

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 and international 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	National or International Consultancy: WASH Cluster Information Management Officer
Requesting Section	WASH
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.

JUSTIFICATION

Malawi has a history of both public health and climate change-related emergencies. Climate-related, encompassing droughts, floods (often caused by cyclones or tropical storms and heavy rains), food insecurity, and infectious disease outbreaks. Cholera, Polio, Measles, Malaria, COVID-19, Schistosomiasis, and other infectious diseases create public health emergencies with devastating consequences in Malawi; there are also emerging Scabies outbreaks reported from schools in some districts. A cholera outbreak was reported in March 2022, which has been ongoing to date, with cases reported across all districts. On 13 March 2023, Tropical Cyclone Freddy affected at least 2.5 million people¹ (including 51 per cent female and 56 per cent children), left 659,278 displaced, injured 2,186 people, and killed 679. The 659,278 displaced were housed in 776 camps.

With protracted poly-crisis specially Cholera, Malawi Government and relevant agencies continued to respond to the situation. As humanitarian partner, UNICEF continuously supports the Government of Malawi in responding to multiple emergencies in a coordinated and effective manner to reach more children and families affected by humanitarian crises. At the heart of UNICEF's response is the Core Commitments for Children in Humanitarian Action (CCCs). The CCCs call for the rapid provision and deployment of qualified personnel to act in the first eight critical weeks of humanitarian response and provide guidance for action beyond that, moving towards defined benchmarks. Therefore, UNICEF is seeking dedicated individuals willing to work on emergency response and preparedness, risk-informed and resilience programming, and operations and programme activities in various fields to ensure the survival and well-being of children, women, and affected communities in an emergency.

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

PURPOSE OF THE ASSIGNMENT

The purpose of the assignment is to support the functioning of the WASH Cluster in ensuring smooth coordination, information sharing and data collection amongst humanitarian stakeholders, including Cluster members and other humanitarian actors such as Government officials at the national and sub-national levels, development partners, and local communities. Additionally, the WASH Cluster Information Management Officer will support the Ministry of Water and Sanitation in facilitating Information Management related processes that will ensure a well-coordinated, strategic, adequate, coherent, and effective response by the cluster.

Under the overall guidance and direction of the Chief of WASH, the WASH Cluster Information Management Officer is expected to provide technical Information Management related support throughout all stages of emergency WASH programming to facilitate the management and delivery of results through key global, regional and country partnerships and so successfully manage and coordinate the various emergency response efforts and contributing to the below objectives:

SCOPE OF WORK/OBJECTIVES

The WASH Cluster Information Management Officer is expected to provide technical support in partnership with counterparts and partners with a specific focus on the following elements:

1. Respond to the Cluster/Sub-Cluster/TWG members information needs. Work with Cluster members to identify information gaps at national and sub-national levels and propose ways to bridge those gaps
2. Adapt existing in-country Information Management approaches for collecting, analysing and reporting Cluster activities and resources, and identify information gaps.
3. Establish and maintain information databases that consolidate information critical to decision making, including related summary analysis and presentation/reporting of findings.
4. Support in conducting the mapping of all current and potential actors (Government, national and international humanitarian organisations as well as national institutions, and the private sector) through the provision of regular inputs/updates on the Clusters 5W's (Who, What, Where, When and for Whom) matrix, Cluster priority response matrix and other tools. Support the identification of spatial and temporal gaps, overlaps and coverage of Cluster activities and projects.
5. Work with the OCHA Information Management Officer to develop appropriate supportive strategies.
6. Use mapping (Geographic Information Systems) software to produce spatial data management products
7. Adopt and promote the use of global Information Management standards for interoperability.
8. Manage information flows and dissemination approaches in an appropriate way, including website management.
9. Manage an inventory of relevant documents on the humanitarian situation.
10. Support the development and analysis of needs assessment and programme monitoring tools.

11. Provide Information Management leadership in assessments and monitoring exercises, including joint assessments, and training.
12. Obtain inputs for situation reports, with emphasis on Cluster plans, targets, and achievements.
13. Develop and strengthen Information Management capacity amongst Cluster members through training.
14. Contribute to the Cluster Core Functions (IASC).
15. Where we have both national and sub-national clusters in place, ensure there is effective communication, reporting, engagement and coordination between the two levels.
16. Assist in developing mechanisms to eliminate duplication of service delivery based on existing data and proactively strive for effective methods of acquiring data from the relevant stakeholders to fill the information gap.
17. Prepare Cluster meeting minutes and circulate the Cluster meeting outputs, presentations and minutes
18. Regularly update and maintain a contact list of all Cluster partners and working groups.
19. Support the Cluster in developing a monitoring and evaluation framework for the Cluster response plan and support the development of indicators which the Cluster needs to monitor, linked to the response plan.
20. Collate, curate, and analyse relevant information and maintain and update the emergency dashboard to facilitate humanitarian information exchange and promote data and information standards.
21. Undertake regular monitoring visits to review the responses and provide oversight for quality control for partners reporting.
22. In collaboration with the Cluster Coordinator, rectify any gaps identified in reporting against the Cluster indicators on service delivery (quantity, quality, coverage, continuity and cost) by regularly communicating and discussing the gaps with Cluster members and providing technical support aimed at enhancing timely and quality reporting.
23. Work with Cluster members on reporting disability, sex and age disaggregated data, that should inform Cluster analysis.
24. Support the Cluster coordination team and Cluster members in setting up and maintaining a Cluster complaint and feedback mechanism based on the inputs/guidance provided. Report regularly to the Cluster members.
25. Support the Cluster coordination team and Cluster members in preparedness and contingency planning: consolidation of inputs by members for the Emergency Preparedness and Response, maintenance/update of databases to ensure quick access to data for analysis, and other IM tools, etc.

REPORTING REQUIREMENTS

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

- The consultant will report to the Chief of WASH 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	% and amount of total fee payable
Publish key information management products (UNICEF and WASH Cluster)	<ul style="list-style-type: none"> Regular SitRep inputs provided UNICEF 5Ws regularly updated UNICEF Dashboard (5W) is updated and improved, and information databases are consolidated and maintained. Cluster Dashboard (5W) is updated and improved, and information databases are consolidated and maintained. Analysis and reports are disseminated to allow decision making. Actions are translated into regularly updated maps and published on the Cluster webpage. GIS maps, factsheets, and other key IM products 		Monthly	30%
Establish an inventory of relevant humanitarian documents and develop appropriate information strategies.	<ul style="list-style-type: none"> Inventory of relevant documents on the humanitarian situation Information flows adapted and disseminated in an appropriate way, including website management. Appropriate supportive strategies are developed through collaborating with WHO/MoH/MoWS Document meeting notes, minutes and action points (and share with members) 		Monthly	5%
Develop Information Management Tools and Platforms	<ul style="list-style-type: none"> Cluster members' info needs are addressed The existing in-country IM approaches for collecting, analysing, and reporting Cluster activities and resources are adapted, and information gaps are identified 		Monthly	25%

	<ul style="list-style-type: none"> Cluster spatial and temporal gaps, overlaps and coverage of Cluster activities and projects are provided Development (and analysis) of needs assessment and monitoring tools 			
Put effective communication, reporting, engagement and coordination mechanisms in place at all levels	<ul style="list-style-type: none"> Effective communication, reporting, engagement and coordination mechanisms in place (contact list, social media, etc.) Support finalisation of plans (including indicators) Set up monitoring and evaluation tools, to track progress against planning documents. Set up a feedback and complaint mechanism Organize IM related joint field visits with Cluster members Ensure collection of social inclusion related data (disability, gender, age, etc.) 		Monthly	20%
WASH Cluster member Information Management capacity building	<ul style="list-style-type: none"> Work with Cluster members to identify information gaps at district and national levels and suggest solutions to bridge these gaps IM capacity strengthening by training Cluster members IM leadership in assessments and monitoring, including joint assessments and training 		Monthly	15%
Final report identifying key achievements, challenges and recommendations on Information Management	Final report clearly listing achievements, challenges, solutions, recommendations for further improve information management in the future (and during future disasters/outbreaks)		End of assignment	5%
Total				100%

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 sciences, statistics, demography, information management, computer science, geographical information systems, or related field.
**A first University Degree in a relevant field combined with 2 additional years of professional experience may be accepted in lieu of an advanced university degree)*

Work experience:

- A minimum of five (5) years of relevant professional work experience is required in supporting humanitarian/development programmes with information management
- Experience working in a developing country is considered as a strong asset
- Background and/or familiarity with emergency is required
- Experience in monitoring and evaluation is an asset
- Experience with setting up reporting systems is essential
- Experience working with government agencies and other humanitarian actors is essential
- Background in WASH programming is considered an asset

Technical skills, knowledge and strength areas:

- Knowledge of data visualization platforms as Tableau or PowerBI is essential
- Knowledge of results-based management principles is a strong asset

- Good knowledge of MS Excel (including PowerQuery and Pivot Table function) is essential
- Knowledge of statistical packages as Stata, SPSS, R, QGIS is an asset
- Demonstrated coordination skills is essential
- Background in disaster affairs (coordination and/or management) is an asset
- Ability to lead assessment processes is an advantage
- Strong understanding of logical framework approach and different types of indicators (baseline and output especially), basic understanding of the project cycle management (especially monitoring and evaluation steps)
- Good understanding of humanitarian approach, humanitarian reform, transformative agenda and roles of each humanitarian actor (Government, UNOCHA, Clusters, organizations)
- Basic understanding of Clusters in emergencies to be able to engage with Cluster members; understand their specific IM needs and respond to those needs in a timely manner

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.