

TERMS OF REFERENCE Grievance Mechanism Officer

SUMMARY

Type of Contract (tick the appropriate box)	Institutional Contractor	<u>Individual Consultant</u> X	Technical Assistance to IP (individual)
Title	Senior Social Welfare Officer – Grievances Management Consultancy		
Purpose	Provide technical oversight and backstopping for the implementation and roll-out of the SCT Grievance Mechanism and the C-ECT grievance mechanism.		
Location	Lusaka		
Duration	11 months		
Start Date	01 September 2020		
Reporting to	Chief of Social Policy and Research, UNICEF Zambia.		

BACKGROUND

The Social Cash Transfer (SCT) programme is one of Zambia's major social protection interventions. It aims at reducing extreme poverty and preventing its intergenerational transmission in families and communities, and currently covers over 630,000 beneficiary households in all districts of Zambia. The Government of the Republic of Zambia (GRZ) has been supporting the implementation and roll-out of a grievance mechanism, which gives community members an avenue through which they can air grievances related to the programme. In its current design, the grievance mechanism (GM) has three channels through which grievances can be lodged, namely:

- Mobile application;
- Web portal; and
- Paper form to be dropped into community box.

Grievance data are stored in a Grievance Management Information System (GMIS).

The SCT GM is currently being piloted in five districts and in the process of being rolled out to an additional 40. Next steps fall into four broad categories and include:

- Further roll-out of the GM to all districts of Zambia;
- Learn lessons from the GM pilots;
- Improve the design and implementation of the GM based on lessons learned from the pilots;
- Further training of officers.

Moreover, a simplified, faster implementable grievance mechanism has been developed for the COVID-19 Emergency Cash Transfer (C-ECT), which is ready for roll-out.

This ToRs seeks to support the recruitment of a SCT Senior Social Welfare Officer – Grievances (SSWO-Grievances) to be placed within the Ministry of Community Development and Social Services (MCDSS) to lead on the above-mentioned categories of activities, under the oversight of the SCT manager at MCDSS. and the UNICEF Social Policy Specialist.

JUSTIFICATION

The roll-out of the SCT and C-ECT GM requires undivided attention and leadership of at least one senior social welfare officer at MCDSS HQ level based in Lusaka. To ensure the quality and accuracy of this task, a dedicated position is required. Currently this additional support cannot be made available from staffing positions within the Ministry. The Ministry has therefore asked UNICEF to support this function.

OBJECTIVES / TARGET

The purpose of recruiting a Senior Social Welfare Officer – Grievances is to ensure MCDSS HQ level leadership and management of the roll-out of the GM for the SCT as well as in emergency contexts.

DESCRIPTION OF THE ASSIGNMENT (SCOPE OF WORK) / SPECIFIC TASK

The Senior Social Welfare Officer – Grievances is expected to cover the following tasks:

1. Plan and oversee the overall roll-out of the GM to all districts in Zambia, both in the usual SCT context and in emergency context.
2. Plan and oversee training of all officers and community structures involved in the implementation of the GM.
3. Plan and oversee the development / improvement of IT structures supporting the GM and ensure adequate functionality throughout the country.
4. Ensure lessons learning from GM pilots and overall implementation.
5. Coordinate the GM with other agencies active in grievance management, including the World Bank (GEWEL/KGIS).
6. Ensure a solid communication campaign for the GM in pilot districts.
7. Integrate Prevention of Sexual Exploitation and Abuse into the GM.
8. Support the Principal Social Welfare Officer in the SCT Unit to report to senior management within the Ministry.
9. Monitor the overall performance of the Grievance Mechanism and make recommendations of high-level design improvements to the Principal Social Welfare Officer, as required, to improve performance of the GM.
10. Ensure solid financial management related to the GM.
11. Submit performance reports.
12. Respond to emergency-related demands on the GM.

EXPECTED DELIVERABLES

Deliverables

Tasks	Deliverables	Timeframe (Tentative)
1.	Monthly progress report	30.09.2020
2.	Monthly progress report	31.10.2020
3.	Monthly progress report	30.11.2020
4.	Monthly progress report	31.12.2020
5.	Monthly progress report	31.01.2021
6.	Monthly progress report	28.02.2021
7.	Monthly progress report	31.03.2021
8.	Monthly progress report	30.04.2021
9.	Monthly progress report	31.05.2021
10.	Monthly progress report	30.06.2021
11.	Final report on the consultancy, including lessons learned from the GM during the consultancy and recommended next steps	31.07.2021

REPORTING REQUIREMENTS

The Senior Social Welfare Officer – Grievances will be contracted by UNICEF and report directly to the Chief Social Policy in the Social Policy and Research (SPR) Section and will be placed in the Social Cash Transfer Unit headed by the Principal Social Welfare Officer. Moreover, the Senior Social Welfare Officer – Grievances will work closely with the Social Policy Specialist in UNICEF’s SPR section.

For the above deliverables, the required structure of reports will be as follows:

1. Executive Summary (1/2 page)
2. Introduction (1/2-1 page)
3. Progress achieved and lessons learned (length as required)
4. Recommendations (length as required)
5. Planned steps for next month (length as required)
6. New or Updated Draft or Final materials in Annex, when appropriate (annexed in full)
7. List of stakeholders consulted, missions undertaken, data collection tools used, when appropriate (annexed in full)

LOCATION AND DURATION

The consultant is required for a period of 11 months and will be based in Lusaka at the Ministry of Community Development and Social Services in the Cash Transfer Unit.

PAYMENT SCHEDULE

See “Deliverables” Section above.

In the case of unsatisfactory quality of reports, payments will be withheld until quality has been assured.

QUALIFICATION/SPECIALIZED KNOWLEDGE AND EXPERIENCE

Qualifications

A Minimum of a bachelor’s degree in one of the following or related fields required: Human Development, Social Work, Social Policy, or related fields. Three years of relevant professional work experience actively managing projects which would include management of a social protection, Cash Transfers, Complaints Mechanism, or other social service-based projects, either with government or Non-Governmental Organizations. IT knowledge would be an added advantage.

Specifically:

- Three years of experience with managing social protection or comparable projects, preferably in a public sector environment.
- Experience in working with Government, Monitoring and reporting, Training and workshop facilitation and collaboration with private sector.
- Demonstrated ability to effectively collaborate with counterparts with different technical and sectoral backgrounds;
- Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand. This includes project descriptions, presentations, proposals, journal articles, reports, etc.
- Fluency in written and spoken English.
- Familiarity with the background and rationale for Social Cash Transfer Scheme is desirable.
- Experience in managing grievance/complaints mechanisms is desirable.

EVALUATION PROCESS AND METHODS

CVs of interested candidates will be short-listed and reviewed and ranked according to the scoring criteria below. Due to the significance of the task, only candidates with at least 70 points will be considered.

Scoring criteria

Item	Evaluation Criteria	Points
	Technical Evaluation Criteria	

Item	Evaluation Criteria	Points
1	Bachelor's Degree / University Degree in Human Development, Social Work, Social Policy, or related field	15
2	Three years of relevant professional work experience actively managing projects which would include management of a social protection, Cash Transfers, Complaints Mechanism, or other social service-based projects, either with government or Non-Governmental Organizations	25
3	Demonstrated expertise and capability in working with Government, Monitoring and Reporting, Training and Workshop Facilitation and Collaboration with Private Sector	20
4	Demonstrated ability to effectively collaborate with counterparts with different technical and sectoral backgrounds	15
5	Excellent ability to effectively communicate highly complex issues in a language that non-technical audiences can understand; fluency in written and spoken English	15
6	Familiarity with the background and rational of the Social Cash Transfer Scheme and the context of social policy programming in Zambia as well as previous experience in managing grievance/complaints mechanisms	10
	Total	100

ADMINISTRATIVE ISSUES

- The Senior Social Welfare Officer – Grievances will be based at MCDSS on a full-time basis, following GRZ working hours.
- The Officer is required to report to the Chief Social Policy and work closely with the Social Policy Specialist in UNICEF.
- UNICEF will provide a laptop to the consultant for the duration of the consultancy.
- Government will provide office space and will make provisions for any expenses not covered by UNICEF including DSA, travel and other expenses.
- Payments will be made on a monthly basis, however, linked to satisfactory delivery of the assigned tasks in the months.

POLICY BOTH PARTIES SHOULD BE AWARE OF

- *Under the consultancy agreements, a month is defined as 21 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.*
- *No consultant may travel without a signed contract and authorisation to travel prior to the commencement of the journey to the duty station.*
- *Consultants will not have supervisory responsibilities or authority on UNICEF budget.*
- *Consultant will be required to sign the Health statement for consultants/Individual contractor prior to taking up the assignment, and to document that they have appropriate health insurance, including Medical Evacuation.*
- *The Form 'Designation, change or revocation of beneficiary' must be completed by the consultant.*