**NATIONAL CONSULTANCY**

**TERMS OF REFERENCE FOR CHILD PROTECTION CAPACITY GAP ASSESSMENT ON INFORMATION MANAGEMENT FOR CASE MANAGEMENT IN SOUTH SUDAN**

**(10 STATES & 3 ADMINISTRATIVE AREAS).**

**SCI Contracting Office:** Save the Children, South Sudan

**Period of Consultancy:** Three (3) Months starting from 1st of May, 2024

**Consultant type required:** National Consultant

**Introduction**

Save the Children (SCI) has worked in South Sudan for over 30 years and is a national and international leader in humanitarian and development programming. SCI supports vulnerable children through a comprehensive and integrated approach covering projects in food security, resilience and livelihood recovery, health and nutrition, education, child protection, and child rights governance, and Water, Sanitation and Hygiene (WASH) to ensure that children receive sustainable quality services. We work with communities and partners in the design and implementation of these projects. Our long operational history and broad geographical coverage, has afforded us positive working relationships with key stakeholders, including national government, local authorities, donors, international and local NGOs, as well as the trust and acceptance of the communities themselves. We have 600 national and international staff across 8 field offices implementing projects across the states in South Sudan. In 2023, we partnered with 35 national/local NGOs and reached 2.2 million people, of which 60% were children. Our total annual spends for 2023 was US$ 50 million.

SCI is the largest INGO providing CP services in South Sudan. It’s a strategic partner of choice for UN agencies and Government when it comes to CP programming. The national level work through the Child Protection Area of Responsibility (CPAoR) and subsequent technical working groups helps a lot in enhancing SCI profile on CP in South Sudan. Our mandate and role in both implementation and coordination of humanitarian work as a strategic partner trusted with CP capacity building for national and international partners on family tracing and reunification (FTR), CPIMS+ and case management including hosting and managing the national CPIMS+ data base, places SCI in a very strategic position as a lead Child Protection agency in South Sudan.

SCI Child Protections interventions in South Sudan are being implemented in these locations.

· Upper Nile state

· Jonglei State

· Easter Equatoria state

· Abyei Administrative Area

**Background and Context**

The protective environment for children in South Sudan still remains unsafe exposing them to multiple protection risks. Among the total population in need, including caregivers, an estimated 3.1million children and adolescents are in need. Beset by conflict and faced with a dire humanitarian and development situation, South Sudan’ State institutions and public services are generally feebleand limited in capacity. Also labelled as “one of the most severe protection crises in the world”, with women and children being among the most vulnerable to violence and abuse, the situation is nodifferent regarding South Sudan overall protection system, and particularly in the areas of child protection

These protracted uncertainties and violence have inexplicably affected vulnerable people including children and their families; host communities, IDPs, returnees and refugees but more imperatively the humanitarian frontline workers in delivery high quality services with positive bearings and transformation to the communities. Results of these assessment was that protection concerns were predominant amongst populations across all the states in the country with children and their families exposed to exacerbated drastic increase of child protection risks; incidents of family separation, mental health and psychological distress, widespread physical, emotional, domestic and sexual violence against children and women including child-marriage and child labor as a coping mechanism for the economic revitalization of the families affected by the crisis. Because child protection case management is the key responsive strategy for individual support to vulnerable affected children and their families, it is imperative that all quality aspects and standards and maintained, use of CPIMS+ being one of them as it ensures effective administration of the case management process, proper management of data and generates analyses on trends of child protection issues.

These protracted conditions, amidst limited access to timely, coordinated and quality child protection services. Child protection interventions must be not only well-coordinated but a strong social service workforce to make positive strides in the lives of affected children and their families. The inter-agency data protection and impact assessment (DPIA) for CMTF partners, analyzed aspects of organizational measures for data protection, technical and physical security, rights of data subjects, sharing data with partners and third parties, showed errors such as unclear transfer/deletion of case files upon termination or end of projects, unjustified transferring personal data in and outside the country, unnecessary data sharing, non-compliance in documenting cases, misinformation of parents and caregivers, agency staff using unofficial emails for sharing sensitive and confidential information, electronic devices containing case files with single sign-on, and unclear in-country case file disposal procedure minus evacuation plans in case of unforeseen emergencies. The Case Management Task Force through the Child Protection Area of Responsibility highlighted an urgent and priority response given to this deteriorating data management, capacity and risk of information mismanagement which affects the quality of services delivered through child protection case management.

**Project Goal:** Establishment of integrated humanitarian and government lead case management system for children affected by violence, abuse, neglect and exploitation.

**Outcome:** Strengthened capacity of child protection actors and social workers from Ministry of Gender Child Social Welfare on components of information management for case management.

**Output 1:**  Capacity strengthening on key child protection stakeholders (Child Protection Actors, Ministry of Gender Child and Social Welfare and Community Child Protection Networks) on Child Protection Information Management System.

**Output 2:**  Strengthened child protection data management processes and protocols

**Scope of Work**

1. **Purpose**

The child protection information management for case management capacity gaps assessment`s main objective is to understand the capacity gaps and needs of child protection structures/actors working in South Sudan, in order to equip them with relevant transferrable skills to deliver high quality child protection case management service over time by; 1) workings towards a more strategic, systematic, coordinated and predicable approach for delivering trainings/supporting capacity building initiatives with child protection management structures/workers in South Sudan and 2) Supporting inter-agency capacity building initiatives to improve the efficiency and impact of Child Protection Area of Responsibility`s (CPAoR) efforts in data and information management for case management.

Therefore, based upon this background; the consultancy shall conduct child protection capacity gap assessment on information management for case management to strengthen and enhance the quality in data management to inform other child protection services for effective and efficient, timely and appropriate responses, hence improving the quality of child protection services in South Sudan to positively impact in the lives of vulnerable children and their families.

1. **Specific objectives;**
2. Identify crucial capacity gaps of child protection actors in order to equip them with relevant and right skills for quality services to deliver on child protection case management initiatives
3. Identify existing child protection service providers in the target locations, including types and quality of child protection support that should be provided
4. Examine how the CP agencies are utilizing the caseworker capacity assessment tool to support newly recruited caseworkers in enhancing their capacity and meet minimum competency standards.
5. Assess the effectiveness of existing inter-agency child protection policies, standards and procedures in child protection systems.
6. Assess community’s knowledge, attitudes, and perceptions towards child protection case management services.
7. Determine the level of child protection agencies` performance against the already set standard criteria for child protection information management for case management service provision.
8. Provide recommendations and strategies to child protection actors to strengthen quality of case management service provision
9. Develop a strategic capacity building action plan including a monitoring framework for sensitive child, gender, and disability inclusive service provision.
10. **Intended Audience and use of the study**

Primary intended audience of the study are:

|  |  |
| --- | --- |
| **Stakeholder** | **Further information** |
| SC donors and MO’s |  |
| Primary implementing organisation | Save the Children International |
| Implementing partners | All Case Management Task Force Members |
| Government stakeholders | Line Ministries (Ministry of Gender Child and Social Welfare, Ministry of Justice and Constitutional Affairs and National Disarmament Demobilization and Reintegration Committee) |
| Community groups | Host community, Refugees, IDP’s and Returnees  Child Protection Community Based Networks |
| Beneficiaries | Children and adults including people with disabilities involved in the program interventions and study undertaken |

1. **Methodology**

The consultant will design context- and project-specific assessment design including data collection tools to be reviewed by Programme Development and Quality (PDQ) technical teams to ensure they are appropriate and relevant for the context and assessment objectives. The consultant is expected to employ wide-range of data collection methodologies including, but not limited to the following:

* Secondary data review/desk review
* Key informant interview with the community-based Child protection committees, community leaders, child protection practitioners, local authorities and humanitarian agencies working directly with the affected children in the targeted locations.
* Semi-structured interviews with key stakeholders involved in the implementation of child protection activities in the targeted locations.

It is expected that the methodology will be participatory, inclusive (i.e., include consultations with all stakeholders, taking into consideration gender, age, disability, and other vulnerabilities), and sensitive to social norms and practices. The study team will be required to adhere to the Save the Children Safeguarding, Protection form Sexual Exploitation and Abuse; Anti-Harassment, Intimidation and Bullying; Data Protection and Privacy policies throughout all study/assessment undertaking period

***WORK ASSIGNMENT AND EXPECTED RESULTS*** *(****Tasks/Milestone\*\*\*\*Deliverables/Outputs)***

1. ***Inception Phase: Meeting with CPAoR, UNICEF, SCI and MoGCSW to set the scope and agree on methodology, timeframe and approaches including consultation and validation methods that will be used***
2. ***Development of analysis tools for desk review, KIIs, workshops, FGDs, gap analysis of the SOPs, etc***
3. ***Desk Review and initial consultations:***
4. ***Analysis of the SOPs and of Case Management Tools****using the set of tools agreed upon in the inception phase to inform the KIIs and FGDs/workshops*
5. ***Desk Review****including available literature at national and international level, Legal documents, applicable national laws and policies, procedures and SOPs, CP policies in other line ministries, case management tools used in South Sudan by national and international NGOs, etc*
6. ***Consultations with Key Stakeholders****including line Ministries, case management professionals and any other relevant syndicates.*
7. ***Develop detailed action plan****with clear timeline*
8. ***Share inception report and detailed action plan with CPAoR, UNICEF, SCI and MoGCSW for feedback.***

***Deliverable 1:*** *For tasks (1,2,3 & 4): Inception Report including detailed workplan, timeline and set of tools that will be used in the assignment. 10 days (for tasks 1,2,3 & 4) 25% of Payment to be made upon submission of Deliverable 1*

1. ***Consultation workshops and individual interviews with Child Protection Agencies, MoGCSW and other relevant stakeholders***
2. *Facilitate internal workshop/s within the CPAoR and MoGCSW staff including the case management case workers/social workers, data clerks, case officers, coordinator, supervisors and case at National and Sub-National levels to define the challenges and the best practices in the application of the standard operating procedures for case management*
3. *Consultation Workshops with the relevant stakeholders mentioned in deliverables 2, 3 and 2.b at the national and field level to define the challenges and the best practices in the application of the standard operating procedures for case management*
4. *Individual in-depth interviews with government social workers and relevant staff from MoGCSW, Child Protection Partners from national and international NGOs and relevant UN agencies through KIIs, FGDs, etc. at national and regional levels*
5. *Survey with all social workers, case managers working in South Sudan*
6. *Ensure child and caregivers participation whether through surveys or interviews with the children and their caregivers who went through the case management process and whose cases were positively closed considering the confidentiality and after taking their consent.*

***Deliverable 2:*** *For task (5): Report detailing findings and recommendations from all the workshops to be presented to CPAoR, MoGCSW, UNICEF and SCI. 25 days for task (5) 30% upon submission of deliverable 2*

1. ***Include the findings and recommendations resulting from the consultation workshops in addition to the comments received from to CPAoR, MoGCSW, UNICEF and SCI, in the existing National Standard Operating Proceduress and Case Management Tools and present the draft to CPAoR, MoGCSW, UNICEF and SCI***

***Deliverable 3:*** *Draft 1st assessment report with preliminary strategic capacity building and roll-out action plan submitted to CPAoR, MoGCSW, UNICEF and SCI. 20 days for task (6) 20% upon submission of Deliverable 3*

1. ***Organize workshop to facilitate discussions with the Child Protection Area of Responsibility and MoGCSW leadership to review the drafted findings and recommendation from the assessment***
2. ***Prepare dissemination plan for the assessment report and strategic capacity building action plan and advise on possible ways of rolling out***

*Deliverable 4: 4 Final Version of assessment report, strategic capacity building action plan and dissemination plan submitted to CPAoR, MoGCSW, UNICEF and SCI. For tasks (7 and 8): 5 days. 25% of Payment to be made upon submission of the Final Version of the assessment report and the strategic capacity building action and roll-out plan.*

**Ethicall Considerations**

It is expected that this child protection capacity gap assessment on information management will be:

* **Child participatory**. Children should be meaningfully involved (Where necessary) in the assessment as a holistic process and not only as informants. Refer to the Practice Standards in Children’s Participation ([International Save the Children Alliance 2005](https://resourcecentre.savethechildren.net/library/international-save-children-alliance-2005-annual-report)); and Global Indicator technical guidance (SCI M&E handouts Package, Volume 2).
* **Inclusive**. Ensure that children from different ethnic, social, and religious backgrounds have the chance to participate and children with disabilities and children who may be excluded or discriminated against in their community.
* **Ethical**: The assessment/study must be guided by the following ethical considerations:
* Child safeguarding – demonstrating the highest standards of behavior towards children
* Sensitive – to child rights, gender, inclusion, and cultural contexts
* Openness - of information given to the highest possible degree to all parties involved
* Confidentiality and data protection - measures will be put in place to protect the identity of all participants and any other information that may put them or others at risk.
* Public access - to the results when there are no special considerations against this
* Broad participation - the relevant parties should be involved where possible
* Reliability and independence - the assessment should be conducted so that findings and conclusions are correct and trustworthy.

It is expected that:

* Data collection methods will be age and gender appropriate.
* The activities will provide a safe, creative space where children and adults feel that their thoughts and ideas are essential.
* A risk assessment will be conducted that includes any risks related to children or young people’s participation.
* Informed consent will be used where necessary.
* The assessment/study protocol, tools, and consent forms will be submitted to the PDQ team (Specifically to CP TA) for review and approval in advance of data collection.
* The final report must include a limitation section mentioning all the risks and limitations faced during the assessment/study undertaking.

**Preparations and Logistical Support**

Save the Children South Sudan project team will provide the following logistical support and guidance:

1. Provide logistical support (transport) during the assignment
2. Provide technical guidance, input, and support during the exercise.
3. Provision of training venue, stationery, and refreshments during KII and FGD sessions

**Responsibility for Logistics arrangements and Costs**

Save The Children will be responsible for organizing logistical issues and the cost of data collection. The total fee of the consultancy is inclusive of professional fee, accommodation. SCI will prepare transport cost during the field data collection exercise in the 10 states and 3 administrative areas

**Travel requirements**

Save The Children will manage all transportation costs

**Security requirements**

The consultant will comply with standard Save the Children Security procedures during the completion of this consultancy work.

**Note:** Throughout the assessment, the consultant will work closely with SCI Child Protection, Child Participation, Child Rights and Governance as well as MEAL focal persons and should ensure that important decisions and actions should be discussed clearly and jointly with relevant leaders and staff. Overall responsibility for the Consultant lies with the Save the Children South Sudan Child Protection and Child Rights Governance Technical Advisor and support will be provided also by other relevant key stakeholders especially the Child Protection Area of Responsibility

**STUDY MANAGEMENT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **What** | **Who is responsible** | **Consultancy Expected LOE** | **Deadline** | **Who is involved** |
| Contracting of Consultant | CP & CRG TA | 7 days | TBD | CPIMS+ Manager & HR Manager |
| Documentation review, desk study | Consultant | 2 days |  |  |
| Development of tools for data collection | Consultant | 5 days |  |  |
| Inception report | Consultant | 4 days |  |  |
| Training of consulting team | Consultant | 1 day |  |  |
| Data collection | Consultant | 15 days |  |  |
| Data management (coding, transcriptions, data cleaning, etc.) | Consultant | 2 days |  |  |
| First draft report | Consultant | 3 days |  |  |
| Review of first draft report | Consultant | 1 day |  |  |
| Meeting with Consulting team to finalize the report | CP TA | None |  |  |
| Validation of assessment/study findings and recommendations | Consultant | 1 day |  |  |
| Final assessment/Study findings presentation | Consultant | 1 day |  |  |
| Final assessment/Study report | Consultant | 2 days |  |  |
| PDQ meeting to develop final study (Management Response) Plan | CPAoR + CP & CRG TA | none |  |  |
| Final assessment/Study report shared (Disseminated) | CP TA | none |  |  |

**Qualification and Experience**

Individual consultants and companies are eligible to apply for this consultancy service. However, the applicant must have the following profiles.

* An advanced university degree (Master’s or higher) in Child Protection, Information Management Systems. Social Work, Humanities or a similar field.
* A minimum of ***8 years*** of relevant professional experience in Child Rights, Child Protection, Social Work – strong knowledge of Child Protection considered an asset.
* Advance knowledge of child protection case management – excellent understanding of the Standard Operating Procedures for the Child Protection in Emergencies in South Sudan and their Operational Tools essential; experience in Child Protection case management considered an asset and in disability inclusion and PSEA.
* Extensive hands-on experience in organizational capacity assessment and development, capacity building strategic plan development, proposal development, and fundraising
* Experience working with Refugees/Returnees/Asylum seekers/IDP/Host communities in South Sudan.
* Knowledge of the public sector and civic environment (governing laws, organizational decrees of ministries, etc) is a requirement
* Excellent analytical, conceptual, and writing skills
* Strong writing and communication skills in English and Arabic.

**How to apply**

Interested and qualified consultant or team of consultants (firm) should submit the following to HR Department. Please send your complete applications not later than **29th of April** **2024:**

* The technical proposal detailing the methodology of undertaking the assignments described in the TOR, tentative work plan as well as relevant knowledge and technical expertise of the consultant/consultants undertaking the assignment.
* Company profile or CV including a minimum of 3 references
* The financial proposal indicating all-inclusive costs for undertaking the tasks described in this Terms of Reference (ToR)
* A sample of previously conducted similar studies.
* Detailed budget breakdown based on expected daily rates.

**Remarks:**

Only shortlisted candidates will be contacted and advance to the next stage of the selection process

**FURTHER INFORMATION & HOW TO APPLY**

Interested candidates should submit their Company application or Individual applications to: [Jobs.southsudan@savethechildren.org](mailto:Jobs.southsudan@savethechildren.org).

**Deadline** for receiving applications is **29th, Apr, 2024**.