

TERMS OF REFERENCE

International Consultant to support the introduction of Accountability to Affected Populations (AAP) in Guinea-Bissau Country Office.

1. BACKGROUND

Accountability to Affected Population (AAP) has been identified as one of the priority pillars in achieving UNICEF's 2022-2025 Strategic Plan. UNICEF's core commitment in both humanitarian and development sectors working directly in communities and institutions closest to children entails putting people at the heart of all our work. The intersections of the organization's mandate with deep imbalances of power based on gender and age heighten the need for UNICEF leadership to safeguard and prioritize AAP both internally and with partners. However, despite broad support for AAP across the organization, external reviews, evaluations, and consultations show that AAP is not yet well understood or well-integrated into the Country Office planning processes and programming.

Being a rights-based organization, UNICEF fully endorses the fact that our response is primarily aimed at protecting and promoting Human rights of affected population. The affected population from different categories (women, men, boys and girls) have the right to be consulted, informed and participate in all programming cycle into the decision making that affect them and provided with feedback on the services provided. They have the right to be provided timely services that promote their safety, dignity and is an empowering experience. Keeping in mind the Humanitarian, Development, Peace nexus it is essential that AAP principles are applied in all our programs no matter what context the organization is operating in.

UNICEF Guinea-Bissau is strongly committed to the development and rollout of an AAP operational framework and action plan, along with the existing child safeguarding and Prevention of Sexual Exploitation and Abuse (PSEA) standards, policies and guidelines. Building on existing good practices in country programmes and drawing from the AAP Framework "putting people at the center of humanitarian action" developed in 2017, UNICEF has embarked upon a process to scale-up accountability to affected populations across the entire organization to put our commitments into practice in a systematic and coordinated manner. As UNICEF's core commitments to children are built around seven pillars of accountability principles and good practices that put vulnerable people at the center of both development and emergency programmes, there is need for these pillars to be reflected in all aspects of UNICEF's work including: the country programme planning cycle; management decision-making; and operations and resources management; in addition to areas such as partnership agreements, and monitoring and evaluation.

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

2. OBJECTIVES, PURPOSE & EXPECTED RESULTS

The primary purpose of this consultancy is to strengthen UNICEF's work in Guinea-Bissau around AAP by providing dedicated technical assistance to the country office in designing and implementing an AAP strategy and action plan including targeted capacity building activities for UNICEF staff and partners across different sectors, producing and disseminating relevant technical guidance, tools, and resources.

The consultant will contribute to the following results:

- The Guinea- Bissau Country Office has the final GBO AAP Framework with clear recommendations and a budgeted action plan.
- The CO has a fully functional call center which serves as information provision and complaint feedback mechanism.
- The CO is better prepared for implementing AAP in in both development and humanitarian contexts and its interventions are informed by views and feedback from communities with a demonstrated evidence base.
- UNICEF staff have better understanding of AAP approaches and routinely apply them in programme interventions.
- All future CO strategic documents (PSN, PCAs, PDs, MoU, proposals, concept notes, reports etc..) have included AAP standard articles and indicators.
- AAP integrated throughout programming in UNICEF Guinea-Bissau Country Office including building the capacity of partners on AAP, and participatory programme approaches.
- A monitoring plan is established based on UNICEF's standards, including indicators for all initiatives, in collaboration with the Planning, Monitoring and Evaluation Unit and other relevant teams.
- Good AAP practices, tools, guides, and lessons are developed and well documented, shared and disseminated.

3. DESCRIPTION OF THE ASSIGNMENT

The consultant has responsibility to provide technical support in the development, contextualization and roll out of the Guinea-Bissau Country Office Accountability to Affected Population Operational Framework and Action Plan.

Within delegated authority, the AAP Consultant will be responsible for the following duties:

1. Design and implement strategies and action plans to scale up accountability to affected population (AAP) interventions and processes in the Country Programme.

- Conduct roundtables with GBO sections to facilitate the finalization of the GBO AAP Framework and Action plan and to identify plans of action for scaling up AAP within programming. Develop tool/methodology to monitor and ensure that AAP is systematically reflected in all office strategic documents (PSN, PCAs, PDs, proposals, concept notes, reports) and to ensure that affected populations are systematically consulted.
- Ensure that the AAP action plan is budgeted, has clear deliverables, indicators, and timeframes. inclusive, gender responsive, transformative, caters to and responds to the need of the most marginalized members of the community including women and children (boys and girls).
- Map GBO accountability and community feedback mechanisms and provide recommendations on how to better integrate and reach vulnerable communities;
- Technically support the development of UNICEF call center in consultation with programme sections; that includes a mechanism for regular information provision to affected populations, and real time data collection.
- Technically support the identification of AAP capacity building needs of GBO staff and partners and facilitate trainings.
- Identify additional resources (human, financial, technical, etc.) needed to implement the AAP plan and explore options, and support to mobilize these.
- Based on training outcomes, GBO AAP framework and mapping of tools and mechanism, provide guidance on the workplan development for strengthening UNICEF GBO 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 AAP Taskforce based on the National RCCE 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;

2. Strengthen AAP evidence generation, innovation, and knowledge management

- Based on the GBO 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.

1. DELIVERABLES

In alignment with the scope of work as described above, the consultant will be expected to perform the following activities and deliverables as per the schedule and estimated dates below:

Tasks/Milestone:	Deliverable/Outputs	Planned Completion date
Conduct a desk review and draft a simple analysis with consultancy timeline	Inception report	From October 1 st 2022 to 30 October 2022
Conduct consultation meetings with sections to finalize the AAP framework including a recommendation paper, and budgeted action plan	Draft GBO AAP Framework and action plan	
Develop tool/methodology to monitor and ensure that AAP is systematically reflected in all office strategic documents (PSN, PCAs, PDs, proposals, concept notes, reports) and to ensure that affected populations are systematically consulted.	Tool/Methodology developed and ready for implementation	
Draft the final GBO AAP Framework with a recommendation paper, and a budgeted action plan	Final GBO AAP Framework with a recommendation paper for the AAP framework and AAP approaches	
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 report	31 December 2022
Draft an operation plan for the call center and facilitate the implementation	UNICEF call center is set up and a guideline / SOP is drafted	

Technically support the identification of AAP capacity building needs of GBO staff and partners	Facilitate trainings for staff and partners	
Technically support the development and or adaptation of suitable tools and opportunities for rapid AAP data collection to inform design and implementation of programmatic intervention	Tools and guidelines for AAP data collection is developed/adapted	
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.	Briefing package is developed and available	31 January 2023
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	

A detailed workplan will be discussed and agreed upon at the onset of the assignment. However, as the actual starting date may impact the dates estimated in the TOR, the exact timeframes and actual delivery dates will be jointly agreed upon between the consultant and the supervisor upon contract signature.

Performance indicators:

The performance of work will be evaluated based on the following indicators:

- Completion of tasks specified in TORs.
- Compliance with the established deadlines for submission of deliverables.
- Quality of work.
- Demonstration of high standards in cooperation and communication with UNICEF and counterparts.

2. REPORTING REQUIREMENTS

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

AAP Consultant will report to the UNICEF Social & Behavior Change Officer (AAP Office Focal Point)

What type of reporting will be expected from the consultant/ individual contractor and in what format/style will the submissions of reports/outputs be done:

Monthly narrative reporting on deliverables agreed upon in the contract and monthly workplan will be expected, noting the key activities undertaken, results, challenges, and recommendations for moving forward.

How will consultant consult and deliver work and when will reporting be done:

Under the overall supervision of the Social & Behavior Change Officer, the consultant will work towards the delivery of agreed up milestones with monthly narrative reporting in close collaboration with the SBC team and AAP Task Force.

3. LOCATION AND DURATION

Bissau, Guinea-Bissau: UNICEF COUNTRY OFFICE / 4 months

4. QUALIFICATION REQUIREMENTS

Qualifications

- An advanced university degree (Master's degree or equivalent) in Advanced university degree or equivalent in development studies; human rights, gender, the social sciences, sociology, anthropology, communication, public relations or other relevant emergency programming. A first-level university degree with relevant combination of academic qualifications and experience on child safeguarding or accountability may be accepted in lieu of the advanced university degree with an additional 5 years of experience.
- Extensive work experience on AAP in technical and/or leadership role is strongly desired.
- Formal training in cluster coordination an advantage.
- Good analytical skills and knowledge of quantitative, qualitative, and participatory research methodologies and analysis is required.
- Proven information management and data skills in the areas of mobile data collection, data visualization, including mapping and M&E.
- Strong written and verbal communication skills.
- Fully proficient computer skills including use of relevant software and other applications.
- Experience with UNICEF or the UN system preferred
- Experience in Guinea-Bissau or similar contexts preferred

Experience

- A minimum of five years of progressively responsible experience in humanitarian affairs, emergency preparedness, crisis/emergency relief management, rehabilitation, development, with UN and/or NGO, including programme management and/or coordination.
- Experience of working in immunization and RCCE, community feedback system (AAP) in the context of an emergency.
- Three (3) years of relevant experience at the international level is required.
- Demonstrated experience in developing and implementing evidence-based community engagement strategies in humanitarian contexts.
- Experience in the UN Common System is desirable.
- Experience in the region is desirable.

Languages

- Fluency in English is required.
- Knowledge of Portuguese is strongly desired.
- Knowledge of French would be an asset.

5. ADMINISTRATIVE ISSUES

General Conditions:

The contract will be for a four-month period and extension is possible subject to availability of funding. This assignment includes field visits in regions. The consultant will be based at the UNICEF Country Office. The consultant is expected to use their own electronic devices to perform the assignment. However, they will be authorized to use facilities such as the Office copy machine and scanner during the contract period.

Ethical considerations:

Results of children's and adolescents' consultations will be sufficiently substantiated and will be used in an ethical manner. All study products, including data and reports, developed in the course of this consultancy are the intellectual property of UNICEF. The consultant may not share these products without the express permission of and acknowledgement of UNICEF.

UNICEF Recourse in case of unsatisfactory performance:

UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete or not delivered or for failure to meet deadlines.

Online trainings

As per policy on consultants and individual contractors, the consultant will be expected to complete a list of mandatory trainings, including on PSEA, BSAFE, Fraud Awareness, Information Security, PSHAA.

6. PAYMENT SCHEDULE

Payment will be done on monthly basis upon completion of all tasks intended for the month and submission of a satisfactory monthly report.

7. CRITERIA FOR SELECTION PROCESS

Interested consultants should provide the following:

1. Cover letter describing the candidate's relevant experience with similar type of assignments (max 300 words).
2. Updated Curriculum Vitae
3. Two latest performance appraisals and/or recommendations letters from recent assignments including reference contact details (phone numbers and email addresses).

Include with your application:

4. A Technical proposal

The candidate should submit a proposal explaining a short description of methodology or approach on how to deliver the assignment as per the TORs including field visits. The proposal should not be more than 10 pages long.

5. A financial proposal

The applicant should submit a Financial offer including a breakdown of their all-inclusive fees (including professional fees, travel, living cost, visa and other cost).

The final selection will be based on the principle of "best value for money" i.e. achieving desired outcome at lowest possible fee.

If not provided by the ToR, UNICEF will not reimburse costs not directly related to the assignment.

Prepared by (Unit/Section) : Deborah Herbert, SBC Officer, 02.08.2022

Validated by (Budget Owner/ Section) :

Reviewed by Supply Specialist :

Approved by Dep Rep Ops (For OPS requests) :

Approved by Dep Rep Programs (For Programs requests) :