**Background information**

2*015 UNICEF needs assessment of social workers and specialists performing the functions of social work* identified that the quality of social work is undermined due to the low competence of specialists in addressing the needs of families and children with multiple social risks, neglect and abuse. The concept of quality of services is rather broad and is not always presented in the policies and standards. No supervision of social work and lack of operating procedures lead to a decrease in the quality of services.

*The law on specialized social services* (2008) provides an overall framework for inter-sectoral collaboration in delivery of social work. Despite the current attempts in linking social work across the sectors and raising the quality of service provision, the legislative framework and standards were not reviewed against the quality assurance criteria. The quality assurance here is understood as the availability of clear gate-keeping, case management, supervision and referral components.

Social workers are mainly represented in social protection and health sectors. In education, social pedagogues and guardianship authorities in child care system perform the functions of social work. The government made several progressive steps in specifying the qualitative delivery of services by adopting standards in support of victims of domestic violence and trafficking.

The consultancy is needed to identify legislative gaps (in policies and standards) and contribute to improvement of quality of social work for children with the particular focus on gatekeeping, case management, supervision and referrals. The current social work experiences a number of bottlnecks that effects the quality. The consultancy will also identify the main bottlenecks through the semi-structured interviews with the middle level managers and social workers. It would be also timely to assure the quality and unify the existing or pilot forms used by the social workers for needs assessment and family plans in health, child care, justice and social protection.

Here are some definitions to help with the assignments:

-      ***Policy*** is a set of ideas or a plan of what to do in a particular situations that has been agreed to by a group of people, government or political party (in case of social work, e.g. the state programmes on health, education, social protection, the concept of gender equality and family policy 2030, law on specialized social services) (taken from the dictionary)

-      ***Standard*** is something considered by an authority or by general consent as a basis of comparison; an approved model; an average or normal requirement, quality, quantity, level, grade, job description (on-line dictionary)

-      ***Gatekeeping*** is as defined by UNICEF as the effective and exclusive targeting of services to specific end users[[1]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftn1" \o ") and policies, procedures and services to restrict the flow of children into institutions and contribute to their onward progression back to families or substitute families***[[2]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftn2" \o ")****.*

-      ***Case management*** is a method of providing services whereby a professional social worker collaboratively assesses the needs of the client and the client's family, when appropriate, and arranges, coordinates, monitors, evaluates, and advocates for a package of multiple services to meet the specific client's complex needs[[3]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftn3" \o "). It consists of needs assessment, family plan development, implementation, monitoring, reviewing and closing the case.

-      ***Supervision*** – can be educational, supportive and administrative; it focuses on proper management of social worker, professional concerns and relates to specific cases, decreases job stress interfering with social work performance and provides the supervisee with nurturing conditions that compliment their success and encourage self-efficacy. Supervisees are faced with increasing challenges that contribute to job stress, including the growing complexity of client problems, unfavorable physical work environments, heavy workloads, and emotionally draining environments such as vicarious trauma. ***[[4]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftn4" \o ")***

-      ***Referral system*** can be defined as a comprehensive institutional framework that connects various entities with well-defined and delineated (albeit in some cases overlapping) mandates, responsibilities and powers into a network of cooperation, with the overall aim of ensuring the protection and assistance of survivors,[[5]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftn5" \o ") to aid in their full recovery and empowerment, the **prevention** of GBV and the **prosecution** of perpetrators **(the so-called 3 p’s).** Referral mechanisms work on the basis of efficient lines of communication and establish clearly outlined referral pathways and procedures, with clear and simple sequential steps (UNFPA 2010).

***[[1]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftnref1" \o ")*** *Bilson, A and Judith Harwin.* Gatekeeping Services for Vulnerable Children & Families: a Concept Paper *in* Changing Minds, Policies and Lives. Improving Protection of Children in Eastern Europe and Central Asia. Gatekeeping Services for Vulnerable Children & Families. *UNICEF - Innocenti Research Centre, Florence. 2003*

***[[2]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftnref2" \o ")*** *Tolfree 1995 quoted by Bilson & Harwin ibid p20*

***[[3]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftnref3" \o ")*** [*www.sswlhc.org/docs/swbest-practices.pdf*](http://www.sswlhc.org/docs/swbest-practices.pdf)

***[[4]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftnref4" \o ")*** [*http://www.socialworkers.org/practice/naswstandards/socialworksupervision/SUPERVISION%20STANDARDS2%20Public%20Comment%20Draft%20August%2016.pdf*](http://www.socialworkers.org/practice/naswstandards/socialworksupervision/SUPERVISION%20STANDARDS2%20Public%20Comment%20Draft%20August%2016.pdf)

***[[5]](https://admin.dc7.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?sData=Q5S8dyNMQ0YI2mv77G6QVGdxjiJ-ypecwkREP6m7HF8eFK54B_E9Z4e7TrDFNAMJpiQxGy6zF9Y%7e" \l "_ftnref5" \o ")*** [*www.health-genderviolence.org/...system/practical-steps-and-recommendations-for-in-0*](http://www.health-genderviolence.org/...system/practical-steps-and-recommendations-for-in-0)

**Proposed research questions:**

***Policy***

1.      do policies include provisions on social work and its quality assurance?

2.    does the policy include cross-sectoral referrals?

3.    does the definition of social work in the policies comply with the international standards

**Standards**

4.      does the definition of social work in the standards comply with the international standards?

5.   how is the quality assurance of social work presented at the planning, implementation, evaluation stages of service delivery, in the results?

6.    what is the ratio of social workers per different groups of population (child/youth)?

7.    do standards on social services consider gate-keeping, case management, supervision and referrals?

8.     are there any provisions that explain the cross-sectoral referrals in standards?

9.     do performance indicators in the standards measure the outcomes of case management?

10.  how do the regulations on qualification requirements, standards of the pre-service training curriculum cover the quality assurance of social work across the sectors?

11.  how is the quality of social work assured in the job descriptions of social workers, guardianship authorities and social pedagogues?

12.  What are the current bottlenecks in social work practices that undermine the quality (enabling environment, demand, supply, quality)?

**Existing tools and guides**

13.   Are there any guides, tools and instructions that help ensuring the quality of social work in health, education and social welfare.

14.Who developed them, purpose and target audience?

15. Do they contain the quality assurance components of social work, M&E framework?

16. Is the usage of the tools and guides optional or mandatory? If mandatory, what policies regulate it?

17. Is there a social work database? Does it report on case management, incidence reporting, quality monitoring?

**Forms**

18.   what forms are used to implement case management?

19. are they compliant with the international standards?

20. is the quality of forms completion by social workers is monitored? Who does it?

**The provisional sample for the interviews will be:**

|  |  |  |
| --- | --- | --- |
| **Job tittle** | **sector** | **Number of interviews** |
| Social worker in polyclinics | health | 4 |
| Social worker in home-based care, TSA | social welfare | 4 |
| Guardianship authorities | education | 4 |
| Probation officers | penitentiary system | 4 |
| Social workers in courts | judiciary | 4 |
| NGOs | civil society | 2 |
|  | **Total** | **22** |

**The provisional list of policies, standards, regulations**

* The state education and science development programme 2016-2019 - <http://control.edu.gov.kz/sites/default/files/gpron_ukaz_ot_1.03.2016_no2015_1.pdf>
* The state health development programme “Densaulyk” 2016-2020 - <http://www.npzdravrk.kz/index.php/health-c/112-2>
* The National Concept of family and gender policy - <http://egov.kz/cms/ru/law/list/U1600000384>
* The law on specialize social services – as of 29 December 2008 № 114-IV, <http://adilet.zan.kz/rus/docs/Z080000114>
* The law on the targeted social assistance updated по состоянию на 06.04.2016 г.)- <https://online.zakon.kz/Document/?doc_id=1023553>  06.04.2016
* The standards on specialized social services in social protection
* The standards on specialized social services in education
* The standards on specialized social services in health
* The standards on support services to victims of domestic violence
* The standard on support services to victims of trafficking
* The regulation on social workers in healthcare system N907
* The order of the Minister of Education on the approval of the list of social workers, standards for their pre- and in-service training dated 20 April N 220, registered by the Ministry of Justice on 20 May 2015, № 11089
* Regulation «on approving the qualification requirements to social workers and rules of their attestation» by the Minister of Education and Science of Kazakhstan dated 21 August 2015 № 538 (<http://adilet.zan.kz/rus/docs/V1500012104>) ,
* Regulation «on approving the standard job characteristics of managers, specialists and other employees in social protection sector» by the Minister of labour and social protection dated 2 February 2012 № 31-ө-м (<http://adilet.zan.kz/rus/docs/V1200007442>),
* Regulation «on approving the rules of attestation of social workers in social protection» by the Minister of labour and social protection of Kazakhstan dated 28 June 2011 № 237-ө (<http://adilet.zan.kz/rus/docs/V1100007075>)
* Job descriptions of social workers, social pedagogues, guardianship bodies
* Forms used to assess the family needs and prepare family plans