TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS

PART I

<table>
<thead>
<tr>
<th>Title of Assignment</th>
<th>National Consultancy - COVID-19 Emergency Response Malawi Risk Communication &amp; Community Engagement (RCCE) Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section</td>
<td>Community Development / Resilience (CDR)</td>
</tr>
<tr>
<td>Location</td>
<td>Based in Lilongwe, Malawi</td>
</tr>
<tr>
<td>Duration</td>
<td>3 months</td>
</tr>
<tr>
<td>Start and End Date</td>
<td>From: 15 August 2020    To: 15 November 2020</td>
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BACKGROUND

The cluster approach ensures clear leadership, predictability and accountability in international responses to humanitarian emergencies, so that it can be a better partner for the affected people, host governments, local authorities, local civil society and resourcing partners.

Since the outbreak of COVID-19 in late December 2019, some 211 countries, areas and territories in the world have reported COVID-19 infection cases. To date more than 1.9 million cases have been reported globally. The first COVID-19 infections in Africa were reported in late February 2020 and currently 13,039 confirmed cases are reported. The first COVID-19 case was reported in Malawi at the beginning of April with a total of 1,984 confirmed cases reported as of 8 July 2020.

Since late February 2020, UNICEF Malawi is working in supporting the Government of Malawi in responding to COVID-19 pandemic. UNICEF provided technical support for the development of the COVID-19 response plans of the Health, Nutrition, Education, WASH, Protection and RCCE sectors and closely cooperated with the national and UN emergency coordination structures. With support from DFID, UNICEF initiated at the beginning of March 2020 early preparedness action in nine critical point of entry districts as prioritized by the Government of Malawi.

To manage the COVID-19 pandemic a Crisis Management Committee was established by the Government chaired by the Minister of Health.

In addition, overall coordination from government side is ensured by the Department of Disaster Management (DODMA) and from UN side – by the UN Resident Coordination Office. There is no OCHA presence in the country.

The clusters were activated in mid-March 2020 and function only at national level. All key clusters have developed relevant COVID-19 preparedness and response plans consolidated under a National COVID-19 response plan by DODMA.

At present UNICEF Malawi continues to be one of the key partners working with the Government of Malawi in proactively providing technical guidance and leadership in Risk Communication and facilitating Community engagement. UNICEF has offered financial and technical supporting since February 2020 ensuring that a well-coordinated and harmonized approach is followed in the design, planning, implementation and monitoring of RCCE interventions across the country. Specifically, through its partners, UNICEF has physical presence in 9 districts and continues to utilize print, community, mass and social medium channels to reach out to communities.

UNICEF MCO further provides technical lead in the UN C4D Coordination group galvanizing UN and NGO partners towards shared goals and exchange of knowledge, skills and resources to influence positive behavioral for the prevention and management of COVID 19.
Drawing upon UNICEF’s strong experience of Community Engagement, the Co-Chair RCCE position offers an opportunity to enhance the existing work that MoH, UNICEF and NGO partners are already undertaking. Particularly now as local transmissions are increasing at an alarming rate, there is need for more robust, timely and coordinated interventions for better management and reduction in transmission. That commitment UNICEF strongly believes it can well able deliver in these challenging times.

**PURPOSE OF THE ASSIGNMENT**

The purpose of the assignments is to support the functioning of the RCCE coordination mechanisms ensuring smooth coordination, information sharing and data collection amongst humanitarian stakeholders (cluster members and other humanitarian actors including of government at national and sub-national level and development partners’ community) and facilitation the processes that will ensure a well coordinated, strategic, adequate, coherent, and effective response by humanitarian COVID-19 responders.

**RESPONSIBILITIES**

The consultant has joint responsibility with the Cluster Lead Agency, resourcing partners and all cluster participants for the efficient management and functioning of the Cluster Coordination encompassing the following:

Within delegated authority, the RCCE Coordinator will be responsible for the following duties:

**Technical Guidance and Support to MoH**

- Provide vision and guidance to the RCCE Cluster informed by the MoH action plans and strategies
- Enable cluster members to further strategize and operationalize RCCE action plans including material and message development.
- Collaborate and Communicate regularly with MoH on technical level to operationalize RCCE action plans with cluster members.
- Provide technical lead in steering the RCCE Cluster while collectively working with partners and stakeholders.
- Provide overall global guidance with latest updates on global RCCE with regards to COVID-19

**Strategic engagement:**

- Develop standard operating procedures to streamline decision making and approval processes;
- Provide technical insight in designing and materializing a mechanism for monitoring, supportive supervision and reporting and collectively endorsing with the MoH’s national strategy, action plans and all IEC material.

**Partners mapping, information sharing and wider engagement:**

- Identify key actors in charge of COVID-19 response in the areas of Emergency Risk Communication, Community Engagement, Communication for Development, Communication, Health Promotion, External or Media Relations or equivalent at national and sub-national level;
- Develop a partners’ map showcasing presence, strength, thematic areas and resources of partner organizations that can contribute to RCCE part of COVID19 outbreak response;
- Ensure regular (virtual) meetings and establish mechanisms to exchange information and define priorities;
- Share relevant information and critical insight to ensure accountability to the affected population, engagement of vulnerable communities/ demographic groups and concerns of marginalized groups.
• Share best practices, suggestion and extend possible support to ensure accountability to the affected and vulnerable population during COVID19 response. Provide feed-back and coordinate with technical functions within various institutions.
• Facilitate creation of shared materials, plans, projects, activities and events as appropriate.

Core cluster functions:

1. **Supporting service delivery**
   1.1. Provide a platform to ensure that service delivery is driven by the agreed strategic priorities
   1.2. Develop mechanisms to eliminate duplication of service delivery

2. **Informing strategic decision-making of the HC/HCT for the humanitarian response**
   2.1. Needs assessment and gap analysis (across other sectors and within the sector)
   2.2. Analysis to identify and address (emerging) gaps, obstacles, duplication, and cross-cutting issues.
   2.3. Prioritization, grounded in response analysis

3. **Planning and strategy development**
   3.1. Develop sectoral plans, objectives and indicators directly support realization of the HC/HCT strategic priorities
   3.2. Application and adherence to existing standards and guidelines
   3.3. Clarify funding requirements, prioritization, and cluster contributions to HC’s overall humanitarian funding considerations (Flash Appeal, CAP, ERF/CHF, CERF)

4. **Advocacy**
   4.1. Identify advocacy concerns to contribute to HC and HCT messaging and action
   4.2. Undertaking advocacy activities on behalf of cluster participants and the affected population

5. **Monitoring and reporting** the implementation of the cluster strategy and results; recommending corrective action where necessary

6. **Contingency planning/preparedness** for recurrent disasters whenever feasible and relevant.

7. **Accountability to affected populations**

**REPORTING REQUIREMENTS**

RCCE Coordinator to will report to the UNICEF Chief of Community Development/ Resilience on a daily basis on activities as discussed and agreed upon during the contract assignment.

Submission of weekly brief of ongoing discussions with stakeholders and partners and propose through effective coordination mechanisms (timelines, graphics, reports, emails) way forward to ensure a coherent and coordinated RCCE approach to COVID-19 response.

In consultation with UNICEF CDR Team, the consultant will contribute in substantive manner to the resource mobilize strategy and ensure a coordinated approach among the RCCE working group members. The Consultant will furthermore contribute and provide effective feedback mechanisms from the district coordination level to the national RCCE group.

The consultant will also provide support to the CDR team in preparing and elaborating briefing notes, project documents and other strategic tools as requested.
EXPECTED DELIVERABLES

In alignment with the scope of work as described above, the consultant will be expected to perform the following activities and deliverables as per the schedule and estimated dates below:

<table>
<thead>
<tr>
<th>Task</th>
<th>Deliverable/Outcome (e.g. Inception, progress, final reports, training material, workshop, etc.)</th>
<th>Estimated # of days</th>
<th>Planned Completion date</th>
<th>% of total fee payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly report on the deliverables as stipulated in the monthly work plan</td>
<td>Progress report</td>
<td>21</td>
<td>15 September</td>
<td>monthly</td>
</tr>
<tr>
<td>Monthly report on the deliverables as stipulated in the monthly work plan</td>
<td>Progress report</td>
<td>21</td>
<td>15 October</td>
<td>monthly</td>
</tr>
<tr>
<td>Monthly report on the deliverables as stipulated in the monthly work plan</td>
<td>Final report</td>
<td>21</td>
<td>15 November</td>
<td>monthly</td>
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However, as the actual starting date may impact the dates estimated in the TOR, the exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in TOR
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstration of high standards in cooperation and communication with UNICEF and counterparts

ETHICAL CONSIDERATIONS

The Contractor will ensure that the process is in line with the United Nations Evaluation Group (UNEG) Ethical Guidelines 1. The Contractor should be sensitive to beliefs, manners and customs and act with integrity and honesty while interacting with stakeholders and beneficiaries. Furthermore, the Contractor should protect the anonymity and confidentiality of individual information. All participants should be informed about the context and purpose of the Assessment, as well as about the confidentiality of the information shared. The Contractor is allowed to use documents and information provided only for the tasks related to these terms of reference.

As per the DHR PROCEDURE ON CONSULTANTS AND INDIVIDUAL CONTRACTORS, together with the Notification letter, the contractor will be sent the link on Agora containing UNICEF policies on Prohibiting and Combatting Fraud and Corruption; Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment. During the first 30 days of the contract, the incumbent will be required to complete the applicable mandatory trainings on Agora.

PAYMENT SCHEDULE

All payments, without exception, will be made upon certification from the supervisor of the contract, of the satisfactory and quality completion of deliverables and upon receipt of the respective and approved invoice.

**ADMINISTRATIVE ISSUES**

UNICEF will regularly communicate with the specialist and provide feedback and guidance and necessary support so to achieve objectives of the work, as well as remain aware of any upcoming issues related to the performance and quality of work.

As per policy on consultants and individual contractors, the individual will be expected to complete a list of mandatory training, including policies on Prohibiting and Combatting Fraud and Corruption; Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment. Within 5 days of the contract commencement, the consultant/individual contractor is requested to complete the applicable mandatory trainings.

The consultants will provide their own laptop and working space.

**QUALIFICATIONS AND COMPETENCIES**

**Qualifications**
- An advanced university degree (Master's degree or equivalent) in a subject area relevant to the cluster thematic area in political science, social science, communication, international studies or a related technical field is required. A first-level university degree in combination with an additional two years of qualifying experience may be accepted in lieu of the advanced university degree.
- Extensive work experience relevant to this post may be considered as a replacement for formal qualifications.
- Formal training in cluster coordination an advantage

**Experience**
- A minimum of five years of progressively responsible experience in humanitarian/development contexts, emergency preparedness, complex emergency/multi-hazard disasters, community engagement and accountability to affected population work with UN, civil society and/or NGO, including programme management and/or coordination in major emergency response relevant to the cluster or other related area is required.
- Experience in the southern Africa region is desirable.

**Languages**
- Fluency in English and local language is required

**Professionalsm:** Knowledge of a range of humanitarian assistance, emergency relief and related humanitarian issues, including approaches and techniques to address difficult problems. Analytical capacity and in particular the ability to analyze and articulate the humanitarian dimension of issues which require a coordinated UN response. Ability to identify issues and judgment in applying technical expertise to resolve a wide range of problems. Ability to conduct research, including ability to evaluate and integrate information from a variety of sources and assess impact on the humanitarian rights situation in assigned country/area. Ability to work under extreme pressure, on occasion in a highly stressful environment (e.g. civil strife, pandemic, natural disasters and human misery). Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender
perspectives and ensuring the equal participation of women and men in all areas of work. Understands the rationale behind Humanitarian Reform, its main components and recent developments including the Transformative Agenda. Understands, uses and adapts the tools, mechanisms and processes developed as part of Humanitarian Reform. Builds, motivates and leads the cluster coordination team Technical competences Understands key technical issues for the cluster sufficiently well enough to be able to: engage with cluster participants; make full use of their experience and knowledge; guide strategy and plans; communicate and advocate on important issues.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings; communicates, works and networks effectively with a wide range of people to reach broad consensus on a well-coordinated response, and demonstrates leadership where required.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently; thinks and acts strategically and ensures that cluster activities are prioritised and aligned within an agreed strategy.

CONDITIONS

▪ The candidate selected will be governed by and subject to UNICEF’s General Terms and Conditions for individual contracts.
▪ No contract may commence unless the contract is signed by both UNICEF and the consultant.
▪ The consultant will be based in Lilongwe.
▪ The consultant will be paid an all-inclusive fee (stationary, communication and other miscellaneous expenses) as per the stipulated deliverable and payment schedule.
▪ Under the consultancy agreements, a month is defined as 21.75 working days, and fees are prorated accordingly for actual days worked.
▪ The consultant is not entitled to payment for overtime, weekends or public holidays, medical insurance, taxes, and any form of leave.
▪ Travel expenses for official in-country trips, including living costs, will be covered in accordance with UNICEF’s rules and tariffs, by the consultant and reimbursed against actuals, unless otherwise agreed.
▪ Transport will be provided to the consultant during in-country field travel, if planned and approved.
▪ No travel should take place without an email travel authorization from section prior to the commencement of the journey from the duty station.
▪ Standard UNICEF procedures will apply for invoicing and all other financial management requirements set out in the contract.
▪ Standard penalty clauses will also apply for late and poor-quality deliverables. The supervisor of the contract will provide the consultant with the criteria for the evaluation of the quality of each deliverable.
▪ Additional details of UNICEF rules, regulations and conditions will be attached to the contract.
▪ Consultants will not have supervisory responsibilities or authority on UNICEF budget.
▪ The assignment is an off-site support.

HOW TO APPLY

Interested consultants should provide the following:
1. Cover letter: Describing the candidate’s relevant experience with similar type of assignments (max 300 words)

2. Updated Curriculum Vitae

3. Two latest performance appraisals and/or recommendations letters from recent assignments including reference contact details (phone numbers and email addresses)

4. Include with your application:
   3.1 Relevant samples from similar work (web links also can be provided)
   3.2 A financial proposal including a breakdown of their all-inclusive fees (including professional fees, travel, living cost, visa and other cost).

   Content of financial proposal
   The applicant should fill in the Financial Offer Template (attached below) and specify the consultancy fee per month requested for the accomplishment of the tasks described in the Terms of Reference in USD.
   Other expenses directly related to the ToR assignments and deliverables such as: (printing, communications costs, local transportation etc.) may be included in the financial offer.
   The final selection will be based on the principle of “best value for money” i.e. achieving desired outcome at lowest possible fee.

   If not provided by the TOR, UNICEF will not reimburse costs not directly related to the assignment.

   Financial Proposal.xlsx

ASSESSMENT

The evaluation of qualified candidates may include an assessment exercise which may be followed by a competency-based interview.