

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

GBV Case Management Coaching initiative (CCI) for GBV IMS taskforce

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	United Nations Population Fund (UNFPA) Jordan Country Office
Purpose of consultancy:	<p>The GBV IMS taskforce was established in Jordan in 2014 within the umbrella of the SGBV Working group. The Gender-Based Violence Information Management System (GBVIMS) is a data management system that enables those providing services to SGBV survivors to effectively and safely collect, store, analyze, and share data related to the reported incidents of SGBV. The taskforce works to provide data analysis but also to ensure survivors receive the best quality of care. GBV IMS training conducted in 2018 and 2019 to case managers members of the taskforce highlighted that although all case managers receive case management training there is a need for coaching and on the job support to strengthen the supervision system and ensure quality across partners and across the kingdom.</p> <p>The United Nations Population Fund (UNFPA) in collaboration with UNHCR, UNICEF and the GBV IMS taskforce in Jordan is aiming at launching a coaching initiative for the members of the taskforce and relevant government counterparts. The purpose of this consultancy is to have a technical expert able to design finalized materials for the coaching initiative, finalize and roll them out. The coaching initiative looks at strengthening the case management services provided but also strengthening organizational capacity to conduct internal analysis for the GBV IMS.</p> <p>Sustained efforts Will be implemented over a six-month period, from August 2020 to January 2021, to increase the standard of Case management Services to GBV survivors among PSS actors in the referral pathways. All case managers receive case management and SOP training but what is missing is a support for supervisors and a coaching on the job approach for case managers. Technical support in the form of mentoring, training, and other capacity building activities complemented the initiatives of members of the group.</p> <p>Because of the COVID 19 situation the CCI will be implemented either online or in person following government instructions on preventive measures. Moreover the consultant will support the agencies' internal discussion for mid year analysis for the GBV IMS data trends.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>The consultant will work closely with UNFPA, UNICEF and the GBV IMS taskforce on:</p> <ul style="list-style-type: none"> • A baseline capacity assessment (15 September 2020) based on the pre suggested core topics • The GBV Capacity Building Consultant will review coaching session materials drafted in 2019 and will follow up on implementation of specific recommendations to build the capacity for single agencies. • A Case Management Coaching Initiative plan (30 September 2020), specifying the target group. The initiative strives to strengthen supervision systems therefore case management supervisors will be included along with selected senior case managers based on the CCI plan • Monthly group learning sessions, including development of materials & coaching. A minimum of 5 to be conducted during consultancy period. (30 January 2021) • Compile resources, disseminate, and promote self-study opportunities for providers of GBV services • Conduct one training for GBV Case Management supervisors (30 October 2020) • As needed, provide one-to-one, on the job coaching for GBV service providers. • Assist internal GBV IMS data analysis for each of 6 agencies using the system • GBV CCI Impact End line Assessment for Providers

Duration and working schedule:	August 2020 -January 2021 (6 months)
Place where services are to be delivered:	Jordan or home based depending on situation
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	All documents will be shared in electronic format with the UNFPA, UNICEF and UNHCR
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<p>At the end of each calendar month the consultant will provide weekly log including the details of working days and tasks. The acceptance of services will be certified through a Certification of Payment to be countersigned by both parties (IC and UNFPA) at the end of each completed month of service (along with the weekly task log sheet)</p> <p>Regular meeting for the consultant with the technical team to assess work progress, discuss challenges and recommend corrective actions for quality work delivery.</p>
Supervisory arrangements:	The assignment will be under the direct supervision of the UNFPA GBV specialist, in liaison with the technical team from UNICEF and UNHCR
Expected travel:	Jordan across the Kingdom
Required expertise, qualifications and competencies, including language requirements:	<p>Minimum Qualifications and Experience:</p> <ul style="list-style-type: none"> ☑ Master or equivalent in gender studies, social science, public health, international development or other relevant field and at least 5 years of relevant experience. Bachelor degree with at least 7 years of relevant experience ☑ Relevant experience for the position is national/international experience with GBV case management and supervision as well as familiarity with GBV IMS ☑ Fluency in written and spoken English and Arabic is required ☑ Microsoft Office, Windows-based applications, integrated web-based management systems, spreadsheets and databases <p>Skill and Competencies:</p> <p>Additional Skills</p> <ul style="list-style-type: none"> ☑ Experience in assessing capacities of local organizations in the field of GBV (essential) ☑ Experience in preparing training and capacity building material (essential) ☑ Experience in preparing trainings and delivering them (essential) ☑ Experience in supporting the development and roll-out of GBV SOPs and referral pathways (asset) ☑ Experience in creating guidelines, minimum standards and GBV resources (asset) <p>Core Competencies:</p> <ul style="list-style-type: none"> ☑ Values ☑ Achieving Results ☑ Developing & Applying Professional Expertise ☑ Thinking Analytically & Strategically ☑ Working in Teams/Managing our-selves and relationships ☑ Communicating for Impact

	Functional competencies: <input type="checkbox"/> Delivering results based on programs <input type="checkbox"/> Providing a technical support <input type="checkbox"/> Advocacy/advancing a policy oriented agenda
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	UNFPA and GBV IMS partners will facilitate the process of accessing partners and organizing training logistics when applicable.
Other relevant information or special conditions, if any:	Payments will be released upon satisfactory submission and completion of deliverables as detailed above.
<p>UNFPA Work Environment: UNFPA provides a work environment that reflects the values of gender equality, teamwork, respect for diversity, integrity and a healthy balance of work and life. We are committed to maintaining our balanced gender distribution and therefore encourage women to apply. UNFPA promotes equal opportunities for all including persons with disabilities.</p> <p>How to Apply: Interested applicants are advised to send their CVs, copy of academic their CVs, copy of academic credentials, motivation letter along with a draft workplan, and a financial proposal (in a separate file attachment) through the email address : jco-consultants@unfpa.org indicating the consultancy title in the e-mail's subject, before the deadline of 20 August 2020. Candidates who are seriously being considered will be contacted for an interview</p>	