

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS

Emergency Response Roster for Rapid Deployment in Malawi

PURPOSE AND VALIDITY OF THE EMERGENCY ROSTER	<ul style="list-style-type: none"> • This generic advertisement facilitates the sourcing and selection of qualified and eligible (pre-vetted) national candidates for inclusion in the UNICEF MALAWI Emergency Consultancy Roster ONLY. • Candidates maintained in any roster must be screened for qualifications, references, prior work experience, and separation of good standing • The Roster will remain valid for 36 months. • Selection from the Roster: when the emergency need arises, the office will invite candidates from the Roster to express their interest and availability as well as submit their financial proposals based on an all-inclusive fee for the specific assignment and terms of reference. • Selected consultants will provide expert technical services and support the emergency activities against the terms of reference and scope of work below. • These assignments will be for rapid deployment.
Title of Assignment	Risk Communication and Community Engagement Specialist
Requesting Section	Social and Behaviour Change
Location	<ul style="list-style-type: none"> • This assignment will be based in Blantyre or Lilongwe (<i>to be confirmed at the time of recruitment</i>), or any district as dictated by the relevant emergency. • It will be expected of the consultant to travel to the various affected districts across Malawi for field monitoring and attend required meetings/events. • The consultancy is not office-based; however, the consultant will be expected to attend related and scheduled meetings and briefing sessions at the office or online or at any agreed location.
Contract Duration	<ul style="list-style-type: none"> • Consultants will work on specific deliverables and timeframes determined by the office during engagement and based on emergency needs. • The contract duration will depend on the scale of the emergency and assignment needs – the consultancy duration will thus be confirmed at the time of engagement against the specific assignment's terms of reference.

BACKGROUND

Malawi's new Country Programme (2024-2028) includes three components: (1) child survival and development; (2) learning, skills development and protection; and (3) social policy. All components are supported by the programme and operational effectiveness and efficiency imperatives. All UNICEF programmes focus on risk-informed programming across the humanitarian and development nexus in all the above three outcome areas. Risk-informed programming across the humanitarian and development nexus in all three outcome areas will contribute to strengthened disaster preparedness, enhanced climate adaptation/mitigation and response, and increased resilience capacity of institutions, communities, and young people. Programming aligns with UNICEF

Core Commitments for Children in Humanitarian Action and the Inter-Agency Standing Committee's Transformative Agenda.

Malawi is ranked fifth in the 2021 Global Climate Risk Index¹. According to the Children's Climate Risk Index (UNICEF, 2021), Malawi is among the top forty countries with high climate risk for children and the most vulnerable communities. Malawi is highly susceptible to climate and environmental shocks, including flooding, drought, cyclones, and extreme heat. Such shocks have recently increased in frequency and magnitude and are among Malawi's children's greatest threats. As per UNICEF, 'Climate Landscape Analysis for Children in Malawi' report (CLAP) 2022 that climate-related hazards have resulted in the loss of life, displaced thousands of people, and damaged or disrupted roads, health facilities, schools, and power supplies across the country. Malawi also faces frequent outbreaks of cholera, endemic malaria, and the re-emergence of vaccine-preventable diseases such as polio, contributing to a need for a programme response fully responsive to an increased poly-crisis environment.

Risk Communication and Community Engagement (RCCE) is one of the key pillars of UNICEF's outbreak response after the onset of the COVID-19 outbreak in early 2020. The social and Behaviour change section in UNICEF has been co-leading the RCCE for emergency response at the interagency level (jointly with WHO and IFRC) and leading RCCE work (together with key sectors, divisions, and programs). UNICEF RCCE principles comprised of reaching communities, families, and individuals with socially- culturally, contextual, and evidence-based messaging, combating misinformation and rumours, community participation and ownership of preventive and response measures, monitoring community satisfaction, feedback, and complaints, and addressing them timely.

JUSTIFICATION

UNICEF has co-led the RCCE sub-committee for COVID-19 and the Health Education Services, Ministry of Health, since 2020. As a co-lead, UNICEF is supporting the development of standardization of the RCCE plan, key life-saving messages and materials, and the generation and sharing of social and behavioural data. Various health emergencies hit Malawi in 2022, reinforcing the strong need to strengthen the coordinated RCCE for emergency response. With the onset of the cholera outbreak and other emergencies, there is a strong need to provide technical support to districts to strengthen evidence based, contextual, localized RCCE interventions.

Risk Communication and Community Engagement (RCCE) is a critical component of the response to an infectious disease outbreak. The public, especially in rural and remote areas, is not yet fully aware of the intensity and magnitude of emergency that can harm their health and well being. Consultant will ensure that people have the life-saving information they need to protect themselves and others to reduce the impact of possible disease outbreak, violence and other which can impact on their health and social life. Communities will be informed about the key life messages and how to remain safe during emergency .

Therefore, UNICEF is seeking dedicated individuals to provide a timely technical backstopping to government and non-government counterparts in coordination, implementation and monitoring of the community engagement interventions focusing various emergencies.

¹ Germanwatch (2021), *Global Climate Risk Index 2021*, p.8.

PURPOSE OF THE ASSIGNMENT

The overall purpose of the assignment is to strengthen the coordination, design, management, monitoring and reporting of evidence based, inclusive and innovative Risk Communication and Community Engagement (RCCE) interventions in support of the emergency response. The specific objectives are

- i) To strengthen the sub-national and community-based systems and structures that can assist in sharing and exchanging of information among the stakeholders to develop joint work plan and address gaps and/or needs in a coordinated manner;
- ii) Improve the use of data related to ongoing RCCE activities to further strengthen of localized evidence generation (and both reporting and documentation of this) and enable application of findings or results to further strengthen and/or adapt interventions; and
- iii) strengthen the roles and responsibilities related to leadership, governance, and coordination of the RCCE interventions to improve effectiveness, focus, and synergies among all other RCCE actors and the overall national and sub-national level outbreak/emergency response.

SCOPE OF WORK/OBJECTIVES

Towards enhancing emergency response such as cholera, flood, polio, food insecurity and COVID-19 the RCCE specialist will be responsible for coordinating and strengthening the RCCE efforts implemented across the country, harmonizing the key messages and communication assets, sharing the data, strengthening the community feedback, and closing the feedback loop.

The RCCE Specialist will be responsible for the planning and coordination of RCCE actions on outbreak response, strengthening the RCCE coordination mechanism at the national and sub-national level, generation and utilization of the social and behavioural data, strengthening the community feedback mechanism through the use of one tools and dashboard and documentation and sharing of the knowledge products.

RCCE specialist will enhance strategic communication and community engagement targeted to vulnerable at-risk populations in collaboration with national and sub national level authorities for emergency response. This will include development and adaptation of messages and materials for local context to address communication barriers to improve key family practices based on rapid assessment and engagement with the affected populations.

The consultant is expected to improve RCCE interventions through developing or strengthening functional tracking system to collect community feedback, monitoring of rumours, misinformation, grievances and developing capacity building plan to address the real time feedback from the communities and closing the feedback loop.

REPORTING REQUIREMENTS

To whom will the consultant report (supervisory and any other reporting/communication lines):

- The consultant will report to the SBC Manager with frequent coordination with the Humanitarian Action and Resilience Section (HAR) and other sectors based on the emergency situation at the time of recruitment.
- The consultant will coordinate and work closely with the Government and the emergency technical focal points at UNICEF.

What type of reporting will be expected from the consultant and in what format/style will the submissions of reports/outputs be done:

- Daily, weekly and/or monthly monitoring reports on the situation on the ground, reports on people in need and the reach of the response and progress and final report as agreed with the supervisor.
- Rapid and regular updates on the progress, especially input to Humanitarian Situation Reports and data requests is essential and critical.
- Regular discussions will be held face-to-face and virtually, and the consultant is expected to stay in touch via telephone, emails, and other online platforms.

How will the consultant consult and deliver work, and when will reporting be done:

- The consultant will be field-based with regular presence in the emergency-affected districts.
- The consultant will provide monthly deliverables based on an agreed work plan and results-based schedule.
- In the first week of the month, the consultant will produce a work plan outlining the key deliverables in consultation with the contract supervisor. Where amendments arise during the month, a formal email will be shared and attached to the monthly report.
- Note that the consultant may be required to work irregular hours.
- The consultant will present the draft documents and the final report to UNICEF as agreed during the time of engagement and as per the work plan.

EXPECTED DELIVERABLES

In alignment with the scope of work described above, the consultant will be expected to carry out emergency response activities which may be similar in output across the months, for which there will be monthly payments based on satisfactory performance-service delivery. In alignment with the nature of the assignment, a detailed work/implementation plan will be jointly prepared between the consultant and the contract supervisor, defining the delivery timelines and dates, outlining the planned tasks and concrete steps to be undertaken to successfully accomplish the assignment within the scheduled contract period as per broad outline below;

Task/Milestone	Deliverable/Outcome (e.g., Inception, progress, final reports, training material, workshop, etc.)	Estimated # of days	Planned Completion date	% of total fee payable
RCCE Partnerships: Technical support and coordination on the implementation, monitoring and reporting of RCCE activities at sub-national level supported by UNICEF engaged implementing	Final Partnership Document/Plan Implementation and monitoring reports.	TBC	TBC	TBC

partners (Government/CSOs) focusing on multiple target groups, especially the high-risk and vulnerable groups, working with a range of local stakeholders and partners, including interfaith networks and media institutions				
Planning and coordination of RCCE actions: Support planning and execution of RCCE activities, drives/campaigns, including leading development and placement of evidence based multi-media messages, training and communication materials; designing targeted community mobilization actions and collection of feedback, rumors, misinformation including grievances	RCCE plan/campaign plan Capacity building tools/materials Communication materials and messages	TBC	TBC	TBC
Evidence Generation and Use: Coordinate the analysis, usage, and sharing of findings from behavioral research, social listening, media monitoring as part of the on-going evidence generation, and the provision of updates/reports to the wider RCCE Group, and other platforms to inform /revise RCCE actions	Community feedback synthesis report Monthly social listening briefs	TBC	TBC	TBC
Documentation and Learning: Prepare monthly RCCE updates (1–2 page) on RCCE interventions/activities, community feedback summary having a concise snapshot on the achievements, progresses, gaps and challenges, or issues for further attention and planned to be shared with the national and sub-national stakeholders	RCCE Review/learning reports	TBC	TBC	TBC

However, as the actual starting date may impact the dates estimated in the TOR, a detailed workplan with exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature and which will be updated on a regular basis as needed.

PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in TOR
- Compliance with the established deadlines for submission of deliverables
- Quality of work
- Demonstrating high standards in cooperation and communication with UNICEF and counterparts
- Satisfactory quality completion of each deliverable
- Adherence to UNICEF's child safeguarding policy

PAYMENT SCHEDULE

All payments, without exception, will be made upon certification from the supervisor of the contract of the satisfactory and quality completion and submission of deliverables and upon receipt of the respective and approved invoice. Once the supervisor approves and signs monthly reports, the consultant will issue a receipt for payment against the approved monthly report. 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

The consultancy cost will be based on an all-inclusive fee basis, including professional fees, travel and living costs, transportation costs (fuel, car hire, etc), stationary, communications, etc. No other costs are payable under this consultancy.

DESIRED COMPETENCIES, TECHNICAL BACKGROUND AND EXPERIENCE

Academic qualification:

An advanced university degree in one of the following fields is required: social and behavioural science, sociology, anthropology, psychology, education, communication, public relations, or another relevant technical field.

Work experience:

- A minimum of five years of professional experience in one or more of the following areas is required: social development programme planning, coordination, S&BC, social marketing, public advocacy, or another related area.
- Experience in developing S&BC communication and monitoring tools and materials is essential.
- Experience managing analysis, synthesis, documentation and dissemination of lessons for a range of stakeholders is considered an asset.
- Relevant experience working with Ministry of Health, UN system agency or organization is considered an asset.
- Background and/or familiarity with emergency context is considered an asset

Technical skills, knowledge and strength areas:

- Strong organizational and coordination skills, analytical capabilities, ability to work in a fast-paced emergency environment, and ability to handle multiple tasks are preferred.

Languages:

- Fluency in written and verbal English is required, familiarity with Chichewa will be asset.

ADMINISTRATIVE ISSUES

UNICEF will regularly communicate with the consultant and provide feedback and guidance and necessary support so to achieve objectives of the work, as well as remain aware of any upcoming issues related to the performance and quality of work.

As per policy on consultants, the individual will be expected to complete a list of mandatory training, including policies on Prohibiting and Combatting Fraud and Corruption, Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgement upon acceptance of the offer.

Before the issuance of the official contract, the individual consultant is requested to:

- complete the applicable mandatory trainings.
- ensure that the visa (where applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract. The consultant is solely responsible for both the visa and own health insurance.
- the selected consultant is 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. The vaccine mandate, 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

The consultant must ensure the use of his/her own computer and be able to communicate using direct calls/WhatsApp, and any other approved electronic communication. Where approved, for work efficiency, the consultant will be provided a UNICEF email and ID only during the contract period.

CONDITIONS

- The candidate selected will be governed by and subject to UNICEF's General Terms and Conditions for individual contracts.
- No contract may commence unless the contract is signed by both UNICEF and the consultant.

- The consultant will be paid an all-inclusive fee (stationary, communication and other miscellaneous expenses) as per the stipulated deliverable and payment schedule.
- Under the consultancy agreements, a month is defined as 21.75 working days, and fees are prorated accordingly for actual days worked.
- The consultant is not entitled to payment for overtime, weekends or public holidays.
- No travel should take place without an email travel authorization from section prior to the commencement of the journey from the duty station.
- Standard UNICEF procedures will apply for invoicing and all other financial management requirements set out in the contract.
- Standard penalty clauses will also apply for late and poor-quality deliverables. The supervisor of the contract will provide the consultant with the criteria for the evaluation of the quality of each deliverable.
- Additional details of UNICEF rules, regulations and conditions will be attached to the contract.
- The consultant will not have supervisory responsibilities or authority on UNICEF budget.
- 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. Consultants 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.
- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage candidates to disclose their disability during their application in case they need reasonable accommodation during the selection process and afterwards in the assignment.

HOW TO APPLY FOR THE ROSTER PURPOSE

Interested consultants should provide the following:

1. Curriculum Vitae
2. Brief technical proposal (no longer than five (5) pages) demonstrating the consultant's understanding of the assignment and approach/methodology to the assignment
3. Certified reference letters from at least three (3) previous supervisors (full reference checks will be conducted at the time of recruitment against a specific emergency need and prior to engagement)

Note:

- Only shortlisted candidates will be contacted and advance to the next stage of the selection process.