

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

Title	Funding Code	Type of engagement	Duty Station:
<i>SafeSpot Communications Consultant</i>	SM209910	X Consultant <input type="checkbox"/> Individual Contractor Part-Time <input type="checkbox"/> Individual Contractor Full-Time	Jamaica

Background:

On 20 May 2021, SafeSpot – a national Child and Teen Helpline – was launched in Jamaica. A joint initiative of UNICEF Jamaica, the Office of the Children's Advocate (OCA) and the Private Sector Organization of Jamaica (PSOJ), and operated by OCA, SafeSpot is a free 24/7 service offering counselling and referral services for every child and teen in need of support.

SafeSpot is a safe space for anyone under 18 years to share and receive guidance to navigate difficult circumstances they might be experiencing. The initiative has been welcomed as an overdue service for this age group, and also timely given the extraordinary challenges in their lives resulting from the COVID-19 pandemic.

As part of its COVID-19 response UNICEF provided technical support for the establishment of SafeSpot: engaging Child Helpline International to conduct a feasibility study, develop critical policy documents and train staff and volunteers. Going forward, UNICEF will continue to provide technical support with regard to the functionality of the helpline, including support in relation to raising the visibility and awareness of the helpline among target audiences.

Purpose of Activity/Assignment:

The main purpose of the consultancy is to technically assist the OCA to position SafeSpot as a vocal and visible helpline service tailored to the needs of children and adolescents; to generate demand for its services among target audiences; and to contribute to the sustainability of its operation.

Scope of Work and Timelines (duration of role: 4 months)

In view of the above, UNICEF and the OCA are seeking the services of a consultant who has the requisite knowledge and skills to execute the major duties and responsibilities for the project, as follows:

- Develop a detailed work plan of activities and actions with a projected timeline required for successfully completing the consultancy assignment - *due 5 working days after beginning of contract.*
- Develop a Communication Strategy composed of two components: *final document due 3 months after beginning of contract.*
 - Internal Communication Plan for effective and responsible information sharing and collaboration between staff and volunteers within SafeSpot and the OCA; and welcome
 - External Communication Plan to support work across all forms of media (mass media, social media and printed media) to gain visibility for SafeSpot and to ensure that the service is effectively promoted among target audiences and specific hard-to-reach groups, including children with disabilities.
- Write, edit, and distribute content, including press releases, reports, speeches, website content and other communication materials related to SafeSpot, in accordance with the Work Plan and Communication Strategy – *ongoing activity.*
- When necessary, assist in organizing (virtual) events, managing multiple workstreams including arrangements for speakers, moderators, run of show, scripting and media attendance - *ongoing activity.*
- Prepare monthly SafeSpot summary of progress reports, which should include visual aids and clear presentation of progress made for dissemination to relevant stakeholders - *due at the end of each month.*
- Present updates/reports to OCA/UNICEF/PSOJ staff as needed/required and also to Safe Spot's Monitoring and Evaluation Governance Steering Committee - *ongoing activity.*

- Improve the communication skills and capacities of SafeSpot staff and volunteers at the OCA to help them communicate on SafeSpot's work effectively. This should include, at a minimum, two online training sessions as well as developing tools to guide and support communication efforts in accordance with the approved Communication Strategy - *ongoing activity*.
- Support efforts to help sustain helpline services over time, including by documenting lessons learned and recommendations to inform future planning - *due 4 months after beginning of contract*.

Child Safeguarding

Is this project/assignment considered as "[Elevated Risk Role](#)" from a child safeguarding perspective?

☐ YES ☒ NO If YES, check all that apply:

Direct contact role ☐ YES ☒ NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

N/A

Child data role ☐ YES ☒ NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

Budget Year: 2021	Requesting Section/Issuing Office: Safety & Justice Section/Jamaica Country Office	Reasons why consultancy cannot be done by staff: Need for expert technical support to be provided to the OCA on a full-time basis during a period of four months.	
Included in Annual/Rolling Workplan: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No, please justify:			
Consultant sourcing: National <input type="checkbox"/> International <input checked="" type="checkbox"/> Both Consultant selection method: <input type="checkbox"/> Competitive Selection (Roster) <input checked="" type="checkbox"/> Competitive Selection (Advertisement/Desktop Review/Interview)		Request for: <input checked="" type="checkbox"/> New SSA – Individual Contract <input type="checkbox"/> Extension/ Amendment	
If Extension, Justification for extension:			
Supervisor: Child Protection Specialist	Start Date:	End Date:	Number of Days (working)
Supervisor: Child Protection Specialist			
Start date: 29 November 2021			
End date: 29 March 2022			
Number of days (working): Around 80 working days			
Tasks are not all chronological and will at times require simultaneous management. The consultant will be required to produce a detailed workplan covering the period of the consultancy and provide monthly reports with updates describing their specific contribution to the achievement of key assignments described in these terms of reference, as well as other activities assigned during the contract. Each monthly report should include the technical document(s) prepared by the consultant during the reporting period. The workplan and monthly reports must be approved in writing by the OCA and UNICEF.			
Tasks/Milestone	Deliverables/Outputs	Timeline	Budget
Develop detailed workplan for execution over the 4 months of engagement	Workplan submitted and approved	Due 5 working days after beginning of contract	-
Prepare December monthly report	December report submitted and approved	Due at the end of the month	20%
Prepare January monthly report	January report submitted and approved	Due at the end of the month	20%
Prepare February monthly report	February report submitted and approved	Due at the end of the month	20%

Prepare March monthly report	March report submitted and approved	Due at the end of the month	20%
<p>Prepare final report, which should include all key technical documents produced by the consultant during the full duration of the consultancy assignment, including, but not limited to:</p> <ul style="list-style-type: none"> - Final Communication Strategy - SafeSpot communication content - Training report and tools - Four SafeSpot monthly progress reports - Documented lessons learned and recommendations for future planning 	Final report submitted and approved	Due at the end of the month	20%

Estimated Consultancy fee			
Travel International (if applicable)	N/A		
Travel Local (please include travel plan)	N/A		
DSA (if applicable)	N/A		
Total estimated consultancy costsⁱ	tbc		
Minimum Qualifications required: <input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other Enter Disciplines: Communications, journalism, public relations or a related field.	Knowledge/Expertise/Skills required: <ul style="list-style-type: none"> Advanced university degree in communications, journalism, public relations or a related field. A relevant combination of academic qualifications and experience may be accepted in lieu of an advanced university degree. A minimum of 5 years of progressively responsible and relevant professional work experience in communications, print, broadcast, and/or new media. Proven expertise in developing creative and effective communications strategies, including strong media relations and branding activities. Demonstrated content writing and editing experience for all forms of media. Experience working on issues related to children highly preferred. Excellent written, verbal and interpersonal skills. Demonstrated capacity to work well under pressure and meet tight deadlines. A portfolio of work available for review. 		
Administrative details: Visa assistance required: N/A Transportation arranged by the office: N/A	<input checked="" type="checkbox"/> Home Based <input type="checkbox"/> Office Based: If office based, seating arrangement identified: <input type="checkbox"/> IT and Communication equipment required: <input type="checkbox"/> Internet access required: <input type="checkbox"/> The consultant is expected to work remotely from her/his home base, using her/his own equipment. Depending on COVID-19 developments, the consultant may also be required to occasionally work on-site in the Office of the Children's Advocate in Kingston to accomplish some of the tasks included in these terms of reference.		
How to apply: Interested candidates are invited to submit a cover letter, CV that includes three (3) relevant references, link to portfolio of work and the fee requested for this consultancy (monthly rate) in Jamaican Dollars.			

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

Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures, and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.