**United Nations Children’s Fund - Viet Nam**

**Terms of Reference**

**National Individual Consultancy**

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| **Title** | *Title: Technical assistance for capacity improvement on management and strengthening of child protection systems in Dien Bien, Gia Lai, Soc Trang and Da Nang*  *Purpose: To provide technical assistance for the improvement of capacity of DOLISAs and related counterparts in Dien Bien, Gia Lai, Soc Trang and Da Nang in strengthening the local child protection systems*  *Location: Home-based with travels to Dien Bien, Gia Lai, Soc Trang provinces and Da Nang city*  *Duration: Oct 2022 – Sep 2023*  *Supervisor: Child Protection Specialist Alternative Care* |
| **Purpose** |
| **Expected fee** |
| **Location** |
| **Duration** |
| **Start Date** |
| **Reporting to** |
| **WBS/PBA**  **Funding Expiry Date** |
| **Project and activity codes** |
| **General Ledger number** | **7090110** |

**Background**

Violence against children is widespread in Viet Nam. Many children suffer multiple types of violence with multiple negative sequelae that can be long-lasting throughout the lifespan and across generations. The growing child protection issues are exacerbated by the absence of strong and well-coordinated child welfare and protection systems, particularly by the lack of trained social workers and specialized services for protection of children from abuse, violence and exploitation. The existing services for prevention, early identification and intervention, referral to rehabilitative and specialized services and follow up are either not in place or are fragmented and unregulated. At the sub-national level, social work and child protection services are provided by volunteers and untrained workers undertaking complex tasks without the necessary skills and training. To strengthen the prevention and response to cases of child neglect, abuse, violence, and exploitation, the capacity of child protection workforce is pivotal.

In response to this, UNICEF has advocated and supported the Government of Viet Nam to build and strengthen the child protection system, as interpreted in child protection related solutions in the National Action Plan for Children, 2021-2030. UNICEF also provides technical assistance to the government, both at national and local levels, to advocate for and strengthen capacity of key child protection personnel within the concerned sectors including the social welfare, health, education and mass organisations to respond effectively to child protection needs.

As part of the Child Friendly Projects in Dien Bien, Gia Lai and Soc Trang provinces and Child Friendly City Initiative in Da Nang (2022-2026), UNICEF will be supporting the development and operation of local child protection systems with an aim to strengthen the capacity of the workforce, improve case management, and multi-sectoral coordinated child protection services for children victims and at risk of neglect, abuse, violence, trafficking, and exploitation in line with the Child Law (2016) and its supporting sub-laws. For these reasons, UNICEF continues to provide technical support to DOLISAs and Child Protection Committees in Dien Bien, Gia Lai, Soc Trang provinces and Da Nang city in strengthening the local child protection systems.

**Objectives**

The consultant (or a team of consultants under the leadership of a team leader) is expected to provide technical assistance to DOLISA and other concerned the local implementing partners in Dien Bien, Gia Lai, Soc Trang and Da Nang to strengthen the institutional capacity, operation and effectiveness of the local child protection systems in providing sectoral and inter-sectoral child protection services.

***Specific objectives are:***

1. To help strengthen capacity of DOLISA, local Child Protection Committees at provincial, district and commune levels and frontline workers of project locations in Dien Bien, Gia Lai, Soc Trang and Da Nang in case management, inter-sectoral cooperation, and reporting on the operationalization of the local child protection systems.
2. To contribute to improving capacity of DOLISA on provision of child protection services and supervision of child protection case management by social workers at provincial and district levels in Dien Bien, Gia Lai, Soc Trang and Da Nang.

**Specific Tasks**

In consultation with UNICEF, MOLISA and concerned DOLISAs, the consultant (or a team of consultants) shall perform the following tasks:

| **No** | **Task** | **Deliverables** | **Time length** | **Tentative Dates** |
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|  | **Task 1:** To conduct an initial assessment/baseline of the situation related to child protection and child protection systems in four project provinces to analyse child protection issues, availability of CP services and capacity of key staff at different levels.   * Design the questionnaires: 2 days * Virtual consultations with 4 provinces: 2 days * Conduct field missions to 4 provinces to obtain information (Assessment: 3 days x 4 provinces = 13 days * Report writing: 6 days | Assessment conducted, a report drafted & shared with UNICEF and concerned DOLISAs for comments and finalized upon receiving feedback | 22 days | Oct – Dec 2022 - |
|  | **Task 2:** Develop guidelines on operation of child protection systems and supervision for DOLISA staff at provincial and district levels to provide integrated child protection services, aligned with the inter-agency procedures for response to all forms of violence against children and relevant child protection legislation. | Guidelines on operation of child protection systems, professional decision-making and supervision in response to cases of child abuse and violence available. | 10 days | Oct – Dec 2022 |
|  | **Task 3:** Provide on the job training to selected partners in Dien Bien, Gia Lai, Soc Trang and Da Nang to increase the operation and quality of child protection services, including:   * Training and coaching to social workers, child protection workers and local case managers on screening, need assessment, case management, counseling, and referrals to available services (4 working days/trip x 3 trips/province x 4 provinces) * Training and coaching on monitoring and supervision of CP case management (3 working days/trip x 2 trips/province x 4 provinces) * Training and coaching to provincial inter-agency personnel on delivery of inter-sectoral services to respond to cases of child abuse, violence, child labour, trafficking, including case conferencing/meetings (1 day x 3 times x 4 provinces) * Reporting of field missions (including missions of the task 1): 0.5 days x 36 trips = 18 days | Training conducted and coaching provided to social workers, child protection workers, case managers and inter-agency personnel in project locations in Dien Bien, Gia Lai, Soc Trang and Da Nang on:   * Case management * Monitoring and supervision of CP CM * Inter-sectoral collaboration/services to respond to cases of abuse, trafficking, and violence   Submission of training materials including training programmes, presentations and handouts; Field mission reports; and Progress Report for each payment | 102 days | Nov 2022 – Sep 2023 |
|  |  | **Total** | **134 days** |  |

**Management and Reporting**

The responsible Child Protection Specialist/Alternative Care will supervise, provide available reference resources, facilitate the communication between the consultant(s) and relevant stakeholders, providing technical inputs and day-to-day support to this consultancy. The Chief of the Child Protection Section will be responsible for providing overall technical guidance and advice.

**Performance indicators for evaluation**

Timeliness, inclusion of and response to UNICEF and DOLISAs comments, quality of services rendered and submitted reports/documents.

The performance evaluation is conducted upon the completion of deliverables according to timeline as mentioned above.

**Qualification/Specialized Knowledge and Experience**

The consultant (or a team of consultants) should have the following qualifications to effectively carry out the proposed tasks:

* Advanced Degree in social work, child protection and/or related field;
* At least 10-year experience in developing and facilitating training programme in social work and/or child protection;
* Excellent knowledge on and understanding of the roles and functions of social workers and social work services in child protection;
* Strong knowledge on the community-based child protection system;
* Good working experience and familiarity with UNICEF vision, mission and programming on child protection;
* Excellent written, communication skills and computer skills;

Applications will be evaluated technically and points are attributed based on how well the proposal meets the requirements of the Terms of Reference using the guidelines detailed in the table below.

If a team of consultant would like to apply, it is expected that a clear mechanism for management of this assignment will be reflected in the applying documents and that UNICEF will consider signing the contract with a lead consultant only. CVs of applying team members should also be submitted.

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| **Evaluation aspect** | **Scoring weight** |
| **Technical Evaluation (70%)** | **70%** |
| * Advanced Degree in social work, child protection and/or related field; | 10% |
| * At least 10-year experience in developing, facilitating training programme and coaching in social work and/or child protection; | 20% |
| * Excellent knowledge on and understanding of the roles and functions of social workers and social work services in child protection; | 15% |
| * Strong knowledge on the community-based child protection system; | 15% |
| * Good working experience and familiarity with UNICEF vision, mission and programming on child protection; | 5% |
| * Excellent writing and communication skills. | 5% |
| **Financial evaluation (30%)** | **30%** |

**Payment Schedule linked to Deliverables**

* Payment will be made upon delivery of all final products and full and satisfactory completion of the assignment. 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

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| **Payment** | **Deliverables** |
| **1st Payment – December 2022** | |
| * Completion of deliverables 1 and 2 (32 days of work completed) | |
| **2nd Payment – March 2023** | |
| * Completion of 12 trips of deliverable 2 (25% of total contract value) | |
| **3rd Payment – Jul 2023** | |
| * Completion of 12 trips of deliverable 2 (25% of total contract value) | |
| **4th Payment – Oct 2023** | |
| * Completion of 10 trips of deliverable 2 (balance of total contract value) | |
| **Total 134 working days** | |

**Submission of applications**

Interested candidates are kindly requested to apply and upload the following documents to the assigned requisition in UNICEF Vacancies: <http://www.unicef.org/about/employ/>

1. Letter of interest and confirmation of availability
2. CV or resume
3. Separate Technical proposal which clearly explains the outline on how to deliver the tasks and deliverables.
4. Performance evaluation reports or references of similar consultancy assignments (if available)
5. Separate Financial proposal: All-inclusive lump-sum cost including consultancy fee, travel costs for this assignment as per work assignment.

**Nature of ‘Penalty Clause’ to be Stipulated in Contract**

* Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period
* Performance indicators: Consultants’ performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Viet Nam.

**Child Safeguarding**

* Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” 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:

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* **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):

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* More information is available in the [Child Safeguarding SharePoint](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/SitePages/Amendments-to-the-Recruitment-Guidance.aspx) and [Child Safeguarding FAQs and Updates](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Child%20Safeguarding%20FAQs%20and%20Updates%20Dec%202020.pdf)

**Policy both parties should be aware of:**

* 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.
* Under the consultancy agreements, a month is defined as 22 working days, and fees are prorated accordingly. Consultants are not paid for weekends or public holidays.
* Consultants are not entitled to payment of overtime. All remuneration must be within the contract agreement.
* No contract may commence unless the contract is signed by both UNICEF and the consultant or Contractor.
* For international consultants outside the duty station, signed contracts must be sent by fax or email.
* Consultants will not have supervisory responsibilities or authority on UNICEF budget.
* Consultant will be required to sign (1) the Health statement, (2) Certificate of Good Standing for Consultants/Individual Contractor and to submit the Covid-19 vaccination if the Consultants/Individual Contractors are required to work on UNICEF premises, travel on behalf of UNICEF and access to programme delivery locations, prior to taking up the assignment, and a copy of appropriate health insurance, including Medical Evacuation.
* The Form 'Designation, change or revocation of beneficiary' must be completed by the consultant.

Please consult with HR on entitlements if you have any queries.

**Review and Clearance**

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| **Prepared by:**  *Name: Nguyen Thi Y Duyen*  *Title: Child Protection Specialist*  Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_/\_\_\_\_/\_\_\_\_ | **Reviewed by:**  *Name: Pham Thi Thu Hoai*  *Title: Human Resource Officer*  Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_/\_\_\_\_/\_\_\_\_ |
| **Endorsed by:**  Name: Le Hong Loan  Title: Chief, Child Protection Section  Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date:\_\_\_\_\_/\_\_\_\_/\_\_\_\_ | **Approved by:**  *Name: Lesley Miller*  *Title: Deputy Representative*  Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_/\_\_\_\_/\_\_\_\_ |