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UNICEF Pacific
TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANCY
Risk Communication Consultant for
COVID-19 Preparedness and Response
(Pacific Multi-Country Coordinator)

Requesting Section: C4D Unit
Programme Area and Specific Project involved: Cross sectoral/C4D Risk Communication

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Purpose of Assignment:

To provide technical support for a Pacific Multi-country Coordination role for ongoing Communication for Development/Risk Communication initiatives, in particular for COVID-19 preparedness and response based in the UNICEF Pacific Multi-Country Office, Suva, Fiji Islands.

Background:

The Pacific is considered one epidemiological region comprising relatively small populations where large segments of the population travel between countries and these movements from country to country are frequent. The probability of spread to other countries is very high because of the inherent social and economic interconnectivity amongst the Pacific countries, including countries with ongoing outbreaks like New Zealand. Global epidemics are a current threat to fragile Pacific Island Countries, especially those with compromised immunization coverage in addition to most at risk populations with compromised immune systems (persons living with HIV, cancer, elder people, etc.). In addition, high risk for cyclones and water stress situations are recurrent in the Pacific, affecting vulnerable populations and triggering conditions for disease outbreaks, further threatening the lives of most at risk groups, especially children.

As of 30 December, four (4) countries have declared a measles outbreak in the Pacific: American Samoa, Samoa, Tonga and Fiji. For instance, in Samoa, the Government reported 5,675 cases and 81 deaths. Some 90% of the fatalities are children under 5 years old. On 30 January 2020, WHO announced that the COVID-19 outbreak was a Public Health Emergency of International Concern and on 11 March WHO described the COVID-19 situation as a pandemic. As of 14 March 2020, cases of COVID-19 have been reported in 136 countries. Several countries have demonstrated that COVID-19 transmission from one person to another can be slowed or stopped.

In line with WHO's guidelines provided for "Critical preparedness, readiness and response actions" Risk Communications is a critical and substantial component across all potential transmission scenarios. This outlines the need to "Educate and actively communicate with the public through risk communication and community engagement." UNICEF together with WHO and key partners have been providing ongoing support to Pacific Island Countries (PICs) in strengthening the capacities of Ministries of Health for risk communications for COVID-19 preparedness and response. With more than 179,000 confirmed cases worldwide as of March 17, 2020 and 7426 deaths, the need to also monitor and support countries in close coordination with WHO and key partners, with countries' preparedness measures relative to risk communications is also critical as the situation evolves globally and regionally in the Pacific.

This assignment is therefore essential in supporting ongoing UNICEF's Pacific regional risk communication efforts in ensuring a continuous, coordinated, cohesive and strategic response to outbreak preparedness and response measures specifically for, but not limited to, COVID-19.

Objectives of the assignment:

The consultant will be responsible for the following: -

- Coordinate UNICEF Pacific's risk communication activities in the region including internal and external planning, monitoring and reporting requirements
- Provide technical C4D/Risk communications support to PICs as needed for outbreak preparedness and response initiatives specifically for, but not limited to, COVID-19

Work Schedule:

The timeline for this assignment is for a minimum of 6 months for approx. 126 billable days with the possibility of extension. A tentative timeline is attached. Some activities/tasks may take longer than anticipated. If additional time is needed, this must be discussed and agreed to before the contract can be amended accordingly with prior approval from UNICEF.

Scope of Work/ Work Assignments:

The communication consultant will be deployed as part of a **UNICEF Pacific Multi-Country C4D/Risk Communications Team**. The consultant will support C4D/Risk Communication with respect to ongoing Pacific regional risk communication efforts supported by UNICEF. This is critical in ensuring a continuous, coordinated, cohesive and strategic response to outbreak preparedness and response measures specifically for, but not limited to, COVID-19.

The consultant's support will ensure that the response is:

- Aligned with the government/Ministry of Health (MOH) plans and strategies.
- Aligned with the updated outbreak response SOPs and carried out optimally.
- Report to the UNICEF Pacific Emergency Response Team (PERT) on progress, achievements, and where additional assistance is required for risk communication.

The consultant will be responsible for the following: -

- Coordinate with UNICEF program sections for integrated risk communication initiatives. Oversee, coordinate and support the development and adaptation of content and COVID-19 risk communication materials and resources for school and community engagement and awareness for the Pacific
- Develop templates for Pacific risk communication planning and monitoring for PICs
- Develop an updated catalogue and stock take of existing UNICEF Pacific risk communication key messages, content and multi-media products developed for or related to COVID-19.
- These PICs materials include designated online platform with high res resources, final products, templates and design files where possible, in coordination with the Communications Unit.
- Review and update existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and in support of relevant Ministry of Health counterparts
- Support content and multi-media materials development for COVID-19 risk communications and rollout as needed to support relevant activities in coordination with WHO and in consultation with respective UNICEF Risk Communication focal points and MOH counterparts in-country as and when needed
- Facilitate weekly risk communications update meetings for planning, monitoring and reporting purposes
- Support monitoring (including community feedback, media and social media monitoring) and reporting of ongoing implementation of C4D/Risk communication activities
- Provide technical C4D/Risk Communications guidance and support coordination and representation of UNICEF to regional and national task forces with WHO and partners in affected countries as required, for national and sub-national coordination
- Providing content to the Communications Unit for external communications and social media including, but not limited to, stories from the field, best practices, human interest stories.
- Develop a Pacific Regional risk communications report and handover notes including key recommendations for UNICEF at the end of the assignment
- Produce month-end consultancy reports
- Provide any other C4D support or respond to emergent needs as requested and agreed to with UNICEF

Deliverables Schedule

Upon satisfactory delivery of the deliverables as per the table below.

Payments	Deliverables
1. Month 1	<p>Upon satisfactory submission of: -</p> <ul style="list-style-type: none"> • An approved activity workplan (and travel plan if needed) for the duration of the assignment • Approved Draft templates for Pacific risk communication planning and monitoring shared with PICs • A summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country • An updated catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit • An approved set list of agreed child-centered COVID-19 risk communication materials and resources for development for the Pacific, in coordination with the Communications Unit • Month-end consultancy report for Month 1 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications
2. Month 2	<p>Upon satisfactory submission of:</p> <ul style="list-style-type: none"> • An updated summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country

	<ul style="list-style-type: none"> An updated catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit Month-end consultancy report for Month 2 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications
3. Month 3	<p>Upon satisfactory submission of:</p> <ul style="list-style-type: none"> An updated summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country An updated catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit Month-end consultancy report for Month3 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications
4. Month 4	<p>Upon satisfactory submission of:</p> <ul style="list-style-type: none"> An updated summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country An updated catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit Month-end consultancy report for Month 4 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications
5. Month 5	<p>Upon satisfactory submission of:</p> <ul style="list-style-type: none"> An updated summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country An updated catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit Month-end consultancy report for Month 5 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications
6. Month 6	<p>Upon satisfactory submission of:</p> <ul style="list-style-type: none"> A summary report on existing C4D/risk communication action plans and resources mapping in consultation with UNICEF programme sections and risk communication focal points in country An updated final catalogue/mapping and stock take of existing C4D/Risk Communication key messages, content and multi-media products developed for PICs in coordination with the Communications Unit Month-end consultancy report for Month 6 including any relevant coordination meeting minutes, reports, communication outcomes, key priorities and challenges, etc. relevant to risk communications Develop a Pacific Regional risk communications report and handover notes including key recommendations for UNICEF at the end of the assignment

Type of Supervision that will be provided:

The primary supervisor of the contract will be the Suva-based C4D Officer or his/her OIC, UNICEF Pacific providing either/both in-country technical supervision and/or remote support from the UNICEF Pacific Suva Multi-Country Office as needed. The secondary supervisor providing specific technical guidance will be the relevant UNICEF Health Programme Specialist(s) in-country or as otherwise designated by the Chief of the Health and Nutrition Programme from Suva.

Consultant's work plan and official travel involved:

The consultant will be expected to support multiple countries as needed, particularly for outbreak countries and countries that are undergoing their SIAs. A travel plan will be developed in close consultation with the C4D Specialist (or OIC) together with the Chief of Health and Nutrition Programme based on requests from governments for risk communications/communication support respectively. Travel costs (excluding living allowance) within the Pacific as agreed with UNICEF will be covered by UNICEF.

Consultant's Work Place:

Consultant will be expected to work from his/her own work place and must have his/her own laptop, internet connection and all relevant equipment to complete the contract assignment. Where necessary, the consultant may seek prior agreement to be based out of UNICEF Field Offices.

Specifications for Equipment

The Consultant is expected to provide his/her own broadcast equipment, software and relevant facilities.

Qualifications or Specialized Knowledge/Experience Required:Preferred Knowledge, Skills and Experience

- Master's degree in communications, social sciences, or related fields.
- A minimum of 6 – 8 years' experience in C4D and emergencies with either the UN and/or NGOs in Emergencies particularly with regards to disease outbreak responses
- Excellent written and spoken skills in the language of the humanitarian operation and knowledge of another UN language an asset. Fluency in English (verbal and written) is a must.

The tasked consultant must also have:

- A high level of professionalism, diplomacy skills as well as strong organizational and coordination skills
 - Strong networking skills and relate well with colleagues and partners
 - Proven strong humanitarian experience with excellent attention to detail
 - Ability to produce quality work in a fast-paced environment within given deadlines and under high pressure
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