

United Nations Children's Fund

<b>Title</b>  <b>Knowledge transfer consultant</b>  <b>5 vacancies</b>	<b>Funding Code</b>	<b>Type of engagement</b> <input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor	<b>Duty Station:</b>  Amman, Jordan  YCO, Amman outpost office.
<b>Purpose of Activity/Assignment:</b> Support PMU/Service center in shadowing and coaching SFD during the 12 <sup>th</sup> payment cycle which is the first cycle SFD will handle the case management work.			
<b>Background/ Scope of Work:</b> <p>With the intensification of the conflict in Yemen, UNICEF is strengthening its development and humanitarian response to response to the multiple needs of children and mothers across the country. Accordingly, UNICEF has put in place different mechanisms to ensure that communities are meaningfully and continuously involved in decisions that directly impact their lives, with the Grievance Redressal Mechanism being one of them. The Grievance Redressal Mechanism is the process through which beneficiaries of the different UNICEF programmes as well as community members can report any type of discontent, file grievances, and ask information. It is also a mechanism open to UNICEF service providers and partners to report their complaints and raise issues. This process is as well designed to serve as a conduit to detect potential fraud, corruption and PSEA cases, with the ultimate aim to continually improve service delivery. The Grievance Redressal Mechanism has proven to be an important and indispensable tool for quality control of field operations continually.</p> <p>All grievances recorded in the MIS are automatically categorized allowing for redressal as per agreed protocols following carefully developed quality assurance processes. To assist with the implementation of such protocols and quality assurance processes, the PMU requires the support of a case management team working under the direct oversight of UNICEF. The case management team is composed of Case Management Associates, responsible for contacting beneficiaries, analyzing their cases against the MIS information, selecting and implementing the appropriate protocol. These work under the supervision of a Case Management Supervisor, under the direct oversight of the UNICEF Programme Manager/Grievance Redressal.</p> <p>The mentioned work cannot be implemented by the office staff currently, for many reasons. One, because it requires Yemeni dialects speakers. Second, considering the sensitivity and complexity of the work and to the workflows, the roles should be done in steps by different people to ensure transparent and quality work. Finally, because of the workload especially during the payment cycles where the work urgency and load increased. For those reasons the PMU proposes to have consultants to handle the responsibilities as detailed in this document.</p>			
<b>Budget Year:</b> 2022	<b>Requesting Section/Issuing Office:</b> YCO, Amman outpost office/PMU	<b>Reasons why consultancy cannot be done by staff:</b>	
<b>Included in Annual/Rolling Workplan:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
<b>Consultant sourcing:</b>  <input type="checkbox"/> National <input type="checkbox"/> International <input checked="" type="checkbox"/> Both <b>Consultant selection method:</b> <input checked="" type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)		<b>Request for:</b> <input checked="" type="checkbox"/> New SSA  <input type="checkbox"/> Extension/ Amendment	
<b>If Extension, Justification for extension:</b>			
<b>Supervisor:</b>	<b>Start Date:</b>	<b>End Date:</b>	<b>Number of Days (working)</b>

*Mohamad Atassi, Programme Officer*

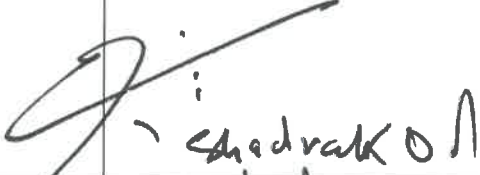
01/2/2022

30/4/2022

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**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS**

<b>Work Assignment Overview</b>			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
<ol style="list-style-type: none"> <li>1. Provide guidance, support, and coach them to enable them to conduct their tasks on an efficient manner;</li> <li>2. Monitor the performance of the team to identify knowledge gaps and areas of improvement;</li> <li>3. Provide individual feedback to team members on their performance, highlighting areas of improvement.</li> <li>4. Contribute to the preparation of the case management training. This may include supporting in the development of training materials and tools and providing the training.</li> <li>5. Conduct the training of case managers, case management assistants and call center agents as requested.</li> <li>6. Keep a structured report about the performance of the team and the enhancement recommendations.</li> <li>7. Keep lesson learnt registry which include all the inquiries, questions, and cases when the team required support, with the feedback answers or interventions provided to handle those requirements.</li> </ol>	<p>The performance report is shared with the programme officer within the agreed milestone according to the performance indicators agreed with the PMU, which includes the best practices, lesson learnt, findings and recommendations.</p>	<p>During the contract period</p>	<p>100%</p>
<b>Estimated Consultancy fee</b>	<b>Monthly</b>	<b>5 consultants</b>	<b>1000</b>
Travel International (if applicable)	-	-	0
Travel Local (please include travel plan)	-	-	0
DSA (if applicable)	-	-	0
<b>Total estimated consultancy costs<sup>1</sup></b>	<b>3 Months</b>	<b>JoD</b>	<b>15000</b>
<b>Minimum Qualifications required:</b>	<b>Knowledge/Expertise/Skills required:</b>		
<input checked="" type="checkbox"/> Bachelors <input type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other  A university degree in any field. Business administration, human or social studies are preferable.	<b>Key Competencies:</b> <ul style="list-style-type: none"> <li>• Familiarity with the Yemen context (required).</li> <li>• Empathy and excellent communication skills.</li> <li>• Attention to detail and organisation skills.</li> <li>• Good knowledge and experience in Microsoft office tools.</li> <li>• Respect of diversity and different ethnicities and background.</li> <li>• Patience and ability to handle work pressure.</li> <li>• Adaptability.</li> <li>• Enthusiasm and ability to learn.</li> </ul>		
<ul style="list-style-type: none"> <li>• All candidates who meet the requirements will be evaluated and considered to the roster to be invited based in need.</li> <li>• UNICEF doesn't offer the health insurance for the consultant. However, the consultant will be required to provide the health insurance to sign the contract.</li> </ul>	<b>Years' experience:</b> <ul style="list-style-type: none"> <li>• A minimum 2 years of experience in customer care, call centre, social work or any other social/humanitarian/development field.</li> <li>• Experience working in UNICEF/PMU is required</li> </ul>		

	<p><b>Languages:</b></p> <ul style="list-style-type: none"> <li>• Arabic with fluency in an understanding and capacity to use a wide number of spoken dialects in Yemen.</li> <li>• Understand and capacity to use all the different spoken dialects in Yemen.</li> <li>• English with moderate speaking, listening, reading, and writing skills.</li> </ul>
<p><b>Administrative details:</b>          Visa assistance required: <input type="checkbox"/>          Transportation arranged by the office: <input type="checkbox"/></p>	<p><input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based:          If office based, seating arrangement identified: <input checked="" type="checkbox"/>          IT and Communication equipment required: <input checked="" type="checkbox"/>          Internet access required: <input checked="" type="checkbox"/></p>
<p><b>Request Authorised by Section Head</b></p> <p><i>Violet Speek-Warnery</i>          Senior Coordinator, UNICEF Yemen 12.1.2022</p>	<p><b>Request Verified by HR:</b></p> <p><i>Seynabou Diallo</i>          Chief HR, Sana'a Yemen</p>
<p><i>Approval of Chief of Operations (if Operations):</i></p>	<p><i>Approval of Deputy Representative (if Programme)</i></p> <p><i>Shadrack Omol</i>          Deputy Representative</p>
<p><b>Representative</b></p> <p>Shadrack Omol          Office in Charge</p>	 <p>Shadrack Omol          20/01/2022</p>

<sup>i</sup> Costs indicated are estimated. Final rate shall follow the "best value for money" principle, i.e., achieving the desired outcome at the lowest possible fee. Consultants will be asked to stipulate all-inclusive fees, including lump sum travel and subsistence costs, as applicable.

Payment of professional fees will be based on submission of agreed deliverables. 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