

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Type of engagement	Duty Station:
Senior Social Welfare Consultant – Data Management, Social Cash Transfer	<input type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor Part-Time <input checked="" type="checkbox"/> Individual Contractor Full-Time	Lusaka, Zambia based in HQ Ministry of Community Development and Social Services
Purpose of Activity/Assignment: Provide technical support to the identification and provision for all Data and Information Management related needs in the implementation of the Social Cash Transfer programme.		
Scope of Work: <p>Since 2003, the Ministry of Community Development and Social Services (MCDSS) has been implementing the Social Cash Transfer (SCT) programme. In 2010, based on the demonstrated programme impact, government took a policy decision to scale up the SCT programme to national level. Since 2010, the SCT programme has undergone a nationwide scale-up to all 117 districts covering over 887,759 households and the Government plans to further increase the caseload to an estimated case load of 960,000</p> <p>In the recent years, the architecture of the information systems supporting the SCT Programme has been at the center of attention of MCDSS's efforts to build a more efficient, better integrated and more accountable SCT implementation environment. Prior to the clarification and subsequent development of an integrated cloud-based system, multiple functions sat on multiple systems both offline and online, including the SCT Management Information System (SCT-MIS) and the Zambia Integrated Management Information System (ZISPIS). In 2020, the MCDSS has adopted an AGILE software development approach in order to defragment and integrate the various information management functions of the SCT programme. The Management Information Systems for the SCT programme has undergone consolidation including the re-engineering of the beneficiary registration and enrollment applications and systems modules, the grievance mechanism module, the review of the Proxy Means Test and its system application, the introduction of new M&E functions, the integration with the payment and financial management systems, the linkages to other social protection systems through Cash Plus frameworks and the Single Window Initiative into an integrated system.</p> <p>As the SCT-MIS development and integration reaches the final consolidation stage, the project continues to require a full-time dedicated IT expert to support MCDSS in guiding and implementing the system migration, integration, updates and data management provisions.</p> <p>Objective of the assignment:</p> <p>The objective of the assignment is to support the MCDSS to the provision of all data and information management related needs and capacity building of Ministry staff.</p> <p>Scope of work:</p> <p>The tasks for the assignment are the following:</p> <ul style="list-style-type: none"> Build the capacity of the Ministry staff on all levels in identifying their business and data needs. Support skills development to enable Ministry staff to effectively communicate their business needs with the MIS system administrators while new systems and modules are being developed (enrolment mobile app and corresponding MIS module; for the SCT grievance mechanism; for the Emergency Cash Transfer; for the 1000 Days in SCT pilot; for the new M&E Functions; for the review of the Proxy Means Text; to include changes from the revised SCT guidelines) Lead the AGILE development team in the Ministry and support the capacity building of the Ministry staff in engaging with the AGILE project development approach Interpret and address specific information needs of the Department of Social Welfare as well as other Departments in the Ministry and external stakeholders with respect to the SCT programme and generate reports from the MIS to provide such information; 		

- Carry out continuous business analysis to support tailoring/customization of the functionality of the MIS to meet evolving information needs of the Ministry and the SCT programme;
- Develop capacity in the SCT districts to collect useful and usable data for the MIS by designing and delivering training programs;
- Coordinate exchange of experiences/lessons learned among provincial and district staff
- Support the data management and reporting requirements of Department of Social Welfare

The consultant will be embedded in HQ of the Ministry of Community Development and Social Services, in the Department for Social Welfare, where they will work closely with the SCT unit. The consultant will be directly supervised by UNICEF in close collaboration with the MCDSS Director Social Welfare and the managers of the SCT unit. MCDSS will provide a work station, while UNICEF will provide a laptop. Candidates should provide an all-inclusive fee proposal which includes a monthly talktime allowance of K300. If the consultant's assignment requires travel outside of the duty station, MCDSS will provide transport and apply Government DSA rates.

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](#)

Work Assignment Overview			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
Develop an 11 months' work plan outlining data management and reporting needs of SCT Management Information Systems	11 months workplan	20.01.2022	9%
Ensure Ministry staff have the capacity to engage with the AGILE project development approach	Report on capacity building of Ministry's staff	20.02.2022	9%
Ensure Ministry staff are able to effectively communicate their business needs with the MIS system administrators	Skills development report	20.03.2022	9%
Ensure districts staff are able to collect useful and usable data for the MIS	Tailored training programme report	20.04.2022	9%
Generate reports from the MIS to provide specific information needs of the Ministry and other stakeholders	Monthly, bi-monthly, quarterly, and annual reports	20.05.2022	9%
Facilitate ZISPIS training to ensure full practical competency exists in District Staff	District level pre and post evaluation report	20.06.2022	9%
Facilitate ZISPIS training to ensure full practical competency exists in Provincial Staff	Provincial level pre and post evaluation report	20.07.2022	9%
Facilitate ZISPIS training to ensure full practical competency exists in National Staff	HQ level pre and post evaluation report	20.08.2022	9%
Ensure coordination of exchange of experiences/lessons learned among provincial and district staff on SCT	Lesson learning report	20.09.2022	9%
Ensure staff at all levels are adequately equipped with ICT equipment necessary to perform data management functions	Report status on ICT equipment at all levels	20.10.2022	9%
Final report on the consultancy, including lessons learned during the consultancy and recommended next steps	Final report	20.11.2022	10%
Supervisor:	Start Date:	End Date:	Number of Days (working)
Chief Social Policy and Research	02.01.2022	30.11.2022	

<p>Minimum Qualifications required:</p> <p> <input checked="" type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other </p> <p>Enter Disciplines</p> <p>Computer science, information technology, telecommunications or related field;</p>	<p>Knowledge/Expertise/Skills required:</p> <ul style="list-style-type: none"> • At least 5 years of relevant professional work experience in data and information management with either government, private sector or Non-Governmental Organizations; • Experience and knowledge on Microsoft Visual Studio .NET /SQL Server 2008 systems development environment; Systems integration; Internet, mobile and web-based technologies; • Experience developing and maintaining management information systems and related tools; as well as in project management, preferably in a public-sector environment • Demonstrated ability to conceptualize and interpret end user information needs; to effectively collaborate with counterparts with different technical and sectoral backgrounds; • Experience in providing training and capacity building, including technology tools for policy use; • Familiarity with the background and rationale of the Social Cash Transfer scheme or other social assistance programmes; • Excellent communication and interpersonal skills, and fluency in English; knowledge of any main local languages will be added advantage (Nyanja, Bemba, Tonga, Lunda, Luvale, Kaonde, Lozi).
<p>Administrative details:</p> <p>Visa assistance required: <input type="checkbox"/></p> <p>Transportation arranged by the office: <input type="checkbox"/></p>	<p> <input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based: </p> <p>If office based, seating arrangement identified: <input checked="" type="checkbox"/> (at Ministry)</p> <p>IT and Communication equipment required: <input checked="" type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p>