

UNFPA Turkmenistan
TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT (National)
Specialist on social work

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	UNFPA Turkmenistan CO
Title:	Specialist on social work
Purpose of consultancy:	<p>For almost three decades, UNFPA has been a strategic partner of the Government of Turkmenistan in empowering women and promoting gender equality. UNFPA's work to promote gender equality in Turkmenistan includes supporting Turkmenistan's national human rights system in implementing obligations under ratified international human rights treaties and conventions, including the Convention on the Elimination of All Forms of Discrimination against Women. In line with the priorities of the Fifth Country Programme, UNFPA supports the implementation of the National Action Plan on Gender Equality 2021-2025 by providing expert support in capacity building of civil servants in the areas of gender-sensitive policies and gender mainstreaming, as well as the capacity of national institutions and specialists to address gender equality issues.</p> <p>The UNFPA Gender Program aims at working with government agencies to create comprehensive systems and mechanisms to enable women and adolescents to make informed choices and be protected from violence, and to engage men and boys in promoting positive social norms in society.</p> <p>In 2020-2022, the UN and the Government of Turkmenistan successfully implemented a two-year Joint Program on “Improving the social protection system through the introduction of inclusive quality social services at the local level”, with financial support from the SDG Joint Fund, aiming at making transformational changes to the existing system of social service delivery in Turkmenistan to reach the most vulnerable groups of the population and meet their special needs. Over the two years of working together, the joint programme has made significant progress in supporting the development and initiation of the institutionalization of a new model for the provision of social services in the country.</p> <p>Taking into account the country’s international obligations, the goals and objectives of national programs for socio-economic development, as well as the results achieved during the implementation of the Joint Program, UNFPA continues to provide support in expanding social services to the population and, in collaboration with the National Red Crescent Society of Turkmenistan (NRCS), plans to hire 12 Specialists in psychological counseling to provide social support in the Family Support Centers in the NRCST velayat offices in the cities of Ashgabat, Mary, Turkmenabat, Dashoguz, Balkanabat and Tedjen.</p> <p>The Specialist on social work will work closely with the specialists on psychological counselling. The role of a Specialist on social work is to establish contact with women and families who are in difficult life situations as a result of violence, assess their needs and provide case management support to access the existing social allowance payments, services and assistance to survivors.</p>

<p>Scope of work:</p> <p>(Description of services, activities, or outputs)</p>	<p>The functions of a Specialist on social work include the following:</p> <p><u>Preparatory work:</u></p> <ul style="list-style-type: none"> - Participation in induction training and advanced training courses organized by the UNFPA and NRCST. <p><u>Service Delivery:</u></p> <p>Call service:</p> <ul style="list-style-type: none"> - Answer calls and assist subscribers in identifying their needs; - Provide general information upon user requests; - If necessary, assess the risk to which users are exposed, if any; - Offer psychological support, and upon receipt of consent, provide basic psychological assistance and refer for specialist consultation; - Provide information on options for contacting relevant services and specialists; - If necessary, sign up the survivors for consultations with specialists in psychological counseling or social work. <p>Case management:</p> <ul style="list-style-type: none"> - Conduct interviews, identify and conduct an initial assessment of the situation and determine the needs of the user and her/his family; - Conduct a detailed assessment of the situation, vulnerability and risk situation in which the user and/or her/his children find themselves, as well as the needs, strengths and existing opportunities; - Together with the user, develop and implement an individual intervention plan with the involvement of the necessary specialists and structures at the local level, as well as with the participation of the user and, if necessary, her/his family; - Provide information, as well as coordinate and monitor the receipt of multidisciplinary services in order to implement the most appropriate social assistance measures focusing on the needs of the user; - Provide support in making an informed decision, paying particular attention to physical and psychological safety; - Work in collaboration with other social work specialists; - Carry out regular monitoring and evaluation of progress together with social work specialists; - If necessary, provide follow-up actions, including referral and coordination with other relevant stakeholders (medical services, social services, police, mayors, employment services, public organizations, lawyers, etc.); - Regularly conduct activities to obtain user feedback on the quality and effectiveness of the services received, and evaluate the services provided; - Make a decision to close the case and archive it, or to reopen the case/refer the case to other specialized services; - Assist in enrolling users in available trainings and programs for the purpose of employment and income generation. <p><u>Continuous professional development and reporting:</u></p> <ul style="list-style-type: none"> - Be informed about the goals, objectives and work of UNFPA, IFRCC and NRCST, interact with UNFPA and NRCST staff as a full member of the team; - Participate in trainings and other events to improve professional skills in psychological support, maintaining call services and social services; - Fill out the necessary documentation (assessment forms, individual plan, etc.); - Ensure the confidentiality of all work with clients and compliance with ethical standards; - Store all documents (reports, files, etc.) in a safe place; - Provide monthly reports based on agreed data collection methodology.
<p>Expected Outcomes</p>	<p>Deliverable 1: Interim report with data for the reporting period according to the agreed data collection methodology - until September 20, 2024.</p>

and Deliverables:	<p>Deliverable 2: Interim report with data for the reporting period according to the agreed data collection methodology - until December 20, 2024.</p> <p>Deliverable 3: Final report with data for the entire period of work according to the agreed data collection methodology, conclusions and recommendations for improving the service - until March 20, 2025.</p>
Duration and working schedule:	9 months from June 20, 2024 to March 20, 2025
Place where services are to be delivered:	At the place of residence in the cities of Ashgabat, Mary, Turkmenabat, Dashoguz, Balkanabat and Tejen, Regional Department of the National Red Crescent Society
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	Dates for deliverables are provided under the section Scope of work. All written deliverables will be provided in an electronic format. Training will be conducted in an offline format.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monitoring will be carried out through regular reports, progress meetings, review of submissions and participation in training.
Supervisory arrangements:	Supervision will be provided by the Service Coordinator, with overall coordination by the UNFPA Gender and Youth Program Analyst.
Expected travel:	Missions within the country and internationally will be agreed beforehand and travel costs will be covered according to the UNFPA's Duty Travel Policy.
Required expertise, qualifications and competencies, including language requirements:	<p><u>Education:</u></p> <ul style="list-style-type: none"> - Bachelor's degree in psychology, social work, sociology, medical or pedagogical education, law, economics and other humanities and/or a certificate of completion of specialized courses in counseling in the field of psychology and social work. <p><u>Experience:</u></p> <ul style="list-style-type: none"> - Three years of work in areas requiring communication with people and/or providing social assistance; - Including at least 2 years of experience providing services to vulnerable groups, including women, older people and adolescents in difficult life situations; - Excellent knowledge of Turkmen and Russian languages; - Knowledge of computer programs.
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	UNFPA will provide methodological support and training involving international and national expertise and exchange of experience in providing the above-mentioned services.
Other relevant information or special conditions, if any:	<p>Fees will be calculated monthly at the GS-3 level of the UN General Service salary scale effective 1 November 2020 and will be paid in 3 installments subject to quality provision of deliverables as follows:</p> <p>Installment 1 after completion of Deliverable 1 by September 20, 2024 Installment 2 after completion of Deliverable 2 by December 20, 2024 Installment 3 upon completion of Deliverable 3 by March 20, 2025</p>
Signature of Requesting Officer in Hiring Office:	
Date:	