## TERMS OF REFERENCE

*Section A*

| Work Assignment: |
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### 1. CONTEXT

Lebanon is currently facing multiple compounded emergencies - including the Beirut blast, a financial crisis, increased poverty, and Covid19 transmission – that have resulted in increased vulnerability of residents across the country and requiring urgent but robust response strategy that bridges both the public health crisis and the humanitarian response together.

As a leading actor in the response, UNICEF is committed to ensuring accountability to and inclusion of people affected by the crisis are firmly at the center to be certain that the response is relevant, timely, effective and efficient. Facilitating their participation will not only strengthen their resilience and enable the most vulnerable to adopt and sustain positive change in their own lives and of their community but also help improve the capacity of humanitarian actors to effectively receive, listen and act on the views of affected populations .

Enhancing coordination among stakeholders, agreeing on common outreach communication approaches, strengthening community engagement by capitalizing on the strong community solidarity and community led-initiatives emerging after the Beirut blast, along with elevating people's voices to influence decision making by establishing an interagency cross-sectoral and trustworthy feedback and complaint mechanism require dedicated expertise and leadership

For these reasons, UNICEF Lebanon country office requires the support of an AAP Lead Consultant to strengthen its interventions towards better accountability to affected populations (AAP) and enhanced risk communication and community engagement (RCCE).

### 2. SCOPE

**Purpose for the job:**
Under the direct supervision of the Deputy Representative and in close collaboration with C4D, PRIME and Field Section, the Accountability to Affected Populations Lead Consultant is responsible for providing technical and operational support in the management, coordination and implementation of AAP interventions ensuring views and priorities of affected people are incorporated into all stages of the Country Office programme cycle and effectively informs the humanitarian response plans.

The Lead Consultant will:

- Provide technical support and guidance in the design and implementation of UNICEF internal strategies and action plans to scale up accountability to affected populations (AAP)

- Coordinate the design and implementation of strategies and action plans to scale up community engagement (CE) and accountability to affected population (AAP) interventions and processes in the Country Programme.
- Support advocacy, networking and capacity building for improved understanding of and adoption of AAP principles and approaches.

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- Provide technical guidance for the systematic inclusion of AAP in Risk communication & community engagement (RCCE) as part of the pandemic response including revising plans to strengthen readiness of CO & partners for introduction of COVID-19 vaccines;
- Support development, use and documentation of tools and guidance for improved AAP evidence generation, innovation and knowledge management;
- Provide recommendation for long-term AAP management mechanism at LCO

3. **KEY TASKS**

   **3.1 Coordinate the design and implementation of strategies and action plans to scale up accountability to affected population (AAP) interventions and processes in the Country Programme**

- Technically support the mapping of LCO accountability and community feedback mechanism and provide recommendation on how to better integrate and reach vulnerable communities;

- Technically support the development of UNICEF call center in consultation with programme sections

- Conduct roundtables with LCO sections and facilitate the finalization of LCO AAP Framework to identify plans of action for scaling up AAP that has clear deliverables, indicators and timeframes to enable timely marked improvement in AAP/CCE performance, with a focus on closing the loop (by providing feedback to the community about how their views and inputs were addressed), based on operational modalities, community preferences and global best practice

-  Technically support the identification of AAP capacity building needs of LCO staff and partners and facilitate trainings.

- Identify additional resources (human, financial, technical, etc.) needed to implement the AAP plan and explore options to mobilize these.

- Based on training outcomes, LCO AAP framework and mapping of tools and mechanism, provide guidance on the workplan development for strengthening UNICEF LCO internal systems and procedures for AAP including mechanisms for receiving, documenting, responding and reporting on complaints and feedback from affected populations, specific to UNICEF.

- Prepare briefing package for senior management to advocate for collective AAP initiatives among participating agencies and donors including common feedback mechanisms, resource mobilization, monitoring etc., effectively leveraging UNICEF's comparative advantage and leadership roles in AAP.

- Provide guidance and technical inputs to RCCE/AAP National Taskforce/Sub-working groups based on the National RCCE & Accountability Task Force Strategy, mainly focusing on the establishment of effective community feedback mechanisms with clear protocols for closing the feedback loop, based on operational modalities and global standards;

   **3.2 Strengthening AAP evidence generation, innovation and knowledge management**

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- Based on the LCO AAP training/discussion outcome, support the development and or adaptation of suitable tools and opportunities for rapid AAP data collection to inform design and implementation of programmatic interventions;

- Technically support systematic collection and analysis of key community feedback data through integration of core AAP questions in assessments, surveys and other data collection tools and opportunities in coordination with PME section;

- Facilitate the collection of lesson learned, implementation and documentation of AAP innovative practices, approaches on multiple media and digital platforms and networks for APP within LCO that are appropriate, accessible and preferred by affected populations in Lebanon humanitarian context.


### 3.3 Representation

- Serve as the primary focal point within the Country Office on AAP related issues and be able to provide and regularly update current AAP practices within the Country programme cycle

- Represent UNICEF at inter-agency Working Groups, clusters and other relevant fora in formulating and articulating AAP plans and outcomes and in disseminating key results and lessons learnt


## 4 Expected Results/Deliverables

- Lebanon Country office has the final LCO AAP Framework with a recommendation paper for the AAP framework and AAP approaches

- LCO has UNICEF call center which serves as information provision and complaint feedback mechanism

- UNICEF's humanitarian response in Lebanon is informed by views and feedback from communities with a demonstrated evidence base;

- UNICEF staff and partners have better understanding of AAP approaches and routinely apply them in programme interventions;

- UNICEF actively participates in interagency coordination of AAP initiatives and is well recognized as a strong advocate of collective AAP actions;

- Good AAP practices, tools, guides and lessons are developed and well documented, shared and disseminated.

- RCCE relevant partners are trained on AAP to apply them in programme interventions;

*Section B*

| Work Assignment Expected Results | | |
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| Tasks/Milestone: | Deliverables/Outputs: | Timeline |

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| Conduct a desk review and draft a simple analysis with consultancy timeline | Inception report | 10 days |
| Conduct consultation meetings with sections to finalize the AAP framework and recommendation paper | Draft LCO AAP Framework | 15 days |
| Draft the final LCO AAP Framework with a recommendation paper | Final LCO AAP Framework with a recommendation paper for the AAP framework and AAP approaches | 15 days |
| Conduct a mapping exercise of UNICEF programs and partners' Complaint Feedback Mechanism, focusing on the call center in consultation with the sections and partners if necessary | Mapping | 15 days |
| Draft an operation plan for the call center and facilitate the implementation | UNICEF call center is set up and a guideline / SOP is drafted | 20 days |
| Technically support the identification of AAP capacity building needs of LCO staff and partners | Facilitate trainings for staff and partners | 10 days |
| Technically support the development and or adaptation of suitable tools and opportunities for rapid AAP data collection to inform design and implementation of programmatic interventions | Tools and guidelines for AAP data collection is developed/adapted | 10 days |
| Technically support systematic collection and analysis of key community feedback data through integration of core AAP questions in assessments, surveys and other data collection tools | AAP questions, survey and other data collection tools for community feedback data analysis are developed | 10 days |
| Facilitate the collection of lesson learned, implementation and documentation of AAP innovative practices, approaches on multiple media and digital platforms and networks for APP | Lesson learned are documented and templates are developed | 10 days |
| Prepare briefing package for senior management to advocate for collective AAP initiatives among participating agencies and donors including common | Briefing package is developed | 10 days |

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| feedback mechanisms, resource mobilization, monitoring etc. | | |