

TERMS OF REFERENCE

Technical support to update the Procedure Manual and Standard Operating Procedures for Social Service Delivery in Maldives

UNFPA
(MDV-ToR/2023/023)

Hiring Office:	UNFPA Maldives Country Office
Purpose of consultancy:	<p>Gender based violence (GBV) is a gross violation of human rights that affects individuals and communities, manifesting in many forms, including sexual violence, domestic violence, physical violence and child abuse. In the Maldives, 1 in 3 women aged 15 – 49 have experienced some form of violence in their lifetime¹ and the 2016 Demographic Health Survey (DHS) found that 1 in 4 women have experienced physical, sexual or emotional violence from a husband or partner. Furthermore, in 2022 alone, a total of 720 cases of domestic violence was reported to the Family Protection Authority (FPA), out of which only 43.7% of cases were initially reported to the social sector.</p> <p>Despite there being some progress, for example in relation to laws and policies to promote gender equality and address gender-based violence there are still numerous challenges to the provision of services for survivors of violence. Thus, in order to respond to these challenges, the government of Maldives have adopted strategies to mitigate the impact of GBV, with GBV case management as a critical approach to provide social service interventions to survivors of violence.</p> <p>However, there is an urgent need to look at the existing procedure manuals and Standard Operating Procedures (SOPs) from a survivor-centred approach, adhere to GBV guiding principles, guide consent and referral processes. Furthermore, to provide technical guidance on case action planning and safety planning and ensure the safety and well-being of survivors as well as compliance to international best practices and interagency GBV case management guidelines.</p> <p>Hence, UNFPA Maldives is seeking a qualified international consultant to review and update the Procedures Manual and SOPs for social service delivery currently being used by the Ministry of Gender, Family and Social Services (MoGFSS). The Consultant will be working closely with UNFPA and FPA in consultation with MoGFSS on this assignment.</p>
Scope of work:	The Consultant is expected to support UNFPA and FPA to review the existing Procedure Manual and SOPs to develop a comprehensive procedure manual on responding to cases of GBV and Domestic Violence (DV). The updated procedure

¹ Fulu, E. (2006). “The Maldives study on women’s health and life experiences”:
https://maldives.unfpa.org/sites/default/files/pub-pdf/WHLESurvey_0.pdf

(Description of services, activities, or outputs)

manual should include social work case management guidance for both social workers and other frontline responders that share the mandate of providing services to survivors.

Specific Deliverables

1. Inception Report

- Details of the methodology and workplan with clear deliverables and milestones.

2. Review and assessment:

- Review the implementation of the current 'Procedure Manual on Delivery of Services' used by MoGFSS. This includes evaluating how the procedure manual has been used to deliver services in islands that have access to different levels of resources.
- Capture lessons learnt from the experience of implementing the current procedure manual for adult and child survivors.
- Identify limitations and areas to strengthen within the case management procedures for cases of gender-based violence within the existing procedure manual.
- Identify the roles and responsibilities of agents that have been assigned with the mandate of providing social services under the national legislations including Domestic Violence Prevention Act (03/2012), Sexual Harassment and Abuse Prevention Act (16/2014), Sexual Offenses Act (17/2014), and Decentralisation Act (07/2010), Child Rights Protection Act (19/2019), Social Protection Act (2/2014).

This section includes consultations with stakeholders from the social sector at all levels and other relevant sectors that provide protection, legal, psychosocial, protection and security services to get a holistic picture of the current situation.

3. Updated Procedures Manual including SOPs and toolkit

- Revised and updated procedure manual on case management of GBV and DV, based on the findings from the review, consultations and aligned to the most recent international standards for providing care and prevention of gender-based violence and domestic violence survivors. These case management procedures should reorient materials primarily from child protection to GBV and ideally provide guidance on responding to cases where child protection and GBV concerns are co-occurring to ensure that the rights, health and safety of the adult and the child are given equal significance.
- Develop user-friendly toolkit (Job aid) that can be used during case management of gender-based and domestic violence cases. This toolkit should include all relevant tools and technical checklists, forms and assessments that are necessary to strengthen case management procedures.

4. Validation Meeting and submission of final Documents

- Present the newly developed case management procedure at a consultation meeting with relevant stakeholders for their feedback. Incorporate comments and suggestions deemed to strengthen the procedure.

	<ul style="list-style-type: none"> • Submit final documents
Duration and working schedule:	<p>Total of 60 working days between August - November 2023</p> <p>This includes two mission to Maldives; 1) for the review and assessment phase (with potential travel to the field) and, 2) the final validation meeting.</p>
Place where services are to be delivered:	<p>The assignment will be undertaken home-based with travel to Maldives for the review and assessment and a validation meeting towards the end of the assignment.</p>
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<p>Work will be monitored by UNFPA and FPA and timely updates are required to be sent through email and/or zoom calls.</p>
Supervisory arrangements:	<p>The contract will be managed by the UNFPA Country Office and the consultant will work closely with the designated focal point from FPA.</p>
Expected travel:	<p>Two missions expected to Male', Maldives for the consultative discussions including possible field mission at the development stage and for the Validation meeting of the final documents.</p>
Required expertise, qualifications, and competencies, including language requirements:	<p>Primary expertise required:</p> <ul style="list-style-type: none"> • A Master's degree in gender studies, social sciences/social work, development studies or related fields. • At least 5 years of experience in development planning, social policy analysis, development and implementation of GBV case management programmes and tools • Previous experience in developing GBV Case management procedure manuals and SOPs will be an added advantage • Knowledge of survivor-centered approach to GBV case management • Basic understanding on human rights principles • Excellent communication and analytical skills in English language and demonstrated ability to transfer and impart knowledge. <p>Functional Competencies:</p> <ul style="list-style-type: none"> • Good analytical, writing, and presentation skills. Fluency in reading, writing, and speaking in English Language • Computer skills, Excel and various office applications. Demonstrated experience in knowledge and information management. <p>Behavioural Competencies:</p> <ul style="list-style-type: none"> • Demonstrated ability to work in a multicultural environment and to establish harmonious and effective working relationships, both within and outside the organization; • Proven leadership, teamwork, and interpersonal skills. Ability to work and deliver under a limited period of time would be an asset.

<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>FPA:</p> <ul style="list-style-type: none"> • Provide a focal point to work with the consultant and for regular communications • Review and provide comments to deliverables in a timely manner • Facilitates contacts with partners and relevant stakeholders • Facilitate access to necessary content/documents • Support the organization of the validation meeting <p>UNFPA Maldives:</p> <ul style="list-style-type: none"> • Monitor and facilitate the progress of the assignment. • Review and provide comments to the deliverables in a timely manner • Facilitate access to necessary content/documents
<p>Other relevant information or special conditions, if any:</p>	<p>The other conditions that may apply in the undertaking of the assignment include:</p> <p>Basis of payment: The payment will be made in 3 instalments:</p> <ol style="list-style-type: none"> 1. Submission of Inception Report (20% of total payment) 2. Submission of draft of updated procedures manual, SOPs and toolkit for comments and review (40% of total payment) 3. Completion of the validation meeting and submission of final documents (40% of total payment) <p>Format of outputs: All documents should be submitted in editable electronic format</p> <p>Language of reports/publications and other documentation and working language in country of assignment: English</p> <p>Ownership of output: FPA, MoGFSS, UNFPA</p>