

## TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

TERMS OF REFERENCE : <b>Quality Improvement Consultant</b>	
Hiring Office:	UNFPA Syria
Purpose of consultancy:	<p>UNFPA in Syria is contributing that every woman and girl has the right to have access to affordable reproductive health care and be effectively protected from gender-based violence in developmental and Humanitarian contexts. UNFPA and its implementing partners (23 Implementing partners) are scaling up efforts to implement 4 components, namely: Reproductive health including maternal health and family planning, b) Gender including comprehensive GBV prevention and response, c) youth empowerment, and d) Population and demographic including the support of data generation and dissemination. UNFPA is supporting health facilities and the operation of outreach mobile teams, procurement of medical equipment and supplies, capacity building on RGH and GBV, operation of women and girls safe spaces, supporting youth skills and social integration and improving data collection and disseminations.</p> <p>Beside increasing the effectiveness, efficiency, and sustainability of the developmental and humanitarian assistance, UNFPA has been putting an emphasis on the quality improvement in all its programmes. Several actions were taken to understand the level of quality at both horizontal (geographic) and vertical (technical and thematic) but due to different reasons including the limited capacity and security considerations, these initiatives were not optimally implemented. The CO has recently been working at developing checklists to assess the level of the quality of services but it is still a draft. The current quality improvement checklists focus on the program and operation of both UNFPA and the implementing partners, highlighting the importance of system building and improvement as well as establishing a client feedback mechanism to get feedback from the beneficiaries. As such, UNFPA CO found appropriate to recruit a consultant to support the improvement of the quality of UNFPA program through:</p> <ul style="list-style-type: none"> <li>- Capacity building of concerned professionals through training and ToT</li> <li>- Preparation of quality improvement road map</li> <li>- Preparation and finalization of quality improvement system including tools and checklists</li> </ul> <p>Under the guidance and supervision of the Deputy Representative, with daily working relation and follow up with the Assistant Representative, the Quality Improvement Consultant provides support/advice in all aspects related to improvement of the quality the 8th Country Programme components including the humanitarian response projects.</p> <p>The quality improvement consultant demonstrates a client-oriented approach, tact and ability to work with people of different national and cultural backgrounds.</p>
Scope of work:  <i>(Description of services, activities, or outputs)</i>	<p><b><u>Objective:</u></b></p> <p>Contribute to the quality improvement of UNFPA program in Syria through building institutional and individual capacity and developing quality improvement tools and checklists.</p> <p><b><u>Proposed Activities:</u></b></p> <p><i>First:</i> identify the key local and regional and global documents that can help quality improvement with a special focus on RH and GBV</p> <p><i>Second:</i> organize a training on quality improvement, including but not limited to result based management</p> <ul style="list-style-type: none"> <li>- Prepare or facilitate the preparation of the training materials on the</li> </ul>

	<p>improvement of the quality of services focusing on RH, GBV, Youth, P&amp;D and Gender components embracing theoretical aspects, practical examples, cases studies, and assignments ...etc in a power point or word format ... etc;</p> <ul style="list-style-type: none"> <li>- Facilitate the training sessions of key program and operation staff of UNFPA and IPs</li> <li>- Deliver the training lectures to the participants by him/ herself or with an assistance of somebody else identified by him/her. (It is worth noting that in the case of seeking the assistance of somebody else in delivering some of the lectures, this should be undertaken with the full responsibility of the trainer/ facilitator, wherein UNFPA is not obliged for any financial entitlements to the other trainer assistant);</li> <li>- Develop/ adapt and adopt quality improvement system including tools and checklists (benefiting from the fact that the trainees can contribute to it during their practical training)</li> <li>- Prepare and coordinate a pre and post assessment of the participants;</li> <li>- Prepare the final training report.</li> </ul> <p><b>Third:</b> organize a ToT on quality improvement for selected UNFPA and IP staff</p> <ul style="list-style-type: none"> <li>- Prepare or facilitate the preparation of the training materials which include technical information and on quality improvement and training skills and approaches that are relevant for ToT</li> <li>- Facilitate the ToT training sessions of key program and operation staff of UNFPA and IPs</li> <li>- Deliver the training lectures to the participants by him/herself or with an assistance of somebody else identified by him/her. (It is worth noting that in the case of seeking the assistance of somebody else in delivering some of the lectures, this should be undertaken with the full responsibility of the trainer/ facilitator, wherein UNFPA is not obliged for any financial entitlements to the other trainer assistant);</li> <li>- Develop/ adapt and adopt quality improvement system including tools and checklists (benefiting from the fact that the trainees can contribute to it during their practical training)</li> <li>- Prepare and coordinate a pre and post assessment of the participants;</li> <li>- Prepare the final training report.</li> </ul> <p><b>Fourth:</b> Prepare quality improvement road map that can guide UNFPA Syria on the key activities and time that is needed for quality improvement.</p> <p><b>Fifth:</b> revision and finalization of the quality improvement system including tools and checklists</p> <p><b>Sixth:</b> overseeing the implementation of the quality improvement system including checklist. Then a report of the status of the quality is presented to the management and key actions for the quality improvement are being identified.</p>
Duration and working schedule:	The assignment will be conducted during September 2019- April 2020 (60 working days)
Place where services are to be delivered:	Damascus
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<p><b>Expected outcome:</b></p> <ul style="list-style-type: none"> <li>- List of key documents that can contribute of quality improvement in UNFPA (by September 2019)</li> <li>- Training on quality improvement completed by October 2019</li> <li>- ToT on Quality improvement completed by February 2020</li> <li>- The participants should be able to understand the concept, approaches, tools and results of the quality improvement. Moreover, the participants should</li> </ul>

	<p>prepare a plan for the quality improvement. (by the end of both training sessions)</p> <ul style="list-style-type: none"> <li>- Quality improvement road map prepared ( By the end of November 2019)</li> <li>- Quality improvement system including tools and checklists prepared ( By January 2020)</li> <li>- Report on the status of the quality in selected areas and facilities is prepared.</li> </ul>
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monthly report to be submitted to direct supervisor.
Supervisory arrangements:	Under the guidance and supervision of the Deputy representative with daily working relation with the Assistant Representative and the relevant program and operation officers
Expected travel:	If need, inside Syria.
Required expertise, qualifications and competencies, including language requirements:	<ul style="list-style-type: none"> <li>- University degree in related fields, preferably Master Degree in related domains.</li> <li>- 5 years of relevant experience in teaching and training in the field of quality improvement.</li> <li>- Fluency in Arabic and English. Arabic language is a must.</li> <li>- Demonstrate a client-oriented approach, tact and ability to work with people of different national and cultural backgrounds.</li> </ul>
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	Office space as it would be needed in UNFPA office.
Other relevant information or special conditions, if any:	Note please: In the case of seeking the assistance of somebody else (experts or support staff) by the main consultant, this should be mentioned in the offer of the consultant ( specialty and duration) , and undertaken with the full responsibility of the consultant, wherein UNFPA is not obliged for any financial entitlements to the other trainer assistant);
Signature of Requesting Officer in Hiring Office:	
Date:	