

## National Consultant: Technical Adviser to support the implementation of Child Protection Case Management System



UNICEF Cambodia

### 1. Background

UNICEF has significantly contributed to strengthening Child Protection Systems in Cambodia to provide vulnerable children the access to child protection prevention and response services through a structured and coordinated child protection case management system. Since mid-2020, this has been enhanced by the introduction of Primero digital case management system, capacity building of provincial Social Workers, district Social Affairs and Social Welfare Officers, and the revised modality of the Partnership Programme for the Protection of Children (3PC), which focuses on district-level case collaboration. In 2020 alone more than 10,000 children (47 per cent girls) were reached through direct services from the sub-national government and 3PC partners. Significant achievements have also been made towards deinstitutionalization of residential care and increase of family-based care, reducing residential care facilities by 44 percent and the number of institutionalized children by 63 percent in the last five years. The launch of Primero has also enabled assessment of all children in residential care, who will now go through the process of individualized permanency planning process.

While much progress has been done and a system of social workers and case management has evolved, this is still at an early stage, with lot of heavy lifting so far taken on by NGOs and limited number of social workers. For the country to be able to have a sustainable child protection prevention and response system, a strong case management system needs to be institutionalized at the sub-national level, primarily by building capacity of district and provincial level civil servants, who will increasingly take on social work functions as per Sub-decree 182/183/184. This system will be built around Primero case management system, referrals that will be aligned with the Law on Child protection (currently being developed) and the Standard Operating Procedures (SOP) on child protection (currently being developed) and social service workforce development initiatives currently underway in the country.

UNICEF Cambodia's Country Programme 2019-2023 has key outputs on establishing case management system at the sub-national level to respond to child protection cases and to accelerate the reform agenda for alternative care.

### 2. Purpose

The Technical Advisor for child protection case management system, will report to the Child Protection Specialist/NO-3 for supervision. H/she will provide professional technical assistance throughout the programming process for child protection programmes/projects within the Country Programme from development planning to delivery of results. H/she provides technical support to establish case management system at the sub-national level through operationalizing Primero case management system for child protection cases at sub-national level in the communities as well as in residential care, support the rolling out of Standard Operating Procedures (SOPs) for child protection services and referrals and case collaboration with NGOs. H/she will support the operationalization of case management and referral systems including provision of guidance to key actors for more effective implementation of case management processes and delivery of services, supporting monitoring and reporting.

The selected consultant is expected to provide technical support for the implementation of Primero Case Management, and therefore h/she work closely with UNICEF, senior and technical officials of MoSVY, the Ministry of Interior and key partners, and especially work with the sub-national government at provincial and district level to guide, coach and manage programmes, which include, but are not limited to:

- ☐ The Ministry of Interior and the Ministry of Social Affairs, Veterans and Youth Rehabilitation, for management and coordination mechanism for the implementation of Primero Case Management of children in Residential Care Institutions with objective to support family reunification or alternative family based care placement and reintegration, and cases of abuse and violence against children in the communities.
- ☐ The Ministry of Interior and the Ministry of Social Affairs, Veterans and Youth Rehabilitation, to support the implementation of the Standard Operating Procedures (SOP) for child protection services
- ☐ 3PC, a network of NGOs/CSOs providing child protection prevention and responsive services to children and families at risk of and exposure to violence, abuse and family separation. 3PC partners also work closely with the PDoSVY and Khan/District Office of Social Affairs and Social Welfare on case collaboration and case management using Primero digital case management system.
- ☐ ISS-Australia, a strategic partner providing technical oversight and support the reintegration of children with disabilities from RCI and place in family base-care
- ☐ PWCCC and PDoSVY in target provinces, coordinate the development and implementation of Provincial Child Protection Sector Plan including case management and reintegration of children from RCI

### **3. Work Assignments**

#### **3.1 Support operationalization of the draft Standard Operating Procedures (SOP) on child protection and its integration into the case management system**

- ☐ Support implementation of SOPs in the pilot district by integrating it as part of the case management system
- ☐ Provide training and coaching to the sub-national government and NGOs to ensure relevant stakeholders have capacity to implement the SOPs in the pilot district
- ☐ Provide guidance and facilitate collaborations of relevant Ministries (especially MoSVY, MoI, Ministry of Health, Ministry of Education and Ministry of Cult and Religion) at national and sub-national level in the implementation of the SOPs for delivery of child protection services and effective referrals
- ☐ Build and sustain close working partnerships with government counterparts national stakeholders and NGOs through active sharing of information and knowledge to facilitate programme implementation and build capacity of stakeholders to achieve and sustain results on child protection.
- ☐ Participate in inter-agency meetings/events on programming to collaborate with inter-agency partners and colleagues.
- ☐ Support the finalization of the SOPs based on the lessons learned from the pilot phase.

#### **3.2 Support operationalization of case management system at the sub-national level (for child protection cases in the community and children in residential care)**

- ❑ Provide technical support to MoSVY, Mol and the sub-national government, primarily at the provincial and district level, to operationalize the use of Primero case management system for child protection cases at the district and provincial level as well as for case planning and reintegration of children in residential care, including piloting of reintegration of children with disability (CWD) from one selected RCI to their families and communities
- ❑ Support MoSVY to develop monthly report on the progress of Case Management and reintegration and updated in the Primero Case management dashboard and CPMIS
- ❑ Provide support for promoting family-based care, operationalization of foster care and kinship care related frameworks, including for children with disabilities.
- ❑ Provide technical support to NGOs, primarily from the 3PC network and Family Care First – React, to improve referrals of cases with the sub-national government and ensure documentation through Primero and its inter-operability feature between government and NGOs case management systems
- ❑ Participate in monitoring and evaluation exercises, programme reviews and annual sectoral reviews with government and other counterparts to assess programmes/projects, and to report on required action/interventions at the higher level of programme management.

#### **4. Qualifications or Specialized Knowledge/Experience Required**

##### Qualifications and Experience

- A university degree in one of the following fields is required: international development, human rights, psychology, sociology, international law, or another relevant social science field.
- A university degree in social work and qualifications in child protection case management related courses will be desirable.
- A minimum of three years of professional experience in social development planning and management in child protection related areas is required. Professional experience in the area of child protection case management, Primero digital case management system and alternative care is highly desirable.
- Relevant experience in programme development in child protection related areas in a UN system agency or organization is considered as an asset.
- Proven experience in project management is an advantage.
- Previous work experience with international development organizations and/or government agencies is an advantage.

##### Knowledge and Skills

- Demonstrated knowledge of child protection, especially of violence prevention and family preservation, case management, and of social and cultural norms, beliefs and practices that lead to violence against children and unnecessary family separation
- Proven knowledge and understanding of the Cambodian context
- Knowledge of UNICEF programming is an advantage
- Excellent management, interpersonal, planning and coordination skills
- Demonstrated ability to work in a multi-cultural environment and establish harmonious and effective working relationships

##### Competencies of Successful Candidate

- Communication
- Working with people
- Drive for results
- Relating and networking
- Applying technical expertise
- Formulating strategy and concepts

### Languages

- Fluency in spoken and written Khmer and English

## 5. Location

- The consultant is expected to be fully based in the UNICEF Cambodia Country Office in Phnom Penh and therefore, the working flexibility could be discussed and agreed with the supervisor during this period. Travel to provinces for a total of 60 days is anticipated during the contract duration.

## 6. Duration

- The consultant is expected to work full-time for a period of 11.5 months from **1 June 2021 to 16 May 2022**. The consultant is required to travel within the country for a total of 60 days to perform this assignment during the contract duration.

## 7. Deliverables

<b><i>Deliverables</i></b>	<b><i>Period</i></b>	<b><i>Due date and Reporting Requirements for each deliverable</i></b>
1. Training and coaching to the sub-national government and NGOs to ensure relevant stakeholders have capacity to implement quality case management process using Primero provided.	2 months	By end August 2021, a report on at least 100 social service workforces from the government and NGOs partners and stakeholders on capacity building, mentoring and coaching support provided and indicating to which extent they are able to fully implement the case management process using Primero.
2. Technical support to MoSVY, MoI and the sub-national government, primarily at the provincial and district level, to establish and operationalize Primero case management system provided.	2.5 months	By Mid November 2021, a report on the progress on the case management system established and operationalized in 100 target districts in 25 provinces.
3. Support pilot implementation of SOPs by integrating it as part of the Primero case management system and closely work with related ministries at the national level (especially MoSVY, MoI, Health, Education) and sub-national level, and provide technical support for operationalization of foster care and kinship care related frameworks, including for children with disabilities supported.	3 months	By mid-February 2022, a report of support provided to MoSVY to complete case planning for at least 30% of children in residential care and 20% case planning implementation among the total assessed cases including the pilot reintegration of children with disabilities, and for 80% children of reported VAC cases in the community using Primero, and a report on SOPs integration with Primero Case

		Management and rolled-out submitted .
4. Referrals of cases between different organizations, including through inter-operability operationalization between different data management system of case management supported.	3 months	By mid-April 2022, a report on number of cases being referred between partners, challenges and way forward documented and submitted.
5. Monitoring and evaluation exercises, programme reviews and annual sectoral reviews with government and other counterparts to assess programmes/projects conducted, and required actions and interventions at the higher level of programme management reported.	1 month	By mid-May 2022, a report and case study on SOPs pilot implementation, including effectiveness of the referral system (particularly with health, justice, education services), and programme and annual sectoral reviews and monitoring is documented and submitted.

## 8. Reporting Requirements

Reports and documents to be prepared during the contract duration are included in the “7.Deliverables” above. All working documents and the final products shall be submitted electronically, produced with a high quality, delivered in an engaging and accessible format, and guided by the guidelines set forth in the UNICEF Style Book. The deadlines for submission of each document is specified in the table above in “7. Deliverables.” The contents of each document are also described in “3. Work Assignments.”

## 9. Payment Schedule linked to deliverables

Payment terms in relation to key deliverables are specified in “7. Deliverables”. The consultant is required to submit each deliverable along with an invoice. The payment is made upon the submission and approval of the deliverables.

- ☐ 20% upon satisfactory completion of deliverable 1
- ☐ 20% upon satisfactory completion of deliverable 2
- ☐ 20% upon satisfactory completion of deliverable 3
- ☐ 20% upon satisfactory completion of deliverable 4
- ☐ 20% upon satisfactory completion of deliverable 5

*\* The fees shall be calculated based on the days estimated to complete the assignment in the Terms of Reference and shall be considered the maximum compensation as part of a lump sum contract and agreed on a work plan for submission of deliverables. No additional fees shall be paid to complete the assignment. Payment will be made upon delivery of all final products and full and satisfactory completion of the assignment.*

## 10. Administrative Issues

- ☐ The consultant shall be required to include the cost of in-country travel in the financial proposal. UNICEF will provide transportation. Costs for accommodation, meals and incidentals shall not exceed applicable

daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).

- ☐ Access to printers, office space and one computer will be provided by UNICEF.

### **11. The Paid Time Off**

- ☐ The Paid Time Off (PTO) benefits apply to individual contractor and consultants who work on time-based contracts on an ongoing and full-time basis with a minimum contract duration of one calendar month (hereafter the "individual Contract").
- ☐ Entitlement: The individual contractor will receive PTO credit at the rate of one-and half days (1.5 days) for each full month of service, to be credited on the last calendar day of the month, and up to 17 days for a maximum of 11.5 months contract.
- ☐ Utilization: PTO may be taken in units of days and half days. In calculating the PTO to be charged, any absence of more than two hours but less than four hours (excluding lunch hour) is counted as half days; similarly, any absence of more than four hours (excluding lunch hour) is counted as one day.
- ☐ Unused Paid Time Off: PTO is a benefit that must be used during the time of the contract. Any unused PTO cannot be carried to future contract and any accumulated PTO will be forfeited at the end of the contract.

### **12. Contract supervisor**

The consultant will work under the supervision of the Child Protection Specialist. Compliance with the ToR and timely delivery of the expected deliverables will be closely monitored. Upon the completion of work assignments, the supervisor will evaluate the consultant's work, certify relevant documents and process/follow-up on the payments.

### **13. Nature of 'Penalty Clause' to be Stipulated in Contract**

Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period

Performance indicators: Consultants' performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Cambodia.

### **14. Submission of applications**

Interested candidates are kindly requested to apply and upload the following documents:

- ☐ Letter of Interest (cover letter)
- ☐ CV or Resume
- ☐ Performance evaluation reports or references of similar consultancy assignments (if available)
- ☐ Financial proposal: All-inclusive fee lump-sum cost including travel and accommodation cost for this assignment as per work assignment.

### **15. Assessment Criteria**

A two-stage procedure shall be utilized in evaluating proposals, with evaluation of the technical proposal being completed prior to any price proposal being compared.

Applications shall therefore contain the following required documentation:

- a) Technical Proposal: Containing a cover letter, updated CV or resume, and copies of 2 relevant performance evaluation reports or references of similar consultancy assignments conducted by the consultant.

- b) Financial Proposal: Lump-sum offer with the cost breakdown, including consultancy fee, per-diem to cover lodging and meals during in-country travel and any other cost required for this consultancy total of 60 days. Note: transportation will be provided by UNICEF.

*\*No financial information should be contained in the technical proposal.*

For evaluation and selection method, the Cumulative Analysis Method (weight combined score method) shall be used for this recruitment:

a) Technical Qualification (max. 100 points) weight 70 %

- ☐ Academic qualification at the Master's level in the relevant fields (20 points)
- ☐ Professional experience in support the development, implementation and monitoring of Child Protection Case Management and Standard Operation Procedures (30 points)
- ☐ Knowledge, skills, competencies and languages (30 points)
- ☐ Quality of past work (20 points)

b) Financial Proposal (max. 100 points) weight 30 %

The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technical qualified candidates who have attained a minimum 70 points score in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.

The contract shall be awarded to a candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview.