

TERMS OF REFERENCE

Digital Consultant for Social Accountability, Community Committee Tracking, and Community Feedback Systems

CONTRACT MODALITY:	Individual Consultancy (National/International)
DUTY STATION:	Child Survival Development, Maseru. Lesotho
DURATION OF CONTRACT:	7.5 months (Remote+Travel)

Background

The Government of the Kingdom of Lesotho, through the Ministry of Health (MoH), has made significant progress in strengthening community health systems as part of its Primary Health Care (PHC) strategy. A key component of this effort is the Community Health Information System (CHIS), currently implemented in two districts, with plans for national scale-up. With support from UNICEF, CHIS is being upgraded and integrated with the electronic Logistics Management Information System (eLMIS) to improve the availability and management of essential health commodities, including at the community level. To support this interoperability, NEC Company has been engaged to facilitate the linkage between the Bophelo Ke Mosebeletsi (BKM) platform and eLMIS. While progress has been made, continued technical support will be required to ensure effective implementation, system stabilization, and the Ministry's capacity to independently manage and scale the integrated systems over time.

In parallel, the Ministry of Health has developed a Community Health Policy and Strategy aimed at strengthening primary health care through enhanced community engagement. A critical component of this strategy is the establishment of Community Health Committees at multiple levels, including health facility catchment areas, community councils, and electoral divisions. These committees are intended to oversee service delivery, promote accountability of health service providers at both facility and community levels, and strengthen community ownership of health services. The Ministry has engaged a service provider to support the establishment of these committees nationwide. However, a key gap remains - there is currently no digital system to systematically track the functionality, performance, and coverage of these committees, nor to document and report on their activities. This limits the Ministry's ability to monitor effectiveness, ensure accountability, and make data-driven decisions.

Digital platforms such as Bophelo Ka Mosebeletsi (BKM), which leverage Rapidpro and other relevant digital systems for community feedback, present an important opportunity to strengthen responsiveness and accountability within the health system. However, these platforms require further enhancement and scale-up to effectively capture, analyze, and utilize community and adolescent feedback. In addition, ongoing efforts to integrate CHIS with other national systems, such as NISSA and MISSA, require coordinated technical and strategic support.

In this context, UNICEF seeks to engage a Digital Consultant to strengthen digital health systems, improve interoperability across platforms, and enhance social accountability mechanisms within the community health framework in Lesotho.

Purpose of Activity/Assignment

The purpose of this consultancy is to support the Ministry of Health in Lesotho in strengthening digital health systems to enable more responsive, accountable, and resilient health service delivery. The consultancy will focus on enhancing social accountability by improving the visibility and functionality of community health governance structures, including more effective tracking and monitoring of Community Health Committees

and related platforms.

It will further aim to design and support the implementation of interoperable digital solutions that facilitate timely data collection, analysis, and use across different levels of the health system. In addition, the consultancy will strengthen mechanisms for capturing, managing, and responding to community and adolescent feedback, ensuring that community voices are systematically integrated into planning, decision-making, and service improvement processes.

Through these efforts, the consultancy will contribute to building a more transparent, data-driven health system that is better equipped to respond to the needs of communities, improve service quality, and support sustained health outcomes in Lesotho

Scope of Work

UNICEF will engage a consultant to support the Ministry of Health (MoH) in developing and strengthening digital health systems and social accountability mechanisms to improve community health service delivery in Lesotho. The consultant will be responsible for delivering a comprehensive and integrated package of technical assistance that enhances interoperability, strengthens community governance tracking, and improves community and adolescent feedback systems.

The assignment will include the following key activities:

- Developing an inception report that outlines the methodology, detailed workplan, timelines, and stakeholder engagement strategy, while demonstrating a clear understanding of existing Ministry of Health systems, including the Bophelo Ke Matla (BKM) platform and national interoperability priorities.
- Providing technical support to strengthen interoperability across key systems, including e-Register, eLMIS, DHIS2, NISSA, MISSA, and other relevant platforms, through the development of data exchange protocols, workflows, and technical guidance, as well as conducting system testing, validation, and recommending actions for stabilization and scale-up.
- Expand from the BKM to include platform to track the functionality and performance of Community Health Committees, including conducting a needs assessment, defining system requirements, piloting the system in selected districts, and producing a scale-up plan aligned with Ministry of Health standards.
- Assessing and enhancing the Bophelo Ke Matla (BKM) platform by leveraging RapidPro and other digital tools to strengthen community and adolescent feedback mechanisms, including improving feedback collection processes, response and escalation workflows, and developing dashboards for real-time monitoring and analysis.
- Developing and delivering capacity-building initiatives, including training materials, standard operating procedures (SOPs), and user manuals, as well as conducting training sessions and providing ongoing mentorship to Ministry of Health staff at national and district levels to ensure sustainability and institutionalization.
- Design and implement data visualization tools and dashboards to support evidence-based decision-making, strengthening data integration across systems, and supporting data quality improvement processes to enable routine performance monitoring and data-driven planning.
- Producing a comprehensive final report that documents all activities, outputs, challenges, lessons learned, and recommendations, along with a clear sustainability and transition plan to ensure continued management and scale-up of systems by the Ministry of Health.

Through these activities, the consultancy will contribute to strengthening a more integrated, transparent, and data-driven health system that is responsive to community needs and supports improved health outcomes in Lesotho.

Work Assignments Overview	Deliverables/Outputs	Delivery deadline to complete the deliverable
Inception and planning	Deliverable 1: Inception Report and Workplan – Submission of a comprehensive inception report outlining methodology, detailed workplan, timelines, stakeholder engagement approach, and a clear roadmap for strengthening CHIS, interoperability, community committee tracking, and feedback systems	01/08/2026
Systems interoperability and integration support	Deliverable 2: Interoperability Framework and System Integration Support – Development of documented system architecture, data exchange protocols, and workflows for e-register, eLMIS, DHIS2, NISSA, MISSA System and other related systems, including BKM ;technical support to ongoing integration efforts (including those led by NEC Company); and submission of system testing, validation, and scale-up recommendations	01/09/2026
Design and pilot of committee tracking system	Deliverable 3: Community Health Committee Digital Tracking System – Completion of needs assessment; design and development/configuration of a digital tool to track committee functionality, membership, and performance; pilot implementation in selected districts; and submission of a pilot report with a national scale-up plan.	01/10/2026
Strengthening community feedback systems	Deliverable 4: Strengthened Community Feedback System (BKM Enhancement) – Assessment of BKM platform; enhancement of community and adolescent feedback mechanisms using Rapidpro , AAP tool and other relevant digital systems and applications; improved workflows for feedback	01/11/2026

	collection, response, and escalation; and development of dashboards for real-time monitoring and analysis	
Capacity building and institutionalization	Deliverable 5: Capacity Building and Knowledge Transfer – Development of training materials, SOPs, and user manuals; delivery of training sessions for Ministry of Health staff; and documentation of capacity building activities, including mentorship and a plan for institutionalization and sustainability	01/12/2026
Data systems, dashboards, and integration	Deliverable 6: Data Use, Dashboards, and Systems Integration – Development and deployment of data visualization tools and dashboards; strengthening integration with other national systems; and implementation of data quality improvement processes to support routine monitoring and decision-making	02/01/2027
Final reporting and sustainability planning	Deliverable 7: Final Report and Sustainability Plan – Submission of a comprehensive final report detailing all activities, outputs, challenges, lessons learned, and recommendations, along with a clear sustainability and transition plan for full ownership by the Ministry of Health.	31/01/2027

Payment Schedule:

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES (CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT

Education:

- Master’s degree in software engineering, Information Systems, Information Technology, Computer Science, Computing or any other relevant field.

Work Experience:

- More than 5 Years’ experience in IT and opensource systems development and implementation (Global Goods)
- More than 5 Years’ Experience in Health Informatics and eHealth systems development

Language Requirements:

- Fluency in English

Knowledge/Expertise/Skills:

- Excellent communication and working with people.

- Knowledge or familiarity with DHIS2 and its interoperability with open sources systems
 - Knowledge Experience with Health Interoperability standards: HL7 V2, V3 and FHIRE.
 - Knowledge and Experience of Java & Node.Js.
 - Knowledge of Distributed Computing Architecture.
 - Knowledge of SOAP and REST web services.
 - Knowledge and Experience of Open HIMS mediator development. Open EMPI, and Open SHR
 - Knowledge of CIEL dictionary.
 - Knowledge of coding standards like SNOMED and LOINC
 - Experience in Rapidpro and other relevant digital systems and applications.
 - Experience optimizing databases
 - Experience in Community Health Services
 - Previous working experience with UN agencies is an added advantage
 - Must exhibit the UNICEF Core Values
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