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### Section A

#### **Work Assignment:**

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, 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 Officer to strengthen its interventions towards better accountability to affected populations (AAP).

**Purpose of the job:** AAP Consultant reports to Chief C4D for supervision and guidance, in close consultation with the AAP Lead Consultant for technical guidance. The incumbent will be initially playing the supporting role of AAP Specialist but will be progressively leading the AAP agenda in LCO.

#### **1. Provide technical support the coordination of the design and implementation of strategies and action plans to scale up accountability to affected population (AAP) interventions and processes in the Country Programme in close coordination with the AAP Specialist**

- Provide technical support to the mapping of LCO accountability and community feedback mechanism and provide recommendation on how to better integrate and reach vulnerable communities;
- 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
- Provide technical support to the establishment of UNICEF hotline
- Provide technical support to 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

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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.

### **2. Support to strengthen AAP evidence generation, innovation and knowledge management in close coordination with the AAP Specialist**

- 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;
- Provide technical support to the 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. Representation and Implementation of the LCO AAP Framework and action plans**

- Progressively 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
- Build and maintain partnerships through networking and proactive collaboration with national and international civil society organisations, community groups, leaders and other critical partners in the community and civil society to reinforce cooperation through engagement, empowerment and self determination and to pursue opportunities for greater advocacy to promote UNICEF mission and goals for child rights, social equity and inclusiveness.
- Collaborate with internal global/regional communication partners to harmonize, link and/or coordinate messaging to enhance C4D outreach and contribution to programmatic outcomes
- Implement LCO AAP Framework and action plans

## **Section B**

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

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For the first 6 months in close coordination with AAP Specialist, the candidate will support on the below tasks		
Conduct a desk review and develop a workplan in consultation with the AAP Specialist	Workplan with timeline	10 days
Provide technical support the consultation meetings with sections to finalize the AAP framework and recommendation paper	Draft LCO AAP Framework	15 days
Provide technical support drafting 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
Provide technical support to the 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
Provide technical support to the development of an operation plan for the call center and facilitate the implementation	UNICEF call center guideline / SOP is drafted	20 days
Provide technical support to the identification of AAP capacity building needs of LCO staff and partners	Facilitate trainings for staff and partners	10 days
Provide technical support to 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
Provide technical support to 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
Provide technical support and facilitate the collection of lesson learned, implementation and documentation of AAP innovative practices, approaches on multiple media and digital platforms and networks for AAP	Lesson learned are documented and templates are developed	10 days

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Provide technical support to the preparation of the 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	10 days
Rest of the 5.5 months as AAP focal point in LCO		
Develop operational work plan in close coordination with the AAP specialist	Operational work plan	10 days
Operationalize the tools and guidelines for AAP data collection	Tools and guidelines for AAP data collection	25 days
Operationalize systematic collection and analysis of key community feedback data through integration of core AAP questions in assessments, surveys and other data collection tools	Community feedback data analysis SOP is developed, and community feedback components are included in the surveys and assessments	25 days
Operationalize the UNICEF call center by coordinating with UNICEF sections, partners and follow-up	UNICEF call center guideline / SOP / Q&A are finalized, and call center is set up	30 days
Collect lesson learned, implementation and documentation of AAP innovative practices, approaches on multiple media and digital platforms and networks for APP through out the assignment	Lesson learned document is developed	10 days
Act as LCO AAP focal point and join the regional / global call and contribute to annual planning, CPD, etc.	Knowledge sharing presentation and lesson learned from the global / regional calls	10 days
Develop annual workplan for 2022/2023	Annual workplan is developed	10 days