



TERMS OF REFERENCE

Local consultancy to elaborate “Practice Manual of Social Worker in Primary Health Care” in Albania

1. 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 established Primary Health and Social Care Centers (PHSC) and defined a new status for them and hired new professionals in Primary Health Care (PHC), such as social workers and psychologists, to establish integrated health and social services.

At the request of MoHSP, HAP contributed to the elaboration of the **Profile of Social Worker** operating in Primary Health Care in Albania. This document describes the professional role and responsibilities towards patients and other professionals in the health center, the scope of practice, skills and knowledge needed to fulfill these responsibilities. Following the implementation of Social Worker Profile and Job Description, HAP supported also the elaboration of a series of **Forms/Templates used in daily work**, necessary to the fulfillment of the role of Social Worker. These documents are complementary to each other for empowering the role of this new professional in PHC.

HAP wants to further contribute to the integration of health and social services in PHC through the elaboration of a Practice Manual of Social Worker in PHC so to provide standardized, evidence-based guidance on how social workers operate in PHC, with practical tools for complex cases.

In this context, HAP is looking for a local consultant to elaborate the draft of the **Practice Manual of Social Worker in Primary Health Care in Albania**, considering the above information, the context of PHC in Albania and other aspects of service integration

2. AIM AND OBJECTIVES OF THE CONSULTANCY

The aim of this consultancy is to elaborate the **Practice Manual of Social Worker in Primary Health Care in Albania**. This manual aims to fulfill two objectives:

1. Guide professionals on social worker practice in PHC, with practical tools and approaches for addressing complex cases.
2. Serve as a training manual for orientation of new professionals of Social Work in Primary Health Care in Albania.



3. APPROACH OF THE CONSULTANCY

To fulfill the objectives, the consultancy will be carried out in three phases:

Phase 1: Desk review of existing documents and consultation with relevant partner organizations

The desk review of the documents and potential consultations with representative of relevant partner organizations and PHC professionals, will help the consultant to outline the context in which social work is being applied. It will help also the consultant to be informed on latest interventions or reforms in PHC, leading therefore to a better identification of effective integration approaches in PHC.

- 1.1 The desk review should include, but not limited to the following documents: 1) the PHC Strategy 2020-2025; 2) the Basic Package of Services in PHC; 3) the Status of Integrated Social and Health Service centers in Albania, 4) the Profile of the Social Worker in PHC, 5) the Forms/Templates elaborated by HAP to facilitate the daily work of social workers in PHC, 6) the DCM No. 624, date 29.07.2020 “On the Criteria and Procedure of the Certification Program for Social Care Professionals” and other documents related to this topic that are considered useful by the consultant. All these documents will be provided by HAP.
- 1.2 In collaboration with HAP, the consultant should organize meetings with representatives of Ministry of Health and Social Welfare (MHSW), key decision-makers and/or professionals involved in integration of health and social services, providers of social services in health facilities in PHC, representatives of the Health Operator, directors of HC, family physicians and nurses in PHC and other stakeholders as per consultant judgment.

Phase 2: Elaboration of the draft “Practice Manual of Social Worker in PHC in Albania”

- 2.1 Elaborate a draft of the “Practice Manual of Social Worker in PHC in Albania”.

The Manual should cover a range of topics, including, but not limited to the following:

- 2.1.1 **Description of PHC System:** How it is organized, which are the governance and regulatory institutions and their role, financing and main services offered (mostly described in the Basic Package of PHC Services). What is the position of the social worker in this system.
- 2.1.2 **Introduction & Vision:** describe the role of social work in PHC, values, and ethical standards based on the existing *Profile of Social Worker in PHC*.
- 2.1.3 **Integrated Care Model:** Collaboration with nurses, family physicians, and other health professionals. Describe the possible model(s), offer options on how to implement in practice integrated care, through examples, case studies or training exercises.
- 2.1.4 **Case Management Process:** Describe the step-by-step process from identification → assessment → intervention → referral → follow-up → evaluation.
- 2.1.5 **Assessment Tools:** describe social determinants of health checklist, vulnerability scoring, risk assessment matrix. Strong reference to the existing forms/templates used in daily work.
- 2.1.6 **Intervention Protocols in PHC:** describe the protocols for elderly care, chronic illness and multimorbidity cases, domestic violence, poverty, mother and childcare, and mental health support. Other potential areas of intervention may be included. Develop case studies, or



training exercises with content from potential intervention protocols, with reference to the above.

- 2.1.7 **Documentation Standards:** Advanced forms for case summaries, intersectoral referrals, and outcome tracking. Existing forms/templates also could be used for this purpose.
- 2.1.8 **Monitoring Indicators:** Social work contribution to PHC performance (e.g., improved adherence, reduced readmissions). Reference to the developed *Profile of Social Worker in PHC*.

Phase 3: Consultation of the draft manual with a consultation group established with the support of HAP.

An interactive consultation process will take place after the development of the first draft of the Manual. A one-day workshop, supported by HAP, and facilitated by the Consultant, will take place to discuss the draft manual. Participants should be stakeholders in health and social care, health management institutions, and social workers already employed in PHC centres in Albania.

The workshop will serve as a testing tool toward approval of the Manual. Comments and inputs generated will be incorporated into the final version of the Manual of Social Worker in PHC in Albania. After this process, the Manual will be sent to the MOHSW and national agencies for approval.

3. DELIVERABLES

At the end of this consultancy, the consultant will submit:

- The final draft of the *“Practice Manual of Social Worker in PHC in Albania”*
- The Manual will contain case studies or training exercises described in points 2.1.3, 2.1.6, or other parts of the Manual as per consultant opinion.
- The *“Practice Manual of Social Worker in PHC in Albania”* will be elaborated in Albanian language.

4. CONSULTANCY PERIOD

This consultancy is expected to be conducted during the period November 2025 - February 2026.

5. QUALIFICATION OF THE CONSULTANT

HAP is looking for candidates preferably fulfilling the following criteria:

Qualification:

- The consultant should be **senior level** (preferably PhD) with a background in social work and knowledge and/or experience in Primary Health Care in Albania.
- Any further qualifications in Social Work are advantages.

Experience:



- Proven 10 years of experience in management positions in social services.
- Proven experience on designing professional manuals, Standard Operational Practices (SOPs) in Albania, training curricula, organisational development documents, etc., including being part of working groups.
- Proven capacity to write technical reports, in Albanian language.
- Excellent interpersonal skills and ability to negotiate opinions and positions.

6. TASKS SHARED BETWEEN HAP AND THE CONSULTANT

- Expenses related to travel, workshop organization or other logistic aspects of the consultancy are responsibility of HAP.
- HAP will support the consultant with all materials, at least developed with its support.
- HAP will facilitate partners' meetings, and other necessary networking for conducting the consultancy.
- The consultant will implement the agreed action plan and approach, up to finalization of the Manual.
- The consultant will inform HAP in all steps of Manual elaboration.
- The consultant is responsible for finalizing the *“Practice Manual of Social Worker in PHC in Albania”*.