

TERMS OF REFERENCE

SUMMARY

Type of Contract (tick the appropriate box)	Institutional Contractor	<u><i>Individual Consultant</i></u>	Technical Assistance to IP (individual)
Title	Technical Consultant - Strengthening the statutory social welfare case management system in Zambia		
Purpose	To strengthen the statutory social welfare case management system in Zambia		
Type of consultancy:	<ul style="list-style-type: none"> • Time-based¹ • Delivery based. 		
Location	Primarily Lusaka. Includes visits to sampled districts for consultations		
Duration	65 working days over 9 months		
Start Date	Start date: 15 th September 2020		
Reporting to	Child Protection Officer – Institutions Building		

BACKGROUND

The Social Welfare system in Zambia plays a pivotal role in securing child protection in the country. There are 116 District Social Welfare Offices in 10 Provinces across the country. These officers perform a statutory social work role in terms of addressing cases of violence against children, GBV including domestic violence, placement of children in alternative care, protection of migrant children, human trafficking, children in conflict with the law and “circumstantial children”².

The work of District Social Welfare offices is guided primarily by the Juveniles Act Cap 53, the Adoption Act Cap 54, the Maintenance and Affiliations Act Cap 64, Probation of Offenders Act Cap 93, Anti Human Trafficking Act No. 11 of 2008 and the Anti-GBV Act of 2011. All these pieces of legislation define elements of the statutory social welfare system and the portfolio functions of the Department of Social Welfare. In addition, social welfare officers play a key role in ensuring Zambia’s system protects child rights as outlined in the Convention on the Rights of the Child (CRC) and African Charter on the Rights and Welfare of Children. This is especially the case when it comes to protection of children’s rights through prevention of violence against children, child marriage and abuse as well as participation of children when important decisions are being made about their life. In performing their statutory roles (social welfare/juvenile inspector, Probation Officer/Guardian Ad Litem), in addition to the legislation outlined above, the following regulatory documents are also important: Alternative Care Guidelines, Minimum Standards of Care for Child Care Facilities, the National Referral Framework for addressing GBV and the National Referral Framework on

¹ Time-based are consultancies with fees defined per day or month on an on-going and full-time basis (e.g. those who, under normal circumstances, are office-based and on a daily rate) with a minimum contract duration of one calendar month. While, deliverable-based consultants (e.g., those hired for a specific project or report and who normally work off-site) or individuals who are contracted through institutional/corporate service providers.

² Children living in prisons/correctional facilities with their mothers

Migration and Best Interest Determination Procedures. Under Alternative Care, the Ministry of Community Development and Social Services (MCDSS) has developed case management instruments, and these have since been piloted and rolled out. A national GBV case management in emergencies training module for social welfare has been adapted to the Zambia context and master-trainers are in place. Also of significance are the community-based case management efforts, where preventative action is taken. USAID and UNICEF supported the development of a community-based case management system which has been piloted in 15 districts and involves community based social welfare volunteers identifying vulnerability and directly supporting as well as connecting parents and children to services especially education, health and social welfare. Case Management Guidelines for the community-based case management system are in place.

Case management information systems are available related to community-based case management and alternative care but need to be further strengthened to improve data quality, analysis and use of data to inform programming and response.

UN agencies (UNDP, UNFPA, UNICEF, ILO and IOM) are supporting a GRZ - UN Joint Programme on gender-based violence which is funded by the Governments of Sweden and Ireland and coordinated by the Ministry of Gender. This consultancy will be funded under the above Joint Programme. The consultancy is expected to support MCDSS in putting in place a statutory social welfare system that can secure the protection of children, including those that are survivors of sexual and gender- based violence.

JUSTIFICATION

Currently no single, holistic and uniform guidance is in place for social welfare officers to perform their mandatory duties when managing specific cases. Hence, there is an urgent need to strengthen and standardize the statutory case management system in a holistic way so that agreed principles, procedures and tools can be applied across different types of child/adolescent vulnerability and the reporting and analysis of data is part of a single system. The services of a Social Welfare consultant are, therefore, needed to strengthen and standardise the statutory case management system while ensuring that the statutory case management guidelines are in line with the current examples of best practice available in Zambia.

OBJECTIVES / TARGET

The objective of this Consultancy is to support the MCDSS in strengthening a standardized statutory case management system that can address cases related to different types of child vulnerability and that can function as a quality assurance system to ensure application of minimum standards across districts.

The Technical Consultant will work collaboratively with the Senior Social Work Adviser Consultant to reach the overall objective above. The work of the Technical Consultant will contribute to the same overall objective through a review of national legislation and frameworks, development and finalization of the Guidance Notes on thematic areas, and coordination/provision of technical guidance for the development of the relevant training programme. This will be complimented by the Senior Social Work Adviser who will focus on the review of the statutory case management system, the development of statutory case management Handbook and trainings. The Senior Social Work Adviser will also provide critical inputs into the development of thematic Guidance Notes so as to ensure generic statutory case management principles and procedures are reflected.

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

- 1) Complete a review of the national legislation and frameworks and identify areas that provide guidance to statutory social welfare and case management. Based on the review, identify strengths and areas where further clarification is required, in order to put in place a robust, transparent system that secures protection of children in line with international standards.
- 2) Thematic Area 1 – VAC: Facilitate and organize the participatory process (through bilateral or group meetings³), develop drafts and finalize the Guidance Note for District Social Welfare Officers (DSWOs on

³ The participatory process can also use virtual meetings if this is the safest option in the COVID-19 context.

- case-management of VAC (including sexual and gender-based violence of children) and coordinate/provide technical guidance for development of training programme on this topic.
- 3) Thematic Area 2 – Circumstantial children: Facilitate and organize the participatory process, develop drafts and finalize the Guidance Note for DSWOs on case management of circumstantial children and coordinate/provide technical guidance for development of training programme on this topic. The Guidance Note should also include a clear case management process with a service referral pathway for providing services to circumstantial children and establishing a link with alternative care options (other parent, kinship care or foster care).
 - 4) Thematic Area 3 – Migrant Children: Facilitate and organize the participatory process, develop drafts and finalize the Guidance Note for DSWOs in addressing cases of migrant children to prevent detention and secure adequate care arrangements and coordinate the design of the training programme on this topic.
 - 5) Thematic Area 4 – Child Marriage: Facilitate and organize the participatory process, develop drafts and finalize the Guidance Note for DSWOs in addressing cases of child marriage that are forced or where violence is prevalent and coordinate/provide technical guidance for development of training programme on this topic.
 - 6) Thematic Area 5 – Children in conflict with the law: Facilitate and organize the participatory process, develop drafts and finalize the development of a Guidance Note for DSWOs on collaboration with judicial authorities and case management for juvenile offending (including separate segments on diversion, probation and aftercare) and coordinate the development of an accompanying training programme. The Guidance note will rely on the review of the current services required for the rehabilitation of children in conflict with the law and applying these to a clear case management process that addresses the needs and best interest of the child from the point of arrest to when the child has successfully been supported. The Case Management developed should focus on specific services such as Diversion, Probation, Approved/ Reformatory School Programmes and Reintegration of offending children into their families and communities.
 - 7) Facilitate discussion and provide technical inputs into the Handbook for Statutory Case Management.

EXPECTED DELIVERABLES

	Tasks	Deliverables	Timeframe (Tentative)
1.	Review of national legislation and frameworks	<ul style="list-style-type: none"> ▪ Draft Report ▪ Facilitation of discussion with key stakeholders ▪ Final report taking into account comments received 	Completed by: 15 th October 2020 10 working days
2.	Guidance Note for DSWOs on case-management of VAC and training programme	<ul style="list-style-type: none"> ▪ Minutes of meetings organized to design guidance note and training agenda ▪ Draft Guidance Note shared with MCDSS Case Management Technical Team (CMTT), Senior Social Work Adviser Consultant, UNICEF for inputs ▪ Design and Report on the participatory approach of the training agenda ▪ Final Guidance Note produced 	Completed by: 15 th December 2020 15 working days
3.	Guidance Note for DSWOs on case management of circumstantial children and	<ul style="list-style-type: none"> ▪ Minutes of meetings organized to design guidance note and training agenda ▪ Draft Guidance Note shared with MCDSS CMTT, Senior Social Work Adviser Consultant, UNICEF for inputs 	Completed by: 15 th February 2020 10 working days

	Tasks	Deliverables	Timeframe (Tentative)
	training programme	<ul style="list-style-type: none"> ▪ Design and Report on the participatory approach of the training agenda ▪ Final Guidance Note produced 	
4.	Guidance Note for DSWOs in addressing cases of migrant and training programme	<ul style="list-style-type: none"> ▪ Minutes of meetings organized to design draft guidance note and training agenda ▪ Draft Guidance Note shared with MCDSS Case Management Technical Team (CMTT), Senior Social Work Adviser Consultant, UNICEF for inputs ▪ Design and Report on the participatory approach of the training agenda ▪ Final Guidance Note produced 	<p>Completed by: 20th March 2020</p> <p>10 working days</p>
.5.	Guidance Note for DSWOs in addressing cases of child marriage and training programme	<ul style="list-style-type: none"> ▪ Minutes of meetings organized to design draft guidance note and training agenda ▪ Draft Guidance Note shared with MCDSS CMTT, Senior Social Work Adviser Consultant, UNICEF for inputs ▪ Design and Report on the participatory approach of the training agenda ▪ Final Guidance Note produced 	<p>Completed by: 20th April 2020</p> <p>15 working days</p>
6.	Guidance Note for DSWOs on juvenile offending and training programme	<ul style="list-style-type: none"> ▪ Minutes of meetings organized to design draft guidance note and training agenda ▪ Draft Guidance Note shared with MCDSS CMTT, Senior Social Work Adviser Consultant, UNICEF for inputs ▪ Report on the participatory design of the training agenda ▪ Final Guidance Note produced 	<p>Completed by: 20th May 2020</p> <p>10 working days</p>
7.	Handbook for Statutory Case Management.	<ul style="list-style-type: none"> ▪ Report on discussions organized and input provided into the Handbook for Statutory Case management 	<p>Completed by: 15th June 2020</p> <p>5 working days</p>

REPORTING REQUIREMENTS

The consultant will be contracted by UNICEF and will report to the Child Protection Officer – Institutions Building.

PROJECT MANAGEMENT

Strategic guidance will be provided by the MCDSS Case Management Technical Team set up and chaired by Director, Social Welfare, Ministry of Community Development and Social Services.

The Consultant will be working closely with the 4 MCDSS Thematic Teams (GBV/VAC, migration, Justice for children and ECM) especially as this relates to developing Guidance Notes and Training Programmes.

The consultant will also be working closely with Child Protection specialists and officers in UNICEF Child Protection Team, responsible for particular areas of work.

LOCATION AND DURATION

Location: Lusaka and two field trips in Zambia. The consultant is expected to complete the bulk of the work remotely, through participation in online meetings and, on occasion and depending on the Covid-19 situation, through small workshops/technical group meetings. Please note that the two field trips may be subject to review depending on the Covid-19 situation.

PAYMENT SCHEDULE

Payment	Conditions
For 20 Working Days	Deliverables for tasks 1 and 2
For 30 Working Days	Deliverables for tasks 3, 4 and 5
15 Working Days	Deliverables for tasks 6 and 7

QUALIFICATIONS AND WORK EXPERIENCE

Qualifications and Work Experience:

- An advanced university degree in social work or a related field;
- Demonstrated experience of systems strengthening and setting up case management systems or strengthening case management systems;
- Demonstrated experience of drafting guidelines, handbooks and training instruments for use by social workers or other child protection practitioners;
- A minimum of 5 years of experience of in violence against children, alternative care and/or juvenile justice.
- Outstanding writing skills.
- Outstanding facilitation skills.
- Experience of training social workers and other child protection practitioners

EVALUATION PROCESS AND METHODS

A shortlist of applications will be compiled based on the criteria given above. Shortlisted applicants will be interviewed and requested to provide samples of written work. The evaluation will be conducted in line with the outlined below:

TECHNICAL EVALUATION CRITERIA	Percentage	Points
Education Background	20%	20
Relevant work experience	20%	20
Quality of example of written documents submitted	20%	20
Relevant technical expertise assessed through interview	20%	20
Financial proposal	20%	20
Total	100%	100

ANY OTHER INFORMATION

The consultant is expected to submit a CV as well as an attached cover letter. The cover letter needs to cite samples of relevant written work developed by the consultant that can be provided subsequently upon request. A test and interview will be organized.

The financial offer needs to include daily rate as well as costs of travel outside Lusaka for the field trips.

ADMINISTRATIVE ISSUES

- *Bidder should provide an all-inclusive cost in the financial proposal. Bidder should factor in all cost*

implications for the required service / assignment

- Bidder shall include the estimate cost of travel in the financial proposal. Note that i) travel cost shall be calculated based on economy class travel, regardless of the length of travel and ii) costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).
- Unexpected travels shall also be treated as above.
- The consultant is expected to provide his/her own computer, working space, etc.

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.
- For consultants outside the duty station, signed contracts must be sent by fax or email.
- No consultant may travel without a signed contract and authorization to travel prior to the commencement of the journey to the duty station.
- Unless authorized, UNICEF will buy the tickets of the consultant. In some cases, the consultant may be authorized to buy their travel tickets and shall be reimbursed at the “most economical and direct route” but this must be agreed beforehand.
- 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