



## CALL FOR EXPRESSION OF INTEREST

### Organization:

Help a Child is an international Christian humanitarian organization founded in 1968 in the Netherlands. The organization provides a future for children in need, their family, and their entire community regardless of their social, political, religious, ethnic, or economic background. Help a Child has been operating in South Sudan for more than 10 years delivering vital humanitarian and child protection services to children and communities affected by conflicts and natural calamities. Help a Child implements through local and international partners but it also does direct implementation in some locations.

<b>Need for:</b>	Freelance Consultant or a Consultancy firm
<b>Purpose</b>	To survey and develop Child-Led Complaints and Feedback Mechanism instruments for "Help a Child" & Partners
<b>Duration of Survey</b>	32 days of preparations and travel
<b>Location of the surveys</b>	Wau and Jur River Counties in Western Bahar El Ghazal State and in Pibor of Greater Pibor Administrative Area (GPAA).
<b>Reports to</b>	Program Manager
<b>Application deadline</b>	14 <sup>th</sup> Oct 2022
<b>Starting date</b>	24 <sup>th</sup> Oct 2022

### Scope of work:

The main objective of this exercise is to assess and ascertain the extent to which children participate in providing complaints and feedback on humanitarian services provided to them directly or through their parents and communities. They investigate whether children do complain and provide feedback on the quality, quantity, timeliness and effectiveness of humanitarian services to the humanitarian organizations and if so, which channels they use for providing these complaints, do they receive feedback for their complaints from the service providers? If they do not participate in giving complaints and feedback on the humanitarian services, why and what needs to be done? There are many more questions to be asked during the design of the survey tools but this is the overview. The survey will be conducted in Wau County, Jur River County and in Pibor.

### Specific areas of focus:

- Mapping of Child-Led CFM status in the country through CFM assessment across two areas of HAC operations. This should cover; how Child-Led CFM is implemented – what are the gaps, and challenges, what is working well and what needs to be improved.
- Review the existing communication channels, and determine their relevance and appropriateness to targeted communities, while considering the accessibility, specificities of the local context, culture, project resources, beneficiary vulnerabilities and preferences for those who can read and write and those who cannot read and write.
- Evaluate and recommend appropriate Child-Friendly Complaint Feedback Mechanisms methodologies/channels to reach the most vulnerable children, and children at risk.
- While the most used modalities are complaints desks and phone lines, direct engagement with the HAC project and M&E staff in the field will continue to be possible channels. Review and provide recommendations for integration as a channel to be used to resolve prompt cases in the community.
- Based on the finding of the assessment and desk review of Child-Led Complaints Feedback Mechanism in HAC South Sudan, draft SOP to provide specific guidelines on the why, what,

who, where, when and how Child-Led accountability issues should be handled in HAC South Sudan shall be developed.

- Develop a training and capacity-building package including guidance notes on the CFCFM SOP for dissemination to various levels of the organizations.
- Provide guidelines on the development of information, education and communication materials based on the outcome of channels preference for various vulnerable groups of the population.

### **Deliverables and reporting deadlines**

The expected start date for the consultancy is 24<sup>th</sup> Oct 2022 and is expected to take 32 days. The consultant would then be required to conduct a review of the provided documents and submit an inception report. Following approval of the inception report, the Child-Led Complaint Feedback Mechanism assessment will be conducted in the selected Area/field Offices in Wau and in Pibor South Sudan.

### **Schedule of deliverables**

<b>Deliverable</b>	<b>Description</b>	<b>Estimated Timelines</b>
Inception report with clear methodologies and work plan for undertaking the assignment and tools (questionnaires for data collection)	Desk review of available CFM materials, not limited to CFM Policy, handbooks, modules, CO SOPs and briefing from M&E, PM and other key staff	4 days
Conducting the survey in the indicated locations	The consultant will conduct the survey in Wau, Jur River Counties and in Greater Pibor Administrative Area. He/she will meet with children, parents, government officials and NGOs in the targeted locations	15 days
Presentation of the draft report of the survey to Help a Child for review and feedback	The draft report should contain all the details of the whole exercise not exceeding 30 pages without the preliminary pages and annexes	1 day
Submission of the final report to Help a Child for approval and publishing	The consultant will incorporate the detailed comments from Help a Child and then clean then submit it within the agreed time frame	2 days
Developing the most relevant and effective Child-friendly Complaint and Feedback tools	Based on the gaps found by the survey, the consultant will develop appropriate CFM tools that can be used by Help a Child and its partners ACROSS SSJR and beyond.	3 days
Presentation of the draft CFM tools and SOP to Help a Child and partners	The consultant will present the draft tools to the panel of partners in SSJR for review and approval	1 day
Training of Help a Child and partner's staff and AAP Officer on the CFM tools	The consultant will conduct a 2-3-day training of Help a Child, Partners and AAP staff on how to use the CFM tools and SOPs.	4
<b>The total number of days:</b>		<b>30</b>

### **Management and organizational arrangements**

1. The consultant will be responsible for the implementation of the major tasks outlined above and the timely submission of deliverables, according to the agreed time frame by the consultant and HAC SS.
2. The consultant will be expected to travel to area offices and field locations where HAC and its partners operate with consideration of prevailing hardship conditions.
3. The Monitoring and Evaluation Coordinator at Country Office will act as the focal point for all aspects of the consultancy while the Programme Manager will provide oversight and technical support where required. The project Coordinator will facilitate the availability of

- staff members and beneficiaries who were required for consultation and interviews. HAC and its partners translate the documents from English to the local Language.
4. All deliverables should be submitted in a widely recognized format such as Microsoft Office or PDF format. HAC will own the intellectual property rights to all materials submitted by the consultants under the contract. The rights to reproduce the documents will solely be managed by HAC including granting reproduction rights.

### **Required Skill Set**

**Help a Child (HAC) seeks expressions of interest from an individual or company with the following qualifications, skills, and competencies:**

1. Advanced university degree in law, development studies, social sciences, anthropology or related discipline.
2. Eight years of experience in designing and implementing Child-Led Complaints and Feedback Response Mechanisms in a humanitarian context like South Sudan
3. Understands how complaints and responses fit into the overall accountability framework and it helps in delivering quality services to the beneficiaries.
4. Understands the requirements of an effective feedback complaints mechanism (as per the Core Humanitarian Standards).
5. Excellent skills in qualitative data collection and participatory monitoring and evaluation
6. Experience in conducting key informant interviews and children and community engagement with a wide variety of stakeholders.
7. Good writing and organizational skills.
8. Experience working in -cross-functional and -cross-organizational reporting structures.
9. Excellent team-working and communication skills.
10. Presentation, facilitation skills and children and community engagement skills including principles of children and adult learning.

**In your expression of interest pack, you have to enclose the following details:**

- Detailed technical proposal, not more than 6 pages
- Finance proposal, not more than 1 page
- Detailed report survey reporting structure for the survey

### **Annexes:**

- Company profile
- Company registration certificates including valid tax clearance certificate
- Certificate of successful completion of similar tasks from clients
- CVs and cover letters of the leading consultants
- Sample report of similar work conducted

**Address your applications to the following address:**

1. [Angwech.Susan@hacsouthsudan.org](mailto:Angwech.Susan@hacsouthsudan.org)
2. [alice.waran@hacsouthsudan.org](mailto:alice.waran@hacsouthsudan.org)
3. [Bebe.dominic@hacsouthsudan.org](mailto:Bebe.dominic@hacsouthsudan.org)

No phone calls are allowed. No hand delivery of applications. All correspondences related to this work must be transacted through the indicated email addresses. Failure to comply will lead to automatic disqualification.

