

TERMS OF REFERENCE

Local consultancy: Elaborate the technical tools to implement the "Social Worker" profile in Primary Health Care (PHC) in Albania

I. BACKGROUND

Health for All (HAP) is a project of the Swiss Agency for Development and Cooperation (SDC) of the Swiss Government and is being implemented in Albania since 2015. The overall goal of the Health for All Project (HAP) is to ensure better health for the Albanian population thanks to improved and inclusive primary health care services.

HAP is supporting the Ministry of Health and Social Protection (MoHSP) to implement the Strategy for Development of Primary Health Care Services in Albania (2020-2025). One of the Strategy's objectives is *"to provide integrated health and social services, to respond to the individual needs of vulnerable people and groups"*. In this framework, MoHSP has started integrating additional professionals in PHC to establish integrated health and social services.

At the request of MoHSP, HAP contributed to the elaboration of the new profile of Social Worker operating in Primary Health Care in Albania. This document describes the professional roles and responsibilities towards patients and other professionals, the scope of practice as well as the skills and knowledge that the Social Worker operating in PHC must possess to fulfill these responsibilities. In this document it has also been proposed a list of the technical forms necessary for the daily work of the social worker such as:

- Guideline of psycho-social assessment
- Guideline for case management (for children, elderly, women and girls, disability)
- Guideline of case referrals
- The register with records/information about patients who receive the service of the social worker.
- A collaboration plan with the Health Center (HC) team
- A collaboration plan with other local institutions or organizations
- Needs assessment forms.
- Biopsychosocial assessment form
- Reporting form with data according to specific issues (domestic violence, child abuse, elderly living alone etc.).

The abovementioned forms and eventually other technical tools should be further elaborated based on the description of the job profile of Social Worker in PHC. These technical tools will contribute to the implementation modalities and operationalization of the professional profile and to standardize the scope of practice of the profile of social workers who recently have been employed in PHC structures in Albania.

In this context, HAP is looking for a local consultant to carry out elaboration of the technical forms/tools necessary for the implementation and operationalization of the *Social Worker Profile in Primary Health Care in Albania*, considering the roles, scope of practice and other features deriving from the document with the *"Description of Social Worker Profile in Primary Health Care in Albania"*.

II. AIM AND OBJECTIVES OF THE CONSULTANCY

The aim of this consultancy is to elaborate the technical forms/tools necessary for operationalization of the job profile of Social Worker in Primary Health Care in Albania.

III. APPROACH OF THE CONSULTANCY

To fulfill the objective, the consultant will carry out these tasks:

- Desk review of the existing documents: "Description of Social Worker Profile in PHC in Albania"; PHC Strategy 2020-2025; the Draft standards of PHC Accreditation of Health and Social Services (related to Social Care); the Basic Package of Services in PHC; Home-Based Care models in PHC; the Updated Statute of Health Centers developed by MoHSP; possibly "A framework and Model of Integrated Social and Health Services", Albania 2021, UNDP and

MoHSP, and other documents related to this topic that are considered useful by the consultant.

- In collaboration with HAP, the consultant will organize meetings with providers of social services offered in health facilities beyond PHC, representatives of the Health Operator and Health Insurance Fund, managers, family physicians and nurse operating in PHC and other stakeholders as per consultant judgment.
- The consultant should elaborate in detail all the technical forms that can be used in daily practice of Social Worker to fulfil the task and responsibilities defined in the document "Description of Social Worker profile in PHC in Albania". The package of documents should include but not limited to the following documents, such as:
 - Client's needs assessment form in the health facility.
 - Home care patients needs assessment form (Client needs assessment form for home-based care patients, family and patient's supporting system).
 - Client's visit/counselling session form (*information about patient's situation/intervention on the day of service*).
 - Referral forms according to specific issues (domestic violence, child abuse, elderly living alone, disability etc.) *Please consult other institutions such as referring mechanism of violence, child protection unit, etc. were possible.*
 - Guide of psycho-social assessment
 - Guide for case management (for children, elderly, women and girls, disability)
 - Guide of case referrals for services provided outside the Health Center
 - Guide of case referrals within the Health Center: patient's "pathway" between family doctor/nurses – social worker/psychologist. *How the users will move among members of the health/social team, how to get in contact with social worker, in what cases/situations, for what reasons?*
 - Monitoring indicators reporting form(s) of the social work practice in PHC
 - A draft-document that describes the reorganization of work to accommodate the Social Worker within the existing PHC setting.
 - Other technical forms/tools, according to the consultant judgment
- Participate in consultation and discussion of the package of the proposed forms/tools with representatives of the social workers employed in PHC, HC managers, home care coordinators, family nurses, family physicians, Health Operator, LUHCs, Health Insurance Fund, MoHSP.
- Reflect the possible comments in the final drafts.

IV. DELIVERABLES

The consultant will submit a package of documents as follows:

- Client's needs assessment form in the health facility.
- Home care patients needs assessment form (Client needs assessment form for home-based care patients, family and patient's supporting system).
- Client's visit/counselling session form (*information about patient's situation/intervention on the day of service*).
- Referral forms according to specific issues (domestic violence, child abuse, elderly living alone, disability etc.) *Please consult other institutions such as referring mechanism of violence, child protection unit, etc. were possible.*
- Guide of psycho-social assessment
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- Monitoring indicators reporting forms of the social work practice in PHC
- A draft-document that describes the reorganization of work to accommodate the Social Worker within the existing PHC setting.
- Other technical forms/tools, according to the consultant judgment

The deliverables should be in Albanian language.

V. Consultant background and experience

The consultant(s) should have a Social Work background (Bachelor and Master from Faculty of Social Work and Social Policies).

Work experience:

- Work experience with Primary health care services, more than 5 years
- Work experience with social services, more than 5 years
- Experience with development of social worker professional manuals
- Experience with material development (training materials, lectures, etc.)

VI. TIME PERIOD

This assignment is planned to be implemented in maximum two months of duration, but no latter than August 28, 2023.

VII. PAYMENT TERMS

Payment will be made against submission of deliverables satisfactory to the client and upon submission of regular invoice as per national legislation in place. If the selected applicant can not provide a fiscal invoice, the tax on income equal to 15% of the consultancy fee will be held and paid to the tax office as per legislation in place.

The interested applicants in submitting offers must address and provide the following:

- 1- The updated CV demonstrating the work experience as stated in the ToRs
- 2- Registration documents if the applicant is registered in the Albanian Institutions. Registration is not an obligatory pre-condition and HAP encourages unregistered individual experts to apply.
- 3- Consultancy fee, lumpsum, in ALL, VAT included (if applicable)