



United Nations Children's Fund

Title Case Management Associate 3 vacancies	Funding Code	Type of engagement <input checked="" type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor	Duty Station: Amman, Jordan YCO, Amman outpost office.
Purpose of Activity/Assignment: The redressal and management of the grievances filed on the system coming from the projects implemented by the PMU/Service center or YCO.			
Background/ Scope of Work: <p>With the intensification of the conflict in Yemen, UNICEF is strengthening its development and humanitarian response to respond 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>			
Budget Year: 2022	Requesting Section/Issuing Office: YCO, Amman outpost office/PMU	Reasons why consultancy cannot be done by staff:	
Included in Annual/Rolling Workplan: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
Consultant sourcing: <input type="checkbox"/> National <input type="checkbox"/> International <input checked="" type="checkbox"/> Both Consultant selection method: <input checked="" type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desk Review/Interview)		Request for: <input checked="" type="checkbox"/> New SSA <input type="checkbox"/> Extension/ Amendment	
If Extension, Justification for extension:			
Supervisor:	Start Date:	End Date:	Number of Days (working)

<i>Mohamad Atassi, Programme Officer</i>	<i>16/1/2022</i>	<i>15/7/2022</i>	<i>162</i>
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TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Work Assignment Overview			
Tasks/Milestone:	Deliverables/Outputs:	Timeline	Estimate Budget
Contribute to the redressal of the grievances through applying the protocols, which may include calling the beneficiaries, analyzing the cases, providing feedback to the beneficiaries, assist beneficiaries in filing grievances, and check the beneficiaries verification and/or payment documents and provide feedback.	Assigned cases are handled and suitable protocols are applied correctly	During the contract period	70%
	The handled grievances are correctly handled and closed		15%
	The grievances are handled efficiently		15%
Estimated Consultancy fee	Monthly	3 consultants	850
Travel International (if applicable)	-	-	0
Travel Local (please include travel plan)	-	-	0
DSA (if applicable)	-	-	0
Total estimated consultancy costsⁱ	6 Months	JoD	15300
Minimum Qualifications required:	Knowledge/Expertise/Skills required:		
<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.	Key Competencies: <ul style="list-style-type: none"> • Familiarity with the Yemen context (required). • Empathy and excellent communication skills. • Attention to detail and organisation skills. • Good knowledge and experience in Microsoft office tools. • Respect of diversity and different ethnicities and background. • Patience and ability to handle work pressure. • Adaptability. • Enthusiasm and ability to learn. 		
<ul style="list-style-type: none"> • All candidates who meet the requirements will be evaluated and considered to the roster to be invited based in need. • 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. 	Years' experience: <ul style="list-style-type: none"> • A minimum 2 years of experience in customer care, call centre, social work or any other social/humanitarian/development field. • Experience working in UNICEF/PMU is highly recommended 		
Administrative details: Visa assistance required: <input type="checkbox"/> Transportation arranged by the office: <input type="checkbox"/>	<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>Request Authorised by Section Head</p> <p><i>Violet Speek-Warnery</i> <i>Senior Coordinator, UNICEF Yemen</i> 12.1.2022</p> 	<p>Request Verified by HR:</p> <p><i>Seynabou Diallo</i> <i>Chief HR, Sana'a Yemen</i></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> <i>Deputy Representative</i></p>
<p><i>Representative</i></p> <p><i>Shadrack Omol</i> <i>Office in Charge</i></p>	 <p><i>Shadrack Omol</i> 20/01/2022</p>

ⁱ 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