

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS

Title of Assignment	<i>National Consultancy: Finalization of Community Engagement Health Toolkit (English) and translation into Chichewa</i>	
Requesting Section	Social and Behaviour Change	
Location	Place of assignment: <ul style="list-style-type: none"> • This assignment will be based in Lilongwe. • The consultancy is not office-based; however, it will be expected for the consultant to attend related and scheduled meetings and briefing sessions at the Health Promotion Division (HPD), Ministry of Health in Lilongwe. • The consultant will also be expected to participate in Health Promotion Technical Working Group (HPTWG) meetings as scheduled. 	
Contract Duration in months, including a review period following the submission of the final deliverable	4 months	
Estimated number of working days	48 days	
Planned Start and End Date	From: 1 July 2025	To: 31 October 2025

BACKGROUND AND JUSTIFICATION

Community Engagement is a vital component for the promotion and delivery of equitable health, nutrition and social services to the public. Frontline workers in Malawi such as Health Surveillance Assistant (HSAs), Nutrition Promoters, Social Service workers generally serve as the first point of contact between the communities and service providers. They have a critical role in disseminating information, facilitating access to essential services including building trust in the available services and service providers and making referrals for improving service uptake.

To strengthen the community engagement efforts, the Health Promotion Department (HPD), Ministry of Health in collaboration with UNICEF, USAID and World Bank, has drafted a comprehensive Community Engagement Toolkit in English. The Community Engagement Toolkit aims to strengthen and support the frontline workers engagement by providing practical guidance, tools and resources tailored to their unique roles of providing the gender and culturally sensitive, technically correct and localized information to the community at large. The toolkit is drafted in English and there is a need to review the toolkit in terms of technical consistency, language, flow, availability of the services. The translated will be used by the frontline workers in the outreach clinics, health talks, cultural gatherings and community-based meetings.

The translation will not only involve linguistic conversation but also cultural adaptation to ensure the message, tone, and examples used are contextually appropriate and resonate with the communities. The toolkit will be pre-tested to validate the relevancy and clarity. The proposed assignment requires a deep understanding of cultural norms, local languages, and community-specific contexts. As the assignment requires specialized linguistic, cultural and technical expertise to do a high quality, technically correct and culturally responsive translations and office do not have staff with the set skills set.

SCOPE OF WORK/OBJECTIVES

The consultant will be responsible for reviewing the draft Community Engagement Toolkit (English) for frontline workers to ensure clarity, consistency, and accuracy. Additionally, the consultant will translate the toolkit from English to Chichewa while maintaining the consistency with the and effectiveness of the original content.

The consultant will undertake the following tasks:

- Conduct a thorough review of the Community Engagement Toolkit (English) provided by HPD to ensure accuracy of the information in each chapter, alignment with current guidelines and policies, technical correctness and language.
- Submit the revised English version for review by the technical working group.
- Finalise the English version.
- Layout design of the English version using appropriate illustrations and images (can use existing images and illustrations already approved by the government).
- Translate the toolkit from English into Chichewa, ensuring that technical terms and concepts are accurately conveyed in a culturally appropriate manner including linguistic clarity. The translated version should maintain the original intent, meaning, and technical precision of the toolkit while adapting the language for the frontline workers.
- Work closely with HPD, UNICEF, and other stakeholders to validate key terminologies and ensure the translation aligns with sector-specific guidelines.
- Conduct a final proofread of the translated document to ensure it meets high-quality standards.

REPORTING REQUIREMENTS

To whom will the consultant report (supervisory and any other reporting/communication lines): The consultant will report to the Social and Behaviour Change Specialist. SBC manager will provide technical oversight in the finalization of the toolkit in English. The consultant will furthermore consult and work with the designated focal point at the Health Promotion Division, Ministry of Health.

What type of reporting will be expected from the consultant and in what format/style will the submissions of reports/outputs be done: The consultant will be requested to submit both the English and Chichewa version in the following format/style.

- Foreword
- Acknowledgement
- Table of Content
- List of Abbreviations
- Introduction
 - Purpose of the toolkit
 - Who it's for
 - How to use the toolkit
- Facilitation Tools and Techniques
 - How to lead inclusive and respectful discussions
 - Addressing resistance and sensitive topics
 - Tips for conducting facilitated dialogue or conversation with the community
 - Do's and Don't
 - Gender and inclusion

Key Topics (write up available):

- Health: maternal health, sexual and reproductive health, immunization, childhood illness, mental health, non-communicable diseases, family planning
- Disease Outbreak: waterborne, vector borne, airborne
- Nutrition: infant and young child feeding, adolescent nutrition, treatment of acute malnutrition, child stimulation
- Gender Based Violence
- First Aid
- Hygiene and Sanitation
- Corporal Punishment
- Emergency preparedness

How will consultant consult and deliver work and when will reporting be done: In consultation with the supervisor and focal point from the Health promotion Division, it is expected that the consultant will prepare a detailed implementation plan with timelines for the assignment, outlining planned tasks and concrete steps to be undertaken to accomplish the planned tasks within the scheduled time. Regular discussions will be held face-to-face, virtually, and the consultant is expected to stay in touch via telephone, e-mails and other virtual means.

EXPECTED DELIVERABLES

In alignment with the scope of work described above, the consultant will be expected to perform the following activities and deliverables per the schedule and estimated dates below as well as any other activities as deemed necessary and related to the successful delivery of the assignment.

Table 1: Expected Deliverables against Task and Milestones`

Task/Milestone	Deliverable/Outcome (e.g. Inception, progress, final reports, training material, workshop, etc.)	Estimated days	Planned Completion date	Estimated cost-percentage payable
Review drafted Community Engagement Toolkit -English version for frontline workers to ensure clarity, consistency, and accuracy.	Final Community Engagement Toolkit in English	12 days	15 July 2025	30%
Translate Community Engagement Toolkit for frontline workers from English to Chichewa and submit for review	Draft community engagement toolkit in Chichewa	20 days	15 September 2025	40%
Layout Design of the community engagement toolkit in English with relevant illustrations and images in consultation with HPD and UNICEF	Draft English version -designed version for review	5 days		
Finalise Community Engagement Toolkit in English and Chichewa incorporating the feedback from UNICEF, HPD and other stakeholders	1. Finalized English and Chichewa versions of the Community Engagement Toolkit (both e-version PDF and editable file formats). 2. Printed Community Engagement Toolkit – English: 2 hard copies with cover and binding. 3. Printed Community Engagement Toolkit – Chichewa: 2 hard copies with hard cover and binding	5 days	15 October 2025	30%
Submit final English and Chichewa designed version for approval, final payment is made subject to approval by HPD and UNICEF		6 days		

However, as the actual starting date may impact the dates estimated in the TOR, a detailed workplan with exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature and which will be updated on a regular basis as needed.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

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

- Completion of tasks specified in Terms of Reference
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstrating high standards in cooperation and communication with UNICEF and counterparts
- Adherence to UNICEF's child safeguarding policy

PAYMENT SCHEDULE

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

The consultancy cost will be based on an all-inclusive fee basis which will include all cost related to this assignment including professional fee, travel and living cost, transportation cost (fuel, car hire, etc), stationary, printing and binding, communications etc. No other costs are payable under this consultancy.

DESIRED COMPETENCIES, TECHNICAL BACKGROUND AND EXPERIENCE

Academic qualification:

Master's degree in Public Health or Health Education.

Work experience:

- Minimum ten (10) years of proven experience in translating documents from English to Chichewa, related to health and nutrition areas, particularly for international organizations.
- Experience in reviewing and editing technical documents, particularly in health, nutrition, protection, emergency, gender, hygiene and sanitation.
- Experience in developing facilitators/training manual or capacity building manual on health and nutrition for community health workers and other cadres at the community level.

Technical skills, knowledge and strength areas:

- Demonstrated ability to deliver high-quality translations, maintaining technical accuracy and cultural relevance.
- Strong attention to detail and commitment to maintaining the integrity of the original text.

Languages:

- Fluent in Chichewa and English – excellent verbal and written skills in both languages.

ADMINISTRATIVE ISSUES

UNICEF will regularly communicate with the consultant 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, 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 acknowledgement upon acceptance of the offer.

Before the issuance of the official contract, the individual consultant is requested to:

- complete the applicable mandatory trainings.
- ensure that the visa (where applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract. The consultant is solely responsible for both the visa and own health insurance.
- the selected consultant is 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. The vaccine mandate, 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 candidates to disclose their disability during their application in case they need reasonable accommodation during the selection process and afterwards in their assignment.

Consultants must have their own equipment, tools and materials needed to perform their services. They will use their own laptops/computers, any application or system needed to complete the assignment.

The access to UNICEF email and system is restricted to UNICEF staff therefore consultants should not be granted access unless it is imperative to complete assignment. The need for email access will be determined in consultation with the contract supervisor and will require approval from management.

CONDITIONS

- The consultancy will be for a period of four months and working days will be based on the delivery table above.
- 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 and no travel is required.
- The consultant will be paid an all-inclusive fee (professional fee, stationary, communication and other miscellaneous expenses) as per the stipulated deliverable and payment schedule.
- The consultant is not entitled to additional payment for overtime, weekends or public holidays. There will be no additional costs or payments outside of the all-inclusive fee.
- 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.
- The consultant will not have supervisory responsibilities or authority on UNICEF budget.
- Individuals engaged under a consultancy 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.
- Consultants 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.

HOW TO APPLY

Interested consultants should provide the following:

1. Curriculum Vitae
2. Brief technical proposal (no longer than five pages) demonstrating the consultant’s understanding of the assignment and approach/methodology to the assignment and sample of similar assignment done in the past.
3. Financial proposal including a breakdown of their all-inclusive fees (including professional fees, travel, and other costs). Complete the attached form.



Financial
Proposal.xlsx

4. References details from at least 3 supervisors, including the current supervisor.