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TERMS OF REFERENCE

National Lead Consultant for Field Implementation, Coordination and Quality Assurance of the EU4People Social Protection Programme

CONTRACT MODALITY	Individual Consultancy
DUTY STATION	**Bosnia and Herzegovina, Remote with travels**
DURATION OF CONTRACT	**33 months**

Purpose of Assignment

The purpose of this assignment is to ensure sustained, structured and quality-assured field-level implementation of the three-year EU4People Action on Social Protection across 40 partner locations in Bosnia and Herzegovina. Given the geographic scope of the programme, the diversity of institutional arrangements, and the varying capacities of municipalities, Centres for Social Work and local service providers, dedicated coordination and technical support is required to translate programme objectives into practical improvements in local service delivery, coordination and planning.

The Lead Consultant will provide day-to-day coordination, methodological guidance, technical support and quality assurance for field-level implementation of the programme. This will include direct support to five partner locations, as well as cross-cutting coordination and consolidation of inputs from seven Field Consultants, each of whom will support five additional locations. Through this structure, UNICEF will be able to ensure coherent oversight, harmonized implementation approaches and consistent reporting across all 40 partner locations. The assignment will support continuous coordination with municipalities, Centres for Social Work, community-based service providers and other relevant stakeholders; preparation and regular updating of the overall field implem entation plan; facilitation of local assessments, service mapping, consultations, trainings, workshops and planning processes; collection, consolidation and validation of field data; and support to the preparation, validation and initial implementation of Integrated Local Social Protection Action Plans. The Lead Consultant will coordinate inputs, provide methodological/peer support and quality-review field submissions, while performance management, workplan approval, acceptance of deliverables and other supervisory decisions remain with UNICEF supervisor.

The assignment will also include monitoring and follow-up of grants to Centres for Social Work, regular field-level monitoring visits, documentation of stakeholder feedback, identification of risks and implementation bottlenecks, and provision of practical recommendations for corrective action. The Lead Consultant will work under the direct supervision of the UNICEF Social Policy Specialist, who will provide overall strategic guidance and technical direction. UNICEF will retain responsibility for contractual and administrative supervision of the Field Consultants, including performance management, work planning and compliance with agreed terms of engagement. The Lead Consultant will coordinate operational priorities, provide peer support and technical guidance to the field team, consolidate monthly field inputs, prepare programme-level progress updates, document lessons learned and good practices, and escalate issues requiring UNICEF follow-up.

The Lead Consultant will also collaborate closely with the EU4People team, including the Social Policy Officer, Child Protection Officers, Joint Programme Coordination, Monitoring & Evidence Officer and EU4People Programme Assistant Consultant and others, as needed, to ensure effective coordination, work planning and timely delivery of activities. Regular coordination meetings, joint planning sessions, shared reporting templates and continuous exchange of information will support harmonized implementation, clear accountability, timely problem-solving and consistent quality of field-level support across all partner locations.

Overall, the assignment will enable UNICEF to maintain a strong operational presence across all partner locations, strengthen local ownership of programme interventions, ensure timely and coordinated implementation of activities, and support the development of sustainable, integrated and quality-assured social protection services for children, families and vulnerable groups. Field Consultants will submit agreed field inputs and reports to the Lead Consultant for consolidation and technical quality review. The Lead Consultant will prepare a consolidated programme-level field report for review and approval by the Social Policy Specialist. Contractual supervision, acceptance of deliverables and any performance-related decisions will remain the responsibility of UNICEF.

Scope of Work

The Lead Consultant will provide technical leadership, day-to-day coordination, methodological guidance and quality assurance for field-level implementation of the EU4People Social Protection Programme across all 40 partner locations. Seven Field Consultants will each support five locations, covering 35 locations in total, while the Lead Consultant will directly support the remaining five locations and ensure coherent coordination, consolidation and quality assurance across the full programme coverage.

The assignment will ensure that common tools, templates, methodologies, timelines and reporting standards are consistently applied across all partner locations. Key areas of work will include field implementation planning; coordination with municipalities, Centres for Social Work, local service providers and other stakeholders; support to local assessments, service mapping, consultations, trainings, workshops and planning processes; consolidation and validation of field data; support to Integrated Local Social Protection Action Plans; monitoring of grants to Centres for Social Work; field monitoring visits; and early identification and escalation of risks, delays and implementation bottlenecks, with practical recommendations for corrective action.

Planned Deliverables / Outputs

- Technical coordination and quality assurance: Overall technical guidance, training, day-to-day coordination, methodological support, quality assurance and peer support provided to the seven Field Consultants, ensuring harmonized approaches and consistent quality of field-level support across all partner locations.
- Field implementation planning: A detailed field implementation plan prepared and regularly updated for all assigned locations, including timelines, milestones, responsible institutions, coordination arrangements and follow-up actions.
- Local stakeholder coordination: Regular coordination maintained with municipalities, Centres for Social Work, local service providers and other relevant stakeholders, including organization of meetings, documentation of decisions and follow-up of agreed actions.
- Assessments, mapping and planning support: Field-level support provided for local assessments, service mapping, consultations, trainings, workshops and planning processes, including collection, consolidation and validation of data required for evidence-based planning.
- Integrated Local Social Protection Action Plans: Inputs from assigned locations consolidated and local stakeholders supported in the preparation, validation and initial implementation of Integrated Local Social Protection Action Plans, including coordination with UNDP, UNFPA, ILO and other relevant partners, as applicable.
- Grant monitoring and implementation follow-up: Implementation of grants to Centres for Social Work monitored and supported, with progress, bottlenecks, risks and corrective actions documented and communicated to UNICEF.
- Field monitoring and feedback: Regular field-level monitoring visits conducted and stakeholder feedback collected, analysed and communicated to UNICEF to inform quality assurance, adaptive programme management and timely follow-up.
- Tools, standards and harmonized approaches: Common tools, templates, methodologies, timelines and reporting standards promoted and applied consistently across assigned locations and among Field

Consultants, in line with UNICEF guidance and programme requirements.

- Risk identification and escalation: Risks, delays and implementation bottlenecks identified early, documented and escalated to UNICEF, with practical recommendations for corrective action, mitigation and follow-up.
- Monthly consolidated reporting: Monthly progress updates prepared based on inputs from the seven Field Consultants and the Lead Consultant's own field work, covering activities implemented, achievements, challenges, risks, mitigation measures, good practices, lessons learned and planned next steps.
- Final reporting and analysis: Final assignment report and consolidated analytical report covering all 40 locations prepared and submitted, including key results, implementation progress, cross-location findings, systemic bottlenecks, comparative lessons, recommendations and sustainability considerations.

Work Assignments Overview	**Deliverables/Outputs**	**Delivery deadline to complete the deliverable**
1. Provide technical leadership, methodological guidance, day-to-day coordination, quality assurance and peer support to the seven Field Consultants, ensuring harmonized field implementation across partner locations.	Deliverable 1 - Technical guidance, coordination, methodological support and quality assurance provided to seven Field Consultants; common priorities, tools, timelines and follow-up actions agreed, applied and monitored across partner locations (documented through Consolidated quarterly field implementation report)	31 August 2029
2.Prepare and regularly update the overall field implementation plan, ensuring alignment with programme milestones, agreed methodologies, responsible institutions, coordination arrangements and UNICEF guidance.	Deliverable 2 - Field implementation plan prepared and updated for assigned locations, including timelines, milestones, responsible institutions, coordination arrangements, risks and follow-up actions. (documented through Consolidated quarterly field implementation report)	31 December 2028
3. Maintain regular coordination with municipalities, Centres for Social Work, local service providers and other relevant stakeholders, including organization, documentation and	Deliverable 3 - Local stakeholder coordination maintained across assigned locations; key issues, decisions, stakeholder feedback and agreed follow-up actions documented and communicated to UNICEF. (documented through	31 August 2029

follow-up of coordination meetings.	Consolidated quarterly field implementation report)	
4.Support local assessments, service mapping, consultations, trainings, workshops, planning processes, data collection and validation in assigned locations.	Deliverable 4 - Local assessments, service mapping, consultations, trainings, workshops and planning processes supported; required data collected, consolidated and validated with municipalities, Centres for Social Work and relevant stakeholders. (documented through Consolidated quarterly field implementation report)	31 December 2027
5.Consolidate field inputs and support local stakeholders in preparing, validating and initiating implementation of Integrated Local Social Protection Action Plans, in coordination with UNICEF and relevant UN partners.	Deliverable 5 - Inputs from assigned locations consolidated; Integrated Local Social Protection Action Plans prepared, validated and initial implementation supported, including coordination with UNICEF, UNDP, UNFPA, ILO and other relevant partners, as applicable. (documented through Consolidated quarterly field implementation report)	30 June 2028
6. Monitor and support implementation of grants to Centres for Social Work, including progress follow-up, bottleneck identification, risk tracking and support to timely resolution of implementation challenges. Note: Financial verification, HACT assurance, certification/approval of expenditure and cash-transfer decisions should remain with the relevant authorized UNICEF functions.	Deliverable 6 - Grant implementation progress monitored and supported; bottlenecks, risks, corrective actions and follow-up needs docume(documented through Consolidated quarterly field implementation report)nted and communicated to UNICEF.	30 June 2029
7. Conduct regular field monitoring visits and collect stakeholder feedback to inform quality assurance, adaptive	Deliverable 7 - Field monitoring findings and stakeholder feedback collected, analysed and documented; recommendations for quality assurance,	31 August 2029

programme management and timely UNICEF follow-up.	programme adjustments and follow-up communicated to UNICEF. (documented through Consolidated quarterly field implementation report)	
8. Promote consistent use of common tools, templates, methodologies, timelines and reporting standards across assigned locations and among Field Consultants.	Deliverable 8 - Common tools, templates, methodologies, timelines and reporting standards applied consistently across field implementation, in line with UNICEF guidance and programme requirements. (documented through Consolidated quarterly field implementation report)	31 August 2029
9. Facilitate coordination among Field Consultants to promote peer learning, harmonized approaches, joint problem-solving and consistent quality of field-level support.	Deliverable 9 - Field Consultant coordination facilitated and documented; shared challenges, practical solutions, lessons learned and good practices consolidated to strengthen harmonized implementation. (documented through Consolidated quarterly field implementation report)	31 August 2029
10. Identify and track risks, delays and implementation bottlenecks, and provide UNICEF with practical recommendations for mitigation, corrective action and follow-up.	Deliverable 10 - Programme-wide risk matrix maintained; risks, delays, bottlenecks, mitigation measures and required UNICEF follow-up documented and updated through monthly reporting. (documented through Consolidated quarterly field implementation report)	31 August 2029
11. Prepare final assignment reporting and consolidated analysis covering implementation progress, key results, challenges, lessons learned, systemic bottlenecks, sustainability considerations and recommendations across all 40 locations.	Deliverable 11 - Final assignment report and consolidated analytical report prepared and submitted, covering all 40 locations and including implementation trends, cross-location findings, systemic bottlenecks, lessons learned, recommendations and sustainability considerations.	31 August 2029

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

Minimum requirements:

Education:

- Bachelor's degree in social sciences, social policy, social work, public administration, development studies, local governance, social protection, child protection, community-based service delivery, or related disciplines.

Work Experience:

- Minimum seven years of relevant professional experience in social protection, child protection, social services, local governance, community-based service delivery, programme implementation, field coordination or other closely related areas.
- Demonstrated experience coordinating multi-location programmes or complex field-level implementation processes.
- Demonstrated experience providing technical guidance, methodological support and quality assurance.
- Strong experience in stakeholder coordination with local authorities, Centres for Social Work, service providers, civil society organizations and/or development partners.

- Previous experience coordinating field teams, consultants or field-based personnel would be considered a strong asset.
- Experience in monitoring, reporting, risk identification and preparation of concise analytical reports.

Knowledge/Expertise/Skills:

- Strong understanding of social protection, child protection, local governance and community-based service delivery in Bosnia and Herzegovina.
- Strong planning, organizational and coordination skills.
- Demonstrated stakeholder engagement and facilitation skills.
- Ability to work effectively with local authorities, Centres for Social Work, service providers and other local stakeholders.
- Ability to work independently across multiple field locations and manage competing priorities.
- Strong analytical, synthesis and report-writing skills.
- Strong problem-solving skills and ability to identify implementation bottlenecks and propose practical solutions.
- Demonstrated ability to meet deadlines and produce concise, high-quality written reports.
- Team coordination, peer support and quality-assurance skills.
- Valid driving licence and ability to self-drive to a minimum of five target locations.

Language Requirements:

- Fluency in written and spoken local languages of Bosnia and Herzegovina.
- Proficiency in written and spoken English.

Desirables:

- Previous experience with UNICEF, UN agencies or EU-funded programmes.
- Understanding of UNICEF's mandate, brand and prgramme standards
- General knowledge of UN and UNICEF procedures and programming principles.
- Prior experience supporting social protection reform, integrated service delivery or local social protection planning.
- Experience coordinating or quality-assuring the work of field-based teams or consultants.
- Excellent communication and interpersonal skills.
- Adaptability, resourcefulness and ability to work effectively in changing field conditions.
- Approachable and collaborative working style.