

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT

TERMS OF REFERENCE	
Hiring Office:	MNG06FPA GBV Project
Purpose and background of consultancy:	<p>The One Stop Service Center (OSSC) is an international best practice in service provision bringing together integrated services including health, psychological, legal, police protection and social services for survivors of domestic (DV) and gender-based violence (GBV). Services include basic screening, identification of risks, provision of essential health, social, legal and police services at one point, and facilitation of secure referrals.</p> <p>By April 2017, there are 6 UNFPA-supported OSSCs operating in Mongolia, where 3 are located in Ulaanbaatar (ie Trauma Hospital, Forensic Hospital and Sukhbaatar District Health Alliance), and the remaining 3 are in Bayankhongor, Gobi-Altai and Zavkhan provinces. Additionally, there are 2 shelters located in the National Center Against Violence (NCAV) and Ulaanbaatar City Police Department, with which UNFPA works closely.</p> <p>Also, 6 UNFPA-supported, multi-disciplinary teams (MDT) are functioning across the country in the locations of the OSSCs mentioned above. In 2017, 10 more OSSC sites will be identified, based on the nationwide gender - based violence prevalence survey results and within the framework of the GBV project. Therefore, it is important for this assignment to determine the best practices and lessons learned from the existing OSSCs in order to effectively implement the recommendations into the new OSSCs.</p> <p>Before 2009, victim protection services were run by NGOs with the support of international and UN Agencies. The first OSSCs were established by the joint orders of the Ministries of Health, Justice, and Social Welfare in 2009, with the joint support from UNFPA, UNDP and WHO. Technical assistance by international and local consultants were provided to the OSSCs in developing the service standards and protocols.</p> <p>A series of trainings were also provided to the OSSCs' staff. The NCAV, which is a pioneer in victim protection services, shared their experience and lessons learned from their 10 years of practice in running shelters. In 2014, the Ulaanbaatar City Police Department established and maintained their own shelter for DV victims and survivors.</p> <p>The OSSCs play a critical role as it is the first contact point for the victims of violence where the multi-sectoral services are provided. The United Nations Joint Global Programme on Essential Services for Women and Girls Subject to Violence was launched in 2016. It is an inter-agency guideline on the essential and integrated service package for victims of violence, and it is important that the OSSCs in Mongolia meet the standards as set by the guidelines.</p> <p>Since the launch of the OSSCs, there has been only one assessment done by the Ministry of Health in 2009, which focused on the administrative functions of the OSSCs. The UNFPA project titled "Combating Gender-Based Violence in Mongolia" (GBV Project) co-funded by the Swiss Agency for Development and Cooperation (SDC), the Government of Mongolia, and UNFPA, has a component to strengthen the existing OSSCs.</p> <p>The purpose of the consultancy is to conduct an assessment of existing OSSCs to determine their relevance, efficiency, effectiveness, and sustainability. Also, the consultancy will identify areas for further improvement from the technical, human resources, utilization and operational perspective. The consultancy will contribute to the evaluation of the OSSCs' performance since 2009, the identification of the gaps, and the suggestion of further improvement of the OSSCs. Furthermore, it will assess how effectively the OSSCs have been coordinating between different sectors in acting as a contact point for GBV/DV survivors, and making recommendations on how to align the best practices and current functions with the National Programme on Domestic Violence and the Mid-Term Strategy to implement the Law on Gender Equality.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>The objectives of the consultancy are the following:</p> <ul style="list-style-type: none"> • Undertake a desk review of the 2009 MOH report and its findings, and annual programmatic reports of the existing OSSCs;

- Assess the relevance, capabilities, efficiency, effectiveness and sustainability of services provided by the OSSCs;
- Assess the ability of the OSSCs to effectively implement the UN Essential Service Package Guidelines for victims of violence and identify the gaps in implementing them;
- Identify key challenges, best practices and lessons learned;
- Assess to what extent improvements were made since the 2009 assessment; and
- Recommend additional areas for improvement necessary for the OSSCs to meet the international standards as set by the above guidelines.

More specifically, the consultant is expected to assess the OSSCs from the gender and human rights perspectives and responds to the following questions:

- How the OSSCs receive and work with the survivors of violence,
- How the essential service package is provided to the survivors of violence,
- To what extent the analysis and information sharing and coordination of providing support to the victims of violence are done at OSSCs and multi-disciplinary teams,
- To what extent, the services and care provided by OSSCs have contributed to the rehabilitation, psychological and emotional stability and the continuation of a safe and stable life,
- How is the evidence being documented to facilitate court proceedings,
- How the information collected has been documented and used to improve programming, coordination, advocacy and fundraising,
- Whether safety and ethical standards are met, paying close attention to confidentiality and security of the victims,
- How do the OSSCs meet the requirements of good programming and influence policy making,
- The extent to which the OSSC is utilized by victims of GBV/ DV,
- Accessibility (how user-friendly the center is and how easy or difficult it is for victims to access),
- How the victim's protection is ensured,
- What risks and threats, if any, are encountered by the victims of violence,
- How sustainable are the OSSCs; how well the current systems at the OSSCs will continue to function in the long-term and how is it ensured; whether the OSSCs are standardized and institutionalized, and whether the staff and running costs are secured in either the organisational budget or the local budget,
- The level of quality of service delivery, information management and inter-agency coordination, and
- Any future needs for improvement in terms of services that are provided ensuring the human rights and gender sensitive approaches are included.

In doing this assessment the consultant shall conclude the following:

- Develop a set of key assessment questions/check-list and sub questions to guide the assessment process of OSSCs and shelters;
- Provide the framework for the OSSCs' assessment, ensuring that it follows the guidelines from the UN Essential Service Guidelines Package;
- Assess if victims are appropriately protected based on the UN Essential Service Guidelines and determine how accessible are the multi-sectoral services for the victims of violence;
- Assess the functionality of the MDT at OSSCs and whether the MDT approach is effective and efficient;
- Assess the implementation process (relevance, efficiency, effectiveness and sustainability);
- Analyze and evaluate the accomplishments and best practices of the OSSCs;
- Assess the implementation phase; challenges faced during the implementation process and what are the main areas of improvement made (relevance, efficiency, effectiveness and sustainability);
- Examine the efficiency and effectiveness of the response to victims of GBV;

- Examine the relevance, response, and coordination mechanisms of handling cases related to GBV; and
- Assess the skills and capacities in dealing and responding to victims of GBV.

In the on-site assessments, the consultant may include the following questions, among others:

- Is it an OSSC or a shelter? Where is it located? How easy is it to identify the location of the OSSC or shelter in the catchment areas? What is the safety level of the OSSC or shelter? How do the OSSCs or shelters receive clients? What types of services do the OSSCs or shelters provide? How do OSSCs or shelters coordinate with other agencies or service providers? How is data being collected at the OSSCs or shelters and how are they sharing the data and their knowledge with each other? What are the best practices and lessons learnt?
- How relevant are the services to the victims' needs, and are the needs specific to the aimags and districts? To what extent is the OSSC or shelter working efficiently and effectively? To what extent is the OSSC or shelter sustainable? To what extent is the OSSC implementing the framework and guidelines from the UN Essential Service Package Guidelines for victims of GBV/ DV?
- Does the OSSC or shelter have a clear and systematic M&E framework to guide planning and monitoring? If so, what is it? If not, what improvements could be made and what are the recommendations?
- Are there adequate and appropriate human resources to maintain, update, and analyze OSSCs and improve their functionalities? Did staff receive necessary trainings?
- Are there any safety and ethical principles to ensure confidentiality of the victims and survivors? Do OSSCs or shelters follow the principles of informed consent?
- How do OSSCs or shelters intervene? What interventions have they made and, what are the guiding principles that they use for their interventions? How do they determine when an intervention is necessary?
- Is there any Information Sharing Protocol (ISP), which provides guiding principles for the safe and ethical sharing of the victims' information with the relevant authorities?

The consultant will be asked to meet with the following entities and individuals:

- Staff and service providers from the 6 OSSCs and 2 shelters, and relevant authorities of the institutions where OSSCs and shelters are located;
- Members of the MDT in localities;
- Relevant staff of the Ministry of Justice and Home Affairs, Ministry of Health, Ministry of Labor and Social Protection and Ministry of Education, Culture, Science and Sports;
- UNFPA Representative and relevant staff of UNFPA Mongolia Country Office; and
- Selected victims or survivors served by the OSSCs and/or shelters, if possible.

Assessment Process and Methodology

The overall approach of the assessment will be participatory, consultative, gender and human rights oriented, and culturally sensitive.

Data collection methods include a review of global and national documents to compare OSSCs in Mongolia with international standards and understand the UN Essential Service Package for victims of GBV/ DV; key informant interviews and focus groups discussions with relevant users and service providers (OSSC management, health and service workers); interviews with the above stakeholders; direct observations at service points at OSSCs; review of data system tools and reports used (e.g. 2009 MOH assessment report, OSSC annual and programmatic reports).

The assessment report shall include descriptions, content and comparative analysis of all OSSCs and shelters. The final report will be presented at the consultative meeting involving relevant parties and comments from the meeting shall be reflected, as needed.

Duration and working schedule:	The consultancy will be for 1.5 months starting from 29 May 2017 and will end 7 July, 2017. The selected consultant shall follow working hours of UNFPA Mongolia Country Office.																																			
Place where services are to be delivered:	UNFPA Mongolia Country Office, Ulaanbaatar, Mongolia.																																			
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<table border="1"> <thead> <tr> <th>Phase</th> <th>Activities</th> <th>Deliverable</th> <th>Due date</th> </tr> </thead> <tbody> <tr> <td>Preparation phase</td> <td>Development of assessment methodology and document review</td> <td>(1) Summary of the desk review of the international best practices, (2) Summary of the desk review based on 2009 MOH OSSCs assessment report and annual programmatic report, (3) Draft assessment questions/checklist</td> <td>29 May-2 June 2017 (5 working days)</td> </tr> <tr> <td>Data collection and field work phase</td> <td>Field visits to OSSCs, consultations with key informants (15 working days)</td> <td>Site visits</td> <td>5-23 June, 2017 (15 working days)</td> </tr> <tr> <td>Analysis and draft report phase</td> <td>Development of findings, conclusions, recommendations and best practices</td> <td>Draft assessment report</td> <td>26-30 June 2016 (5 working days)</td> </tr> <tr> <td>Consultative meeting</td> <td>Organisation of consultative meeting involving relevant sector representatives for validation and discussion of needs/gaps for further development</td> <td>Consultative meeting</td> <td>30 June 2017 (1 working day)</td> </tr> <tr> <td>Working on the final report to reflect the consultation results</td> <td>Completion of the final assessment report reflecting inputs from consultative meeting and earlier comments provided by relevant parties on draft assessment report</td> <td>Final assessment report in English and Mongolian, inclusive of key findings, strengths and weaknesses of existing systems and practices at OSSCs and shelters, best practices and recommendations for further improvements</td> <td>3-7 July 2017 (5 working days)</td> </tr> <tr> <td>Report finalization phase</td> <td>Submission of the final report both in English and Mongolian</td> <td>Final report both in English and Mongolian</td> <td>10-21 July, 2017 (2 weeks after the contract expiration)</td> </tr> <tr> <td colspan="3" style="text-align: center;">Total duration:</td> <td>31 working days</td> </tr> </tbody> </table>				Phase	Activities	Deliverable	Due date	Preparation phase	Development of assessment methodology and document review	(1) Summary of the desk review of the international best practices, (2) Summary of the desk review based on 2009 MOH OSSCs assessment report and annual programmatic report, (3) Draft assessment questions/checklist	29 May-2 June 2017 (5 working days)	Data collection and field work phase	Field visits to OSSCs, consultations with key informants (15 working days)	Site visits	5-23 June, 2017 (15 working days)	Analysis and draft report phase	Development of findings, conclusions, recommendations and best practices	Draft assessment report	26-30 June 2016 (5 working days)	Consultative meeting	Organisation of consultative meeting involving relevant sector representatives for validation and discussion of needs/gaps for further development	Consultative meeting	30 June 2017 (1 working day)	Working on the final report to reflect the consultation results	Completion of the final assessment report reflecting inputs from consultative meeting and earlier comments provided by relevant parties on draft assessment report	Final assessment report in English and Mongolian, inclusive of key findings, strengths and weaknesses of existing systems and practices at OSSCs and shelters, best practices and recommendations for further improvements	3-7 July 2017 (5 working days)	Report finalization phase	Submission of the final report both in English and Mongolian	Final report both in English and Mongolian	10-21 July, 2017 (2 weeks after the contract expiration)	Total duration:			31 working days
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Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Regular updates and reports to the UNFPA Gender Programme Officer and Assistant Representative a.i. upon completion of each phase, as indicated above.																																			
Supervisory arrangements:	The consultant will work under direct supervision of the UNFPA Gender Programme Officer at UNFPA CO with overall guidance from the UNFPA Assistant Representative a.i.																																			
Expected travel:	Travel to Bayankhongor, Gobi-Altai and Zavkhan aimags and in Ulaanbaatar city.																																			

<p>Required expertise, qualifications and competencies, including language requirements:</p>	<ul style="list-style-type: none"> • Postgraduate degree in social science, criminal justice, health studies, gender studies, gender and development, social work or related field; • Experience in the fields of GBV/DV and monitoring and evaluation is required; • At least 7 years of professional work experience in the field(s) of social work, criminal justice and/or gender equality, with a particular focus on GBV; • At least 7 years of professional work experience in the field of monitoring and evaluation. Experience working with the UN system, experience with UNFPA is as an added advantage; • Prior experience of participating in surveys and conducting evaluation and assessment is required; • Extensive knowledge and understanding of prevention and responses to GBV is mandatory; • Knowledge of the The United Nations Joint Global Programme on Essential Services for Women and Girls Subject to Violence is highly desirable; and • Fluency in oral and written English and Mongolian
<p>Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>The consultancy will be under UNFPA individual consultancy contract (ICC) and governed by UNFPA Policies and Procedures Manual applicable to ICCs. UNFPA will pay a consultancy fee approximated to the current UN salary scale. Rates exceeding approved scale levels are to be negotiated or sought for approval from UNFPA HQs.</p> <p>UNFPA reserves the right to withhold up to 30% of the total fee in the case deliverables are not submitted on schedule or do not meet the expected standards. Copyright and ownership of all documents produced under this consultancy will remain with UNFPA.</p> <p>UNFPA Mongolia Country Office will provide advisory and financial support to consultants for arrangement of logistical matters, related to interviews, focus groups, consultative meeting, and working group sessions, including venue, stationery and refreshments.</p>
<p>Other relevant information or special conditions, if any:</p>	<p>Not applicable.</p>