale) for further scale in Cambodia. A glossary of terms must be included in all documents and reports presented to the MDAG.

**3.6.** Produce and present basic and specialized minimum Social Work Standards for the local Cambodian context to FCF's MDAG at an in-country meeting.

**Major Objective 2: To develop tools to assess the Standards**

**3.6.** Produce tools to assess the Standards at basic and specialized level.

**3.7.** Present, discuss and seek agreement by FCF's MDAG on tools to assess the

Standards,

**3.8.** Work closely with the national consultant, Hagar's two project officers, FSC's Field Research Supervisor and her field research team (four officers) to pilot the tools.

**Major Objective 3: Use developed tools to evaluate compliance at basic and specialized level**

**3.8.** Undertake evaluation of compliance with support from the national consultant and FSC's Field Research Supervisor.

**3.9.** Report on findings to Hagar and FSC before presenting and discussing draft findings of Action 1.A. to FCF's MDAG at an in-country meeting.

**Project work plan - Action 1.B. Development of Minimum Training Standards at basic and specialized level**

**Major Objective 4: To develop the Training Standards at basic and specialized level**

**3.10.** Produce a set of minimum Social Work Training Standards at basic and specialized levels.

**3.11.** Share the draft training standards with Hagar and FSC for review and feedback.

**3.12.** Share the draft training standards with the MDAG Chair and members via email for review and feedback.

**3.13.** Present the revised training standards to the MDAG at an in-country meeting for approval and agreement.

**Major Objective 5: To develop tools to assess trainings**

**3.14.** Produce tools to assess trainings at basic and specialized level.

**3.15.** Share draft tools with Hagar and FSC for review and feedback.

**3.16.** Share draft tools with the MDAG members via email.

**3.17.** Present final tools to MDAG members via email.

**Major Objective 6: Use developed tools to evaluate compliance of FCF member organizations delivering training at basic and specialized level**

**3.12.** Use tools to evaluate compliance of FCF member organizations delivering training at basic and specialized level.

**3.13.** Undertake evaluation of compliance with support from the national consultant and FSC Field Research Supervisor.**3.14.** Share the draft report on findings of compliance with Hagar, FSC and the MDAG members via email.

**3.15.** Present and discuss final draft finding of Action 1.B to FCF’s MDAG at an in-country meeting.

**Deliverables and Timescale**

<b>No.</b>	<b>Deliverables/Outputs</b>	<b>Estimated time frame</b>	<b>Target deadlines</b>
<b>1.1</b>	Read FCF’s Thematic Sub-Group 2 project documents, including Performance Monitoring Plan (PMP), Indicator Tracking Table (ITT) and MDAG meeting minutes and presentations.	3 days	June 2017
<b>1.2</b>	Participate in a one-day project implementation planning session with Hagar and FSC project teams, including the national consultant.	1 day	June 2017
<b>1.3</b>	Develop an inception report with detailed methodology and work plan to carry out the assignment in a timely manner (within three working	3 days	June 2017

	days of signing the contract)		
2	<p><b>Major Objective 1: To research and identify models of practice that are already being used in the social work sector in Cambodia, as well as a desk review of regional and global standards:</b></p> <p>Present the preliminary research findings to FCF’s project team, FSC and Hagar’s senior management before presenting to the MDAG. Produce and present the basic and specialized minimum Social Work Standards for the local Cambodian context to FCF’s MDAG.</p>	28 days	July 2017
3	<p><b>Major Objective 2: To develop tools to assess the standards:</b></p> <p>Produce tools, present to the MDAG and work closely with the national consultant and FSC to pilot the tools.</p>	10 days	August - September 2017
4	<p><b>Major Objective 3: Use developed tools to evaluate compliance at basic and specialized level:</b></p> <p>Undertake evaluate of compliance with support from the national consultant and FSC. Present and discuss draft findings of Action 1.A. to FCF’s MDAG.</p>	17 days	September - October 2017
5	<p><b>Major Objective 4: To develop training standards at basic and</b></p>	25 days	October - November 2017



	<p><b>specialized level.</b></p> <p>Produce a set of minimum Social Work Training Standards at basic and specialized level and produce tools to assess trainings at basic and specialized level.</p>		
<b>6</b>	<p><b>Major Objective 5: To develop tools to evaluate compliance of FCF’s member organizations delivering training at basic and specialized level:</b></p> <p>Produce tools to evaluate compliance.</p>	10 days	November 2017 - January 2018
<b>7</b>	<p><b>Major Objective 6: Use developed tools to evaluate compliance of FCF member organizations delivering training at basic and specialized level:</b></p> <p>Undertake evaluation of compliance with support from the national consultant and FSC’s Field Research Supervisor.</p>	17 days	January 2018
<b>8</b>	<p>Maintain regular communication with Hagar’s Project Manager and provide monthly deliverable progress updates reports.</p>	6 days	July 2017 – February 2018
<b>9</b>	<p>Finalize all research documents. Present final research documents to Hagar, FSC and the MDAG.</p>	10 days	February 2018
	<b>Total # of Days:</b>	<b>130 Days</b>	

## 1. Accountability and Structure

The role is accountable to Hagar's Project Manager, who will oversee the project.

The consultant(s) will receive support and country context guidance from Hagar and FSC's project teams, including the national consultant.

## 2. Duty Station and Travel

2.1. The desk research can be done home-based or in Cambodia. The consultant(s) will be required to spend an agreed number of days in Cambodia to provide field research related training, support and technical assistance to the national consultant, Hagar's project officers, FSC's Field Research Team Supervisor and team members. Also, the consultant(s) will be required to present the Social Work and Training Standards to the MDAG Chair and members at an in-country meeting. The development of the Social Work and Training Standards, including associated evaluation tools, will require field testing. Therefore, the consultant(s) must undertake approximately 10 – 12 days of field travel to a minimum of two out of the five targeted provinces: Phnom Penh, Kandal, Battambang, Siem Reap, and Preah Sihanoukville.

## 3. Costs & Payment

### 3.1. Costs

3.1.1. This is a fixed price contract based on outcomes (with open/end period from June 2017 - February 2018, maximum 130 days). In the event of Hagar receiving approval from the donor for a six-month project extension, consultant(s) will be able to work on agreed deliverables within a 12-month time-frame (June 2017 to June 2018). The total number of consultancy dates will remain the same at 130 days.

3.1.2. The consultant(s) are subjected to in-country taxes as per the Royal Government of Cambodia's tax laws. Unless the consultant(s) are able to produce evidence of payment of taxes relating to this consultancy, Hagar will deduct consultants' taxes accordingly.

3.1.3. The consultant(s) are responsible for paying for their own travel and accommodation during field missions.

3.1.4. Hagar will only pay local travel relating to field research work in according with Hagar’s financial policy and procedure.

3.1.5. Hagar will not pay costs relating to personal insurance or other benefits for this consultancy.

3.1.6. The consultants will be paid after submitting the achievement of each deliverable.

**3.2. Payment & Payment Schedule**

3.2.1. 20% after satisfactory submission of the first deliverable (*Table Deliverable #2 – Major Objective 1*).

3.2.2. 40% after satisfactory submission of the second deliverable (*Table Deliverable #5 – Major Objective 4*).

3.2.3. 40% after satisfactory submission of the final deliverables are approved (*Project final and all deliverables accounted for*).

**4. Qualifications**

<b>Education</b>	Tertiary qualification in Research, Social Work, Development, Community Development and/or other related fields
<b>Experiences</b>	<ul style="list-style-type: none"> <li>● Experience conducting desk and field research in the social work sector</li> <li>● Experience working with multiple stakeholders and sector specific experts</li> <li>● Knowledge and understanding of the “<i>Collective Impact Approach</i>”</li> <li>● Experience working in Cambodia and/or developing countries in the South-East Asia Region.</li> <li>● Experience in transferring research skills to national counterparts</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to demonstrate similar types of work completed around the areas of focus, along with references</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Knowledge on the local context, needs/issues of alternative family care services and current challenges of developing appropriate social work sector practices in developing countries</li> <li>• Excellent cross-cultural communication skills</li> <li>• Knowledge and experience working with vulnerable children and their families</li> <li>• Knowledge of child protection issues in developing countries</li> <li>• Proven research skills</li> <li>• Excellent analytical and writing skills</li> <li>• High level of oral and written communication skills</li> </ul>
<b>Language</b>	<ul style="list-style-type: none"> <li>• English</li> <li>• Knowledge of Khmer language is an advantage</li> </ul>

## 5. Timing

It is expected that the consultant(s) will begin on 26<sup>th</sup> June 2017 and will submit the final deliverables no later than 15<sup>th</sup> February 2018. If the six-month project extension is approved, the consultant(s) will be expected to submit the final deliverables by 15<sup>th</sup> June 2018.