

## TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
<b>National Consultancy: Child Protection Standard Operating Procedure and Case Management Consultant</b>	N/A	Individual Consultant	Phnom Penh, Cambodia
<p><b>Purpose of Activity/Assignment:</b></p> <p>Purpose of this consultancy is to provide high quality technical support to Child Protection Programme and the Ministry of Interior (Mol) and Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) to build capacity at the national and sub-national level to accelerate the implementation of <b>case management</b> system for child protection cases including reintegration of children from Residential Care Institutions which MoSVY has rolled out since late 2022 to 204 districts throughout the country. This is in line with the gap identified by the child protection outcome evaluation recently conducted, which shows that while the roll-out of Primero (the Child Protection case management system) has contributed to some positive outcomes, the operationalization and use of Primero as a case management system has been hampered by insufficient capacity at the sub-national level. Along the same line the consultant will also contribute to the assessment of the child protection standard operating procedures (SOP) as part of the implementation of the case management system, and support development of its roll out plan in line with expansion of rigorous case management system. Additionally, the consultant will provide support to the National Institute of Social Affairs (NISA) to develop <b>training modules</b> on case management, skill to conduct assessment and produce a <b>thematic analysis paper</b> on the inspection system based on the inspection data to influence national and sub-national policies to improve services and case management for children living in residential care.</p> <p>The consultant is expected to bring expertise to support the Child Protection Section to achieve planned results by the end of the current Country Programme in the following areas: Key Result Area 3.2.2 (Output 2) for capacity and skills of core child protection and social service workforce is strengthened in a progressive and systematic way to enable them deliver child protection services, and Key Result Area 3.1.2 (Output 1) for institutional, policy, and legal frameworks developed and implemented to provide comprehensive guidance on duties, responsibilities and key processes to protect children from all forms of abuse, neglect or exploitation.</p> <p>The consultant will report to the Child Protection Specialist (NOC) in Output 2.</p>			
<p><b>Scope of Work:</b></p> <p>The consultant is expected to perform following tasks in line with the workplan and timelines agreed with Mol, MoSVY and NISA.</p> <ol style="list-style-type: none"> <li>1. <b>Operationalization of the case management system at the sub-national level (for child protection cases in the community and children in residential care)</b> <ul style="list-style-type: none"> <li>▪ Provide technical support to the Child Protection Department of MoSVY, and Mol, and provide coaching to the Social Workers for effective case management system in full alignment with Case Management steps for child protection cases and reintegration of children from residential care.</li> <li>▪ Provide technical support to the Child Protection Department of MoSVY and provide coaching to the Social Workers to ensure the case management system is aligned with Primero and that there is interoperability between Primero and OSCaR</li> <li>▪ Conduct field monitoring visit to assess the capacity of social workers in providing case management service (including through Primero and interoperability with OSCaR), document the challenges and</li> </ul> </li> </ol>			

address them as feasible and appropriate, and bring to the attention of Child Protection Team to discuss with MoSVY any key bottlenecks that hamper the system operation.

- Provide technical support to NGOs, primarily from the 3PC network and Family Care First to improve referrals of cases between government social workers and NGOs through case collaboration, including through Primero-OSCaR inter-operability and document the process for programming and advocacy purposes.
- Provide support to MoI to evaluate the pilot on the Child protection standard operating Procedures (SOP), in particular from case management perspective and develop a costed workplan for the rollout of the SOP after the pilot

**2. Piloting of Children with Disability (CWD) from RCIs**

- Work closely with the Child Protection Department to develop a work plan on CWD reintegration piloting that covers at least 10 CWD from four RCIs.
- Support MoSVY Child Protection Department to establish a Working Group on reintegration of CWD and have regular meetings
- Document the process to inform MoSVY to adopt a reintegration guideline for CWD,
- Provide technical support for promoting family-based care, operationalization of foster care and kinship care related frameworks, including for children with disabilities.

**3. Develop four training modules to contribute to the operationalization of the strategic plan for training the social service workforce, focusing on child protection**

- Case management and referral training module (Level 1-3)
- Assessment skill and social service mapping (level 1)

**4. Develop thematic paper on inspection of residential care facilities (RCFs)**

- Based on data from digital inspection, develop a thematic paper analysing the current status of RCFs in terms of quality, minimum standards, reduction trend (since 2018), funding situation and other criteria as determined in close coordination with the Child Protection Department of MoSVY.

**Child Safeguarding**

Is this project/assignment considered as “[Elevated Risk Role](#)” from a child safeguarding perspective?

YES  NO If YES, check all that apply:

**Direct contact role**  YES  NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

**Child data role**  YES  NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

<b>Consultant sourcing:</b> <input checked="" type="checkbox"/> National <input type="checkbox"/> International <input type="checkbox"/> Both  <b>Competitive Selection:</b> <input checked="" type="checkbox"/> Advertisement		<b>Request for:</b> <input checked="" type="checkbox"/> New SSA – Individual Contract  <input type="checkbox"/> Extension/ Amendment
<b>If Extension, Justification for extension:</b>		
<b>Supervisor:</b> <i>Child Protection Specialist</i>	<b>Start Date:</b> <i>1 June 2023</i>	<b>End Date:</b> <i>28 February 2024</i>

Work Assignments Overview	Deliverables/Outputs	Delivery Deadline	Estimated Budget
<b>1.</b> Support operationalization of case management system at the sub-national level (for child protection cases in the community and children in residential care)	1.1 Quarterly Progress report on child protection cases being responded at the sub-national level (including through case collaboration, Primero and Primero-OSCaR Interoperability) particularly highlighting successes, the challenges and how they were addressed (June, Sept, Dec, Feb) One Human Interest Story on case management system at the sub national level  1.2 SOP evaluation report submitted 1.3 SOP Rolling out costed work plan developed	By Aug 2023	25%
<b>2.</b> Provide technical support to MoSVY to finalise a work plan and its implementation for piloting of children with disability from RCIs, document the process and procedure, the challenges and lesson learned, etc., for MoSVY to adapt and amend reintegration for effective implementation of reintegration and case management processes for children with disabilities.	2.1 MoSVY's CWD reintegration piloting plan that cover at least four RCIs developed  2.2 Report on CWD reintegration piloting, including on the Working Group on the family-based reintegration of the CWD and of expansion to the four RCIs	By Oct 2023	25%

<p><b>3.</b> Produce a thematic analysis paper on inspection system based on the inspection data</p>	<p>3.1 Draft and final thematic paper on the inspection data covering the trend from 2018 to the latest data</p>	<p>By Dec 2023</p>	<p>25%</p>
<p><b>4.</b> Develop four training modules to contribute to the operationalization of the strategic plan for training the social service workforce, focusing on child protection</p>	<p>4.1 Draft and final modules on Case management and referral training module (Level 1-3) and assessment skill and social service mapping (level 1)</p>	<p>By Feb 2024</p>	<p>25%</p>

**Minimum Qualifications required\*:**

Bachelors  Masters  PhD  Other

- A university degree in one of the following fields is required: social work, international development, human rights, psychology, sociology, international law, or another relevant social science field.
- A university degree in social work and qualifications in child protection case management related courses will be desirable.
- A minimum of three years of professional experience in child protection programme, including child protection case management, child protection standard operating procedures, training modules development, training and coaching on child protection, child protection data analysis and alternative care is required. Professional experience in the area of Primero digital case management, capacity building of sub national authorities on case management, and online and offline violence against children’s cases is highly desirable.
- Relevant experience in programme development in child protection related areas in a UN system agency or organization is considered as an asset.
- Proven experience in project management is an advantage.
- Previous work experience with international development organizations and/or government agencies is an advantage.

**\*Minimum requirements to consider candidates for competitive process**

**Knowledge/Expertise/Skills required \*:**

- Demonstrated knowledge of child protection, especially case management (preferably in Primero digital case management), child protection standard operating procedures, training and coaching on child protection, data analysis (preferably in alternative care area), training modules development in case management and assessment
- Proven knowledge and understanding of the Cambodian context
- Knowledge of UNICEF programming is an advantage
- Excellent management, interpersonal, planning and coordination skills
- Demonstrated ability to work in a multi-cultural environment and establish harmonious and effective working relationships.
- Fluency in spoken and written English and Khmer

**\*Listed requirements will be used for technical evaluation in the competitive process**

**Evaluation Criteria (This will be used for the [Selection Report](#) (for clarification see [Guidance](#)))**

A) Technical Evaluation (e.g. maximum 75 Points)

B) Financial Proposal (e.g. maximum of 25 Points)

- A) Technical Proposal: Containing a cover letter, updated CV or resume, and copies of 2 relevant performance evaluation reports or references of similar consultancy assignments conducted by the consultant.
- Academic qualification at the master’s level in the relevant fields (20 points)
  - Professional experience in support the development, implementation and monitoring of Child Protection Case Management and Standard Operation Procedures (30 points)
  - Knowledge, skills, competencies, and languages (30 points)
  - Quality of past work (20 points)
- B) Financial Proposal: Lump-sum offer with the cost breakdown, including consultancy fee, in-country travel costs for a total of 30 days, per-diem to cover lodging and meals during in-country travel and any other cost required for this consultancy. The travel shall be calculated based on the most direct routes.
- The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technical qualified candidates who have attained a minimum 75 points score in the technical evaluation.

The contract shall be awarded to a candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview and/or reference check.

**Administrative details:**

Visa assistance required:

Home Based  Office Based:

**If office based, seating arrangement identified:** The consultant may be granted office space as needed by the nature of the TORs, subject to availability of space

IT and Communication equipment required: No

Internet access required: Yes (when working in the office)

<sup>1</sup> Costs indicated are estimated. Final rate shall follow the “best value for money” principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed 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

**Text to be added to all TORs:**

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 to ensure that the visa (applicable) and health insurance 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.