


TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

Project Support Officer

TERMS OF REFERENCE (to be completed by Hiring Office)	
Hiring Office:	UNFPA Bosnia and Herzegovina
Purpose of consultancy:	<p>In September 2018, in view of an emerging mixed migration crisis, UNFPA Bosnia and Herzegovina initiated an emergency response that enabled local institutions to work on the development of SOPs for GBV and provide safe spaces for women and girls refugees/migrants.</p> <p>In order to improve the situation in the field, provide protection services to affected population and achieve sustainability through building local capacities for work on GBV protection and provision of SRH services, continuation of previously started activities is necessary in Una-Sana and Sarajevo Canton where most vulnerable population of refugees/migrants (families and unaccompanied girls and boys) are located. One of the crucial support services are Women and Girls Centres as well as Boys and Young Men Centres in migrants/refugees settlements established by UNFPA Bosnia and Herzegovina where empowerment and psychosocial services are regularly provided.</p> <p>Under its global mandate to address GBV in humanitarian settings, and as the lead agency for multi sectoral coordination of GBV, UNFPA is committed to ensuring that women and girls affected by the different emergencies are protected and that the needs of GBV survivors are met through adequate health responses, psychosocial support and case management in line with international guidelines and best practices. It is vital that frontline local organizations and first responders have the capacity and competency to provide quality response services and care for women and girls to ensure their right to safety from violence and safety in emergencies.</p> <p>The Project Support Officer will be expected to supports the planning and implementation of UNFPA’s Emergency Response in relation to combating gender based Violence in Emergencies (GBViE) by providing administrative and coordination support, liaising with UNFPA teams and other actors to ensure successful project implementation and following up on recommendations. S/he would be responsible for establishing and maintaining good working relationships with related government officials, with civil society representatives and all other related humanitarian partners.</p> <p>Under the guidance and supervision of the GBViE Project Manager, the Project Support Officer will be responsible for the overall administration and/or additional support of the project (contractual, organizational, financial, logistical, etc.). The Project Support Officer will work in close collaboration with the different teams of UNFPA as well as with other relevant actors for effective achievement of results, anticipating and contributing to resolving complex programme /project-related issues and information delivery.</p> <p>In addition, s/he applies established systems and procedures in implementation of the country programme; assists in the creation of knowledge by compiling, synthesizing and analysing information relevant to the program issues</p>
Scope of work: (Description of services, activities, or outputs)	<p>Under the direct supervision of the GBV Project Manager, the key responsibilities of the Project Support Officer entail the following:</p> <ul style="list-style-type: none"> ● Pro-actively contribute to day-to-day project implementation and ensure conformity to expected results and project work-plans; ● Maintain project correspondence and communication; ● Contribute to the preparation and implementation of progress reports; Draft regular reports and feedback on the project implementation and needs that help in program review and decision making; ● Assist in regular data collection, analysis, and reporting of service provision to protection cases and project activities; ● Assist in drafting, editing and proof-reading of relevant materials, capturing key messages of UNFPA humanitarian response (including, but not limited to concept notes, brochures, fliers, feature articles related to activities/events, human interest stories and any other public information advocacy materials) ● Providing inputs for various UNFPA, partner and donor reporting mechanisms;

	<ul style="list-style-type: none"> • Supporting organization of advocacy and other events: undertaking logistical administrative and financial arrangements, in consultation with the Country Office, for meetings, workshops and other events as they may arise; • Support quality implementation of GBV programme interventions, activities and related programme/coordination mechanisms including communication and awareness raising activities • Providing training on basic concepts on GBV mainstreaming in humanitarian settings for humanitarian personnel; • Contribute to GBV service needs identification in coordination with the GBV team and assist in the development of a referral pathway across key services for protection cases and monitors for bottlenecks in the referral pathway; • Supports the assessment of gaps, planning and implementation of the preparedness activities • Supporting organization of GBV coordination meetings or events and maintaining records of the meetings and follow up on agreed steps and schedules; • Representing UNFPA as part of implementation of GBV Safety audits and at various coordinating meetings; • Assisting with identification of arising needs and sourcing of local professionals to support UNFPA humanitarian response; • Assist in the preparation of payments requests for operational expenses, salaries, etc. against project budgets and work plans; • Assist in procurement and recruitment processes; assist the Project Manager in preparation of ToRs and related documents for the consultants; • Performs other duties as may be required and requested by the GBV Project Manager
Duration and working schedule:	01 December 2020 until 28 February 2021, possible extension in line with available budget.
Place where services are to be delivered:	The Project Support Officer will be based in Una Sana Canton but will cover a humanitarian response related to the entire BH
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	The work will be done daily (8 hours per day, 40 hours per week) in line with developed and approved daily/weekly work plans. Reports to be submitted on a daily/weekly basis with all relevant information.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monitoring will be provided on a daily basis by GBVIE and DRR Project Manager
Supervisory arrangements:	The Project Support Officer will work under the overall supervision of the GBVIE and DRR Project Manager.
Expected travel:	The Project Support Officer is expected to travel locally within Una Sana Canton and periodically Sarajevo Canton.
Required expertise, qualifications and competencies, including language requirements:	<ul style="list-style-type: none"> - University degree in psychology, social work, gender studies, international affairs, humanitarian aid, or related field - Minimum of two years of experience in project assistance, preferably in international development organizations; - Previous experience relating to GBV programmes/projects or humanitarian setting distinct advantage; - Experience in administrative, clerical, financial and logistical work; - Ability to conduct research and collect information from a variety of sources; - Experience in partnering with government institutions and CSOs; - Proficiency in MS Office (MS Word, Excel and Outlook) software applications. - Knowledge of financial and web management programmes would be an asset. - Experience in developing and facilitating workshops and trainings; - Flexible work attitude: the ability to work productively in a team environment and independently, and to handle requests or issues as they arise; - Demonstrated understanding of issues related to confidentiality, data safety and other ethical concerns related to the sharing on sensitive data between humanitarian agencies;

	<ul style="list-style-type: none"> - Excellent interpersonal and communication skills: the ability to successfully and effectively liaise with people in a wide range of functions in a multi-cultural environment - Working with international standards and legislation would be an asset; - Self-motivated - Fluent knowledge of English is compulsory.
<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>N/A</p>
<p>Other relevant information or special conditions, if any:</p>	<p>UNFPA reserves the right to offer to the selected candidate the rate in accordance with UNFPA consultant rates and UNFPA available budget. Payment for contractor will not exceed average UNFPA rates for national consultants.</p> <p>Where the contractor fails to deliver the required quality of products, the rate payable will be reduced. UNFPA reserves the right to assess the quality of products. Contractor has the obligation to finalize products/documents to the full UNFPA satisfaction.</p>
<p>Signature of Requesting Officer in Hiring Office:</p> <p>Date: 17.11.2020.  <i>Alma Pezerovic GBVIE/DRR Project Manager</i></p>	