**Consultant Terms of Reference for Developing a Program Management Toolkit for CARE South Sudan**

**CARE South Sudan**

 

## Background

CARE is a leading humanitarian organization fighting global poverty. CARE has more than six decades of experience delivering emergency aid during times of crisis. Our response focus on the needs of the most vulnerable populations, particularly girls and women. Women and girls are at the heart of CARE’s emergency relief efforts because our experience shows that their gains translate into benefits for families and communities.

CARE has been supporting and partnering with vulnerable communities in South Sudan since 1993. Our strategy and programming bridge the spectrum between humanitarian assistance to long-term recovery and development by responding to emergency needs, while building the resilience of the communities within the current situation to withstand possible future crises (conflict or natural disasters). It also includes a strong emphasis on localization in which we work with over 25 local partners and women-led organizations in the delivery of timely, effective, and efficient life-saving services as well as amplify the advocacy for women’s rights in South Sudan. CARE’s key sectors of intervention are Food Security & Livelihoods, Health & Nutrition, Gender, Protection (especially GBV) and Peace Building in Jonglei, Unity, Ruweng, and Pibor Administrative areas, Western Bhar El Ghazal and Eastern Equatoria states in South Sudan. We also have other national advocacy programs that are run from our country office in Juba.

In South Sudan, CARE has over 30 projects/programs; all of which are managed by manager and are implemented without CMPs support. The Project/Program Manager does not receive the support that would normally come from the CMPs around basic program management tools that go with all steps of the project cycle. With the support of a consultant, the CO will build a context-specific toolbox and train staff on it to help CARE South Sudan to implement timely projects with the requested quality. Through this Terms of Reference (TOR), CARE South Sudan is looking for a qualified consultant or consultancy firm that can support the development of this program management toolkit.

**Objectives of consultancy**

The objectives of the consultancy are to support CARE International in South Sudan to develop a program management toolkit that will be used as a foundational program quality toolkit for all project managers as it will provide guidelines and orientation on:

1. Budget management and monitoring
2. A clear guiding indicator dashboard that helps in triggering timely and quality reports
3. Project startup and close procedures in the context of South Sudan
4. Report writing guidelines that help with reporting skills
5. A quality checklist that ensures both narrative and financial report meets minimum donor standards
6. Checklist to support monthly/ quarterly project review.

**Specific Activities**

The program management tool kit development process will involve the following:

1. **Reviewing the CARE 2020 Program Strategy Resource Manual and other relevant documents and conduct consultations** on current program management processes to inform the types of tools required.
	1. Facilitate a desk review of existing program management resources to determine what assets are available in out there in CARE and how relevant they are to meet the program management needs in South Sudan in order to achieve high program quality.
	2. Conduct a detailed review of current documents and tools being used in program management by the different project managers, technical advisers and other members of the program department in CARE South Sudan. This will be done with guidance from program management core group.
	3. Design and implement a work plan for consultations with key program managers – at field and Juba levels; support staff, grants and finance staff to adapt/develop contemporary tools that will meet the needs of program managers in CARE South Sudan.
2. **Develop the Program Management Tool Kit**
	1. Produce a first draft of the components of the program toolkit - guidelines, standard operating procedures, checklist and dashboards - ensuring that they align with and address the CARE International program quality standards as well as fit into the programming context of CARE South Sudan.
	2. Conduct a pilot testing of the components of the toolkit in collaboration with the program management core group.
	3. Coordinate a thorough review process with the core team to incorporate finding from the pilot testing and adaptation of the tools
	4. Finalize and submit the toolkit to the senior leadership team
	5. Conduct a training for the program managers and other relevant staff on the different tools in the toolkit and how to use them.

**Timeframe**

The assignment will be undertaken within 30 working days between Jan 2023 and March 2023.

**Deliverables/Outputs:**

1. **Inception report:** This report should contain an adjusted timeline for the overall process, a detailed methodology and road map for the program management toolbox development. including who will be involved and when and dates of training workshop. This will be reviewed by the country team before embarking on the exercise.
2. **CARE South Sudan Program management toolkit.**
3. **Report on the training of program managers and technical advisors on how to use the tools.**

**Consultant Requirements:**

**ESSENTIAL**

* Proven extensive experience with Program Management Capacity Building for INGOs and designing/developing program management tools.
* Proven extensive experience in facilitating program management workshops (virtually and on site)
* Effective interpersonal, oral and written communication skills are required with excellent English writing skills
* Demonstrated ability to meet deadlines
* Ability to work independently within scope of job description
* Ability to establish and maintain effective working relationships with technical staff and clients.
* Be able and willing to deploy to South Sudan to facilitate the training for the program managers.

**DESIRABLE**

* Ability to manage partner relations.
* Knowledge and work experience in South Sudan or the region
* Familiarity with CARE program quality standards

**Key Internal Contacts:**

* CARE South Sudan Program Management Core group composed of the Country Director, Senior Leadership Team and program managers/technical advisers

**Reporting lines:**

* Reports to Country Director or Deputy Country Director Programs.

**Application Procedure:**

Interested consultancy firms are requested to submit their application in a zipped file by email to: ssd.tender@care.org cc: farah.altarifi@care.org by 10th Jan 2023 – 2PM (Central Africa Time)

The application file should contain the following documents:

* 1. Company profile and detailed CVs of key persons to be assigned to the work if a firm is applying;
	2. Three (3) page technical offer, with a clear timeframe, detailing how the deliverables will be achieved and why the firm is capable of doing the job, based on proven competencies, qualifications and strong references/credentials ;
	3. One (1) page financial offer for delivering the above services, all costs, including transport, should be included in the offer.