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

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| **PART I** | | |
| Title of Assignment | ***Consultancy to support UNICEF Country offices in Eastern and Southern Africa in the mainstreaming of Accountability to Affected Populations (AAP) mechanisms into programming.*** | |
| Section | **C4D Section** | |
| Location | *Home based, with travels to Nairobi and 6 ESAR countries* | |
| Duration | *120 days spread over 9 months* | |
| Start date | **From:** 4*/12/2019* | **To***: 3/08/2020* |

**Background and Justification**

Community Engagement and Accountability to Affected populations (AAP) are core cross cutting components of the current UNICEF strategic plan. It is one of the key pillars of many global initiatives such as the UNICEF’s global strategies for Health (2016-2030), Water, Sanitation, and Hygiene (WASH), Ending Violence against Children, community approaches to total sanitation (CATS), and community-based management of severe acute malnutrition (CMAM). These approaches emphasize the key role of community engagement towards improving program outcomes particularly through increased demand for and use of quality services, greater social accountability, and addressing social norms and behavioral determinants.

As part of strengthening this aspect of programming, UNICEF East and Southern Africa wishes to provide technical support to country offices to strengthen community engagement through the mainstreaming of AAP throughout country office work. Specific country offices will have differing needs for support through training, technical advice and guidance. This consultancy will also address the AAP gaps in capacity through supporting the capacities of government and CSOs partners to effectively place community engagement at the center of development and humanitarian work

This effort is in line with most of UNICEF’s current initiatives including the global Business case and framework on scaling up Accountability to Affected populations, the Eastern and Southern Africa Region’s guidance note on AAP, and the Communication and Community Engagement Initiative.

**Justification/Purpose of the Consultancy**

Community Engagement and Accountability to affected Populations are essential elements of development and emergency programming. Trusted, clear and effective communication and engagement approaches are critical in ensuring that communities are aware of their rights, the available services and programmes, and the opportunities to voice their concerns/provide feedback.

Maintaining good community feedback mechanisms, addressing expectations, and ensuring that misunderstanding and/or rumors do not undermine programming and/or response efforts in case of humanitarian context is an important aspect of UNICEF work.

Good community engagement at all stages of programming contributes greatly to accountability, if the generated views of affected groups are considered and used to inform development programming and/or emergency preparedness and response accordingly. It also helps UNICEF and its Implementing Partners gain insights into the perceptions and behaviors of different groups which is essential for creating demand around services and developing effective and targeted messaging. Key to the achievement of this is the capacity of UNICEF staff and implementing partners.

This consultancy is intended to provide technical support to country offices to support the mainstreaming of AAP throughout programming and develop a body of knowledge to support further learning across the organization.

**Scope of Work**

1. ***Goal and Objective*:**

The goal of this assignment is improved Accountability to Affected Population programming in UNICEF country offices

**Objective:** To strengthen UNICEF Country offices capacity to mainstream and systematically incorporate AAP elements into regular development and emergency programming.

1. ***Provide details/reference to AWP areas covered:***

This is a follow-on/linked activity to the C4D AWP Activity #10: Recruit consultant to conduct a desk review of and develop contextual Community Engagement module with a focus on AAP.

1. ***Activities and Tasks:***
2. Develop a detailed workplan with timeline in close consultation with the supervisor.
3. Support the adaptation and roll out of the newly developed UNICEF global guidance on AAP.
4. Develop a checklist for reviewing and/or ensuring inclusion of AAP (including the commitment and benchmark in new CCC) in various programme documents including Program Strategy Notes, PCAs, Situational Analyses, Humanitarian Action for Children, Emergency preparednes Platforms, Contingency and resposne plans, funding proposals etc
5. Provide AAP related training and capacity development support to UNICEF staff, partner agencies, Implementing partners and Government counterparts through targeted support and workshops. This will include:
   * Basic foundational training on AAP concepts for UNICEF staff and key partners
   * Technical and practical guidance and capacity building support for the establishment, promotion and implementation of core AAP mechanisms, with specific focus on feedback and response systems
6. Review existing documents from select UNICEF country offices and make recommendation on inclusion of the core AAP elements with a primary focus on humanitarian response and preparedness plans and related documents.
7. Provide technical support and advice to UNICEF and partner agencies on how to systematically include AAP in development and humanitarian preparedness and response planning.
8. ***Work relationships:***

The consultant will work under direct supervision and guidance of the ESARO C4D/Emergency Specialist, in collaboration with in-country AAP focal points and the HARP team. Strong collaboration mechanisms will be established with EMOPS and participating Country Offices.

**Key expected Deliverables**

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| **Tasks** | **Duration**  **(Estimated # of working days)** |
| 1. New UNICEF global AAP guidance adapted and disseminated to Regional office and ESAR countries | 15 |
| 1. Checklist for reviewing/including AAP elements into Country Programme Documents, Program Strategy Notes, Programme Cooperation Agreements, , Situational Analyses, , Funding proposal, Humanitarian Action for children, Emergency Preparedness Platforms Contingency and response plans in aligment with new drafted CCC 2. and other planning processes/documents | 25 |
| 1. 4 AAP Action plans developed and accompanying capacity building sessions held in at least 4 UNICEF country offices (South Sudan, Tanzania, Uganda, Zimbabwe) | 60 |
| 1. Guidance and checklist piloted in/with at least 2 CPD countries (TBD) | 15 |
| 1. Final report of the consultancy (with all related tools attached) | 5 |
| **Total working days** | **120** |

**Duration of the contract:**

This contract will last for 120 days.

**Payment Schedule**

Payments are linked to deliverables as per the below table.

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| **Deliverables** | **Due date** | **Payment in percentages** |
| * AAP guidance adapted and disseminated | March 30, 2020 | 30% |
| * Checklist for mainstreaming AAP |
| * 4 AAP action plans developed plus capacity building to the 4 countries | June 30, 2020 | 50% |
| * Guidance and checklist piloted in two CPD countries |
| * Final report of the consultancy (with all related tools attached) | September 30, 2020 | 20% |
| **Total** |  | **100%** |

**Qualifications of Successful Candidate**

* Advanced university degree in social sciences (anthropology, sociology, psychology, social development, development studies etc.) and/or Community development.
* At least 8 years of solid professional experience in establishing complaints and feedback mechanism, working closely with communities, and implementing various accountability mechanisms.
* Prior experience working on Accountability to Affected Populations is required.
* Working experience in Eastern and Southern Africa Region would be an asset
* Fluency in English is required. French and/or Portuguese is an asset.
* Strong analytical, presentation skills and communication skills.
* Ability to work in insecure environments and stay in simple living conditions.

**Competencies of Successful Candidate**

**Core Values:**

* Diversity and Inclusion
* Integrity
* Commitment

**Core Competencies**

* Communication
* Working with People
* Drive for Results

**Functional Competencies**

* Analysing
* Deciding and Initiating Action
* Applying Technical Expertise
* Planning and Organizing
* Adapting and responding to change

**Administrative issues**

* This assignment is home based, with travels to Nairobi as well as on-site in the respective country offices. The consultant will be expected to adhere to the agreed timelines
* No contract may commence unless the contract is signed by both UNICEF and the consultant or Contractor and submission of statement of good health in addition to any other required documents.
* The consultant should be able and willing to travel to the countries proposed, for the purposes of this assignment. All travels will be done in economy class.
* The consultant will be responsible for his/her own computer and additional specialized equipment to conduct the assignment.
* If any cost is anticipated (e.g. phone calls), the consultant must seek permission from the supervisor in advance to make sure the cost is reimbursable.

**Conditions**

As per UNICEF policy, payment is made against approved deliverables. No advance payment will be allowed unless in exceptional circumstances against bank guarantee, subject to a maximum of 30 per cent of the total contract value in cases where advance purchases, for example for supplies or travel, may be necessary.

The selected candidate will be governed by and subject to UNICEF’s General Terms and Conditions for individual contracts and the consultancy will be conducted in accordance with the UN Evaluation Group Code of Conduct and ethical standards[[1]](#footnote-1).

**Risks/Limitations**

In the event of a delay in reviewing the content and/or organising the country missions, this may in turn delay the submission of final deliverables. Effort will be undertaken to mitigate this by closely following up with the relevant Country offices.

**Application**

* Expression of interest / motivation letter
* References and/or Reference Letters
* Candidates should indicate their all-inclusive fees

Applications submitted without a fee/ rate will not be considered.

**Sourcing:**

UNICEF Website advertising and existing AAP rosters will be utilised, as well as direct headhunting

1. [↑](#footnote-ref-1)