Scope of Work

CRS South Sudan

Communicating with Communities about Safeguarding

TERM: August-September 2020

**I. Purpose: Catholic Relief Services (CRS) seeks a consultant to develop information, education and communication (IEC) materials and participatory approaches for communicating with communities on safeguarding.**

**II. Background:** In line with CRS’ mission to promote the full potential and respect for the inherent dignity of all people, CRS is committed to ensuring that all program participants and other community members’ right to be free from any sort of harm is respected. CRS defines safeguarding as the responsibility that all organizations have to ensure their staff and programs honor and protect the rights and dignity of all people- especially children and vulnerable adults- to live free from abuse and harm. In 2019, CRS South Sudan conducted a safeguarding assessment to identify the extent to which the Country Program (CP) had institutionalized safeguarding in its programming, operations, and organizational culture. One of the key findings from the assessment was community members understood their entitlements as program participants but were less familiar with information related to the expected and prohibited conduct of CRS staff and affiliates. Community members’ awareness about safeguarding, their rights and options for reporting is an important component of preventing and safely responding to safeguarding violations. To strengthen safeguarding of program participants and other vulnerable community members, CRS is prioritizing communication with communities about safeguarding in a manner that is accessible and relevant to diverse community members’ information needs.

**III. Scope of Work (SoW):** The consultant will be expected to develop IEC materials and communication approaches that are specific to the context of South Sudan and guided by best practices and principles in the field of safeguarding. The responsibilities and deliverables outlined in this SoW shall be underpinned by the themes of community members’ empowerment, safety and meaningful and dignified access to information, with an emphasis on groups who face barriers to information, including women, children, persons with disabilities and the elderly. The work is expected to enhance CRS’ accountability to affected populations (AAP). The work is also expected to enhance CRS staff’s understanding of safeguarding and can be used in training and orientation, especially with staff with lower literacy levels and/or limited access to computers.

Specific responsibilities[[1]](#footnote-1) for the consultancy include:

1. Conduct a desk review of relevant documents, including CRS safeguarding policy, CRS Code of Conduct & Ethics, CRS South Sudan’s safeguarding assessment, project documents, CRS South Sudan’s policies and documented procedures that relate to safeguarding, as well as gray literature on AAP, risk communication and protection from exploitation and abuse in South Sudan.
2. Interview key staff and community members to collect information on current practices for information sharing and communicating with communities, including successes, challenges, and gaps.
3. Use the desk review and staff interviews to select the most appropriate IEC materials that:
   * Address gaps in program participants’ knowledge on safeguarding and information needs (considering gender, age, ethnicity, disability, and/or other characteristics)
   * Are appropriate for the context and well-received by different community members (considering gender, age, ethnicity, disability, and/or other characteristics)
   * Mitigate any risks associated with the activity of communicating with communities on safeguarding
   * Can be adapted/edited based on some differences in the context and programming related to available reporting channels
4. Develop a “creative brief” outlining the objectives of the IEC materials, issues to be addressed, audiences, importance of reaching the audiences, promoted behaviors and benefits and the specifications for the proposed IEC materials/approach
5. Develop draft/prototype IEC materials and approaches that are specific to South Sudan and informed by the findings from the desk review and staff interviews
6. Pre-test the draft materials with CRS staff in Juba
7. Revise the IEC materials based on pretesting results and feedback from CRS
8. Test the revised materials and approaches within CRS’ current programming in Juba
9. Make revisions, as necessary, to the materials and approaches based on testing results and feedback from CRS
10. Facilitate a training for CRS staff on:
    1. Best practices for communicating with communities on safeguarding (using global evidence/guidance and experience from the consultancy with CRS South Sudan)
    2. How to use the developed materials and approaches to effectively communicate with communities
    3. How to mitigate any potential risks associated with the community communication activities
11. Finalize the materials and approaches

**IV. Deliverables:**

1. A documented plan outlining the methodology and timeline for this consultancy, which reflect COVID-19 safety and prevention measures (3 pages maximum)
2. Financial proposal for the development of the IEC materials
3. Accompanying tools for the data collection, including areas of inquiry for the desk review and interview questions
4. Creative brief (2-3 pages)
5. IEC materials and messages on safeguarding that demonstrate:
   1. Promoted conduct of CRS staff
   2. Prohibited conduct of CRS staff
   3. The rights of beneficiaries (including the right to be free from harm and the right to report feedback, suggestions, concerns of any sort)
   4. Information about reporting channels and how reports can be raised (this will need to be editable, as it may differ by location)
   5. Other key information identified by consultant and approved by CRS
6. Guidance for effective communication with diverse audiences on safeguarding in South Sudan (2-5 pages)
7. Half-day training on the topic of “Communicating with Communities about Safeguarding” for CRS staff, including an overview of the materials and approaches

**V. Qualifications:** CRS is seeking a consultant/consulting group that meets the following qualifications:

* Demonstrated experience as the primary developer for social and behavior change communication (SBCC) materials
* Demonstrated experience developing communication materials and approaches related to sensitive topics such as sexual exploitation and abuse, or other forms of violence
* Understanding of gender-responsive and conflict sensitive approaches to engaging communities
* Demonstrated experience working with low-literacy populations in a manner that is dignified and empowering
* Demonstrated commitment to safeguarding principles and do no harm approaches
* Experience working in East Africa; experience working in South Sudan is highly desirable
* Able to travel to remote and insecure environments

**VI. Key Working Relationships:** Head of Programs, Head of Operations, Country Representative, Human Resources Manager, Operations Advisor, Program Manager- SLC2, Gender and Protection Officers

**VII. Conditions:** Working from the main office in Juba and remotely from the hotel (for non-local consultant) and remotely from consultant’s own office/residence for local consultant; travel within Juba by car

VIII. If Interested: National consultants are highly encouraged to apply. Please submit the following items to this email address: [sds\_bids@crs.org](mailto:sds_bids@crs.org)  or Drop the quotation at CRS tender box located at the entrance clearly marked, Communicating with Communities about Safeguarding

DO NOT CC anyone

by 22 July 2020:

1. Consultant’s CV
2. Sample of relevant wok
3. Technical plan, including the methodology and timeline for this consultancy, which reflects COVID-19 safety and prevention measures (3 pages maximum)
4. Financial plan

**CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation. All CRS consultants are required to abide by the Code of Conduct & Ethics and follow safeguarding policies and procedures.**

1. All work conducted as part of this consultancy is required to be in line with COVID-19 preventative measures. This may include phone/Skype interviews with key staff, pre-testing and testing in small groups or one-on-one allowing for physical distancing, and the training conducted in a small group or virtually. [↑](#footnote-ref-1)