

### TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS

Title	Funding Code	Type of engagement	Duty Station:
National Individual Consultant – Hotline Support for Humanitarian Cash Transfer Program in response to Typhoon Yagi and subsequent flood in Northern Mountain Provinces of Vietnam		<input checked="" type="checkbox"/> Consultant	Home-based
<b>Purpose of Activity/Assignment:</b>			
<p>The consultant will support the UNICEF Country Office in Viet Nam by managing the hotline for the Humanitarian Cash Transfer (HCT) program, responding to inquiries and grievances, providing guidance on program procedures, and ensuring accountability to affected populations through effective communication and data management. The hotline will serve as a critical channel to inform beneficiaries about eligibility, application processes, distribution details, and support complaint resolution, adhering to UNICEF's Core Commitments for Children (CCC) in humanitarian action.</p>			
<b>Background:</b>			
<p>Since September 6, 2024, Typhoon Yagi has severely impacted the Northern Mountain region, marking the strongest storm to strike Vietnam and Asia this year. The typhoon has triggered widespread landslides, floods, and the devastation of infrastructure and livelihoods. The Viet Nam Disaster Management Authority (VDMA) reported 292 casualties, 140 missing individuals, and extensive destruction of homes, affecting millions of people, particularly vulnerable households with children. The Vietnamese government has organized rapid assessments in the most affected provinces and has called for urgent humanitarian support to address the immediate needs in shelter, nutrition, health, and child protection.</p>			
<p>This emergency response project aims to provide essential financial assistance to affected families to meet their basic needs and to reduce their risk of resorting to negative coping mechanisms. The Humanitarian Cash Transfer (HCT) program, supported by UNICEF, will provide unrestricted cash assistance to vulnerable households with children, enabling them to secure food, safe shelter, and essential health services. The project will also support sectoral sensitization on critical topics such as water, sanitation, hygiene (WASH), child health and nutrition, and protection from gender-based violence (GBV) in emergencies, enhancing community resilience and reducing risks to children and families.</p>			
<p>UNICEF's HCT program is integrated with the Government of Vietnam's emergency response systems, leveraging existing structures and service providers to ensure timely and effective distribution of cash assistance. In response to government requests, UNICEF has mobilized resources, established partnerships with financial service providers, and strengthened accountability to affected populations through complaint and feedback mechanisms. This enables UNICEF to implement a responsive, transparent cash transfer program aligned with its Core Commitments for Children (CCC) in humanitarian action, which prioritizes dignity, choice, and empowerment for affected families.</p>			
<p>The consultant recruited for this role will play a vital role in managing the HCT hotline, directly supporting affected families, and ensuring that UNICEF's cash assistance program operates effectively and meets the immediate needs of vulnerable populations in a dignified, safe, and participatory manner.</p>			
<p>The Consultant will be required for 55 days in the period from 16 October 2024 to 31<sup>st</sup> December 2024.</p>			
<b>Purpose and Objectives</b>			
<p>The purpose of this consultancy is to manage the hotline component of UNICEF's Humanitarian Cash Transfer (HCT) program, providing clear, accurate, and timely support to beneficiaries impacted by Typhoon Yagi. The consultant will be responsible for ensuring that affected families receive the information they need about eligibility, application</p>			

processes, and cash transfer procedures. Through this hotline, the consultant will address inquiries, resolve complaints, and support community feedback, thereby enhancing accountability to affected populations and improving program transparency.

#### **Summary of Key Functions/Accountabilities**

1. Operate the UNICEF HCT programme hotline, responding to inquiries, complaints, and feedback from beneficiaries and potential beneficiaries in accordance with UNICEF guidance and SOP.
2. Daily document and categorize all calls received, maintaining accurate records in the designated management information system daily.
3. Coordinate with relevant UNICEF staff and implementing partners to resolve issues and provide accurate information to callers.
4. Identify and escalate sensitive or urgent issues to appropriate UNICEF personnel for immediate action.
5. Provide weekly reports on hotline activities, including call volumes, types of inquiries, resolved issues, and outstanding concerns.
6. Contribute to the improvement of the HCT programme by providing insights gained from beneficiary feedback.
7. Ensure confidentiality and protection of beneficiary information in line with UNICEF's data protection policies.

#### **Location**

The consultant is expected to work from home, and have meetings virtually and/or at UNICEF and related stakeholders.

#### **Tasks**

##### **Task 1: Hotline Operation and Management**

- Handle the UNICEF hotline number for Humanitarian cash transfer programme, ensuring it is operational during designated hours.
- Respond to calls professionally and empathetically, providing accurate information about the HCT programme based on FAQs and SOP
- Document all calls received, categorizing them appropriately in accordance with UNICEF SOP and procedures.
- Open tickets to record and address the grievance in the UNICEF management information system (HOPE) under instruction of UNICEF Programme Officers ( if required).
- Coordinate with UNICEF staff and partners to resolve issues and provide feedback to callers within a designated timeframe.

##### **Task 2: Reporting and Analysis**

- Prepare weekly reports summarizing hotline activities, including call volumes, types of inquiries, resolved issues, and outstanding concerns.
- Briefly analyse trends in beneficiary feedback and provide recommendations for programme improvement.
- Participate in regular meetings with the HCT programme team to discuss hotline findings and contribute to programme adjustments.

##### **Task 3: Capacity Building and Knowledge Management**

- Develop and maintain a frequently asked questions (FAQ) document to ensure consistent and accurate responses to common inquiries.
- Document best practices and lessons learned in hotline management for future reference.

#### **Methodology**

The consultant will employ a structured and responsive approach to manage the HCT hotline, ensuring that inquiries, complaints, and feedback from beneficiaries are addressed effectively. Calls will be systematically documented and categorized in the designated management information system, enabling efficient tracking and reporting. To resolve beneficiary issues promptly, the consultant will coordinate with relevant UNICEF staff and implementing partners, ensuring accurate information and timely support for callers. Sensitive and urgent issues will be escalated to UNICEF personnel immediately, with follow-up processes in place to ensure all concerns are fully addressed. Regular data reviews will be conducted to identify trends, allowing the consultant to provide actionable insights and support program

improvements. Weekly and final reports will summarize call volumes, inquiry types, resolved issues, and key insights. Data protection will be a priority, with all beneficiary information handled according to UNICEF's confidentiality and data security policies. Through this structured approach, the consultant will support an efficient and beneficiary-focused hotline service aligned with UNICEF's humanitarian objectives.

**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>Budget Year:</b>  2024-2025	<b>Requesting Section/Issuing Office:</b>  Social Policy and Governance Section		
<b>Included in Annual/Rolling Workplan:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
<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 <input type="checkbox"/> <input checked="" type="checkbox"/> Roster  <b>Single Source Selection</b> <input type="checkbox"/> (Emergency - Director's approval)		<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> Nguyen Thi Trang, Social Policy Officer	<b>Start Date:</b> 18 October 2024	<b>End Date:</b> 31 December 2024	

Work Assignments Overview	Deliverables/Outputs	Delivery deadline	
<p><b>Task 1: Hotline Operation and Management</b></p> <ol style="list-style-type: none"> <li>1.1. Set up and manage the hotline system, ensuring it is operational during agreed hours.</li> <li>1.2. Respond to calls professionally and empathetically, providing accurate information about the HCT programme.</li> <li>1.3. Document all calls received, categorizing them appropriately in accordance with UNICEF SOP and procedures</li> <li>1.4. 1.4. Open tickets to record and address the grievance in the UNICEF management information system (HOPE) under instruction of UNICEF Programme Officers</li> <li>1.5. Coordinate with UNICEF staff and partners to resolve issues and provide feedback to callers within a designated timeframe.</li> </ol>	<ul style="list-style-type: none"> <li>- Daily report of calls received, addressed, and pending for UNICEF’s further guidance.</li> <li>- HOPE tickets timely recorded and handled.</li> </ul>	<p>On going – Weekly Oct-Dec 2024</p>	
<p><b>Task 2: Reporting and Analysis</b></p> <ol style="list-style-type: none"> <li>2.1. Prepare weekly reports summarizing hotline activities, including call volumes, types of inquiries, resolved issues, and outstanding concerns.</li> <li>2.2. Analyse trends in beneficiary feedback and provide recommendations for programme improvement.</li> <li>2.3. Participate in regular meetings with the HCT programme team to discuss hotline findings and contribute to programme adjustments.</li> </ol>	<ul style="list-style-type: none"> <li>- Weekly activity reports summarizing hotline interactions, common inquiries, and outstanding issues</li> </ul>	<p>Oct-Dec 2024</p>	
	<ul style="list-style-type: none"> <li>- Monthly trend analysis reports with recommendations for program improvements</li> </ul>	<p>Oct-Dec 2024</p>	
	<ul style="list-style-type: none"> <li>- Mid-term review presentation on hotline findings and program improvement recommendations</li> </ul>	<p>November 30, 2024</p>	
	<ul style="list-style-type: none"> <li>- Final summary of hotline operations, beneficiary feedback, and program insights</li> </ul>	<p>January 15, 2025</p>	
<p><b>Task 3: Capacity Building and Knowledge Management</b></p>			

<p>3.1 Develop and maintain a frequently asked questions (FAQ) document to ensure consistent and accurate responses to common inquiries.</p> <p>3.2 Document best practices and lessons learned in hotline management for future reference.</p>	<ul style="list-style-type: none"> <li>- FAQ document for consistent hotline responses</li> <li>- Documentation of best practices and lessons learned in hotline management</li> </ul>	<p>January 15, 2025</p>	
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**Minimum Qualifications required\*:**  
 Bachelors    Masters    PhD    Other

Disciplines:  
 Social sciences, communications, public administration, or related field.

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

- Knowledge/Expertise/Skills required\*:**
- Minimum of 2 years of experience in customer service, hotline management, or community engagement, ideally in humanitarian or social programs.
  - Demonstrated experience in data documentation, reporting, and analysis, preferably in emergency response or humanitarian cash transfer programs.
  - Proficiency in data management and documentation systems, with strong organizational skills to categorize and analyse data effectively.
  - Strong knowledge of confidentiality and data protection practices, with experience implementing these standards in sensitive contexts.
  - Good communication skills in both Vietnamese and English.
  - Ability to communicate complex information in a clear, empathetic, and professional manner, tailored to diverse audiences, including vulnerable populations.
  - Strong interpersonal skills for coordinating with UNICEF staff, implementing partners, and local authorities.
  - Skilled in identifying patterns and trends in beneficiary feedback and translating insights into actionable recommendations.
  - Ability to handle sensitive issues with discretion, escalate urgent cases appropriately, and ensure timely resolution.
- \*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](#)))**

This evaluation framework will be used to assess and score candidates based on their qualifications and suitability for the consultancy role.

A) Technical Evaluation: Maximum 100 Points

**Educational Background – Maximum 30 Points**

- 30 Points: Bachelor’s degree in Social Work, Communications, International Development, or another relevant field.
- 20 Points: Bachelor’s degree in a non-related field but with additional certifications relevant to hotline or emergency management.
- 10 Points: Bachelor’s degree in a related field outside the specified areas.

**Relevant Working Experience – Maximum 70 Points**

- 40 Points: Minimum of 2 years in hotline management, customer service, or community engagement, particularly in humanitarian or social programs.
- 20 Points: Experience with data management, reporting, and trend analysis.
- 10 Points: Good communication skills in both Vietnamese and English.

The contract will be awarded to the candidate with the highest total technical score, based on these criteria, ensuring that the selected consultant possesses the necessary educational background, relevant experience, and technical skills.

**Administrative details:**

Visa assistance required:

Home Based  Office Based:

**If office based,** seating arrangement identified:

IT and Communication equipment required:

Internet access required:

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## United Nations Children's Fund

<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.