

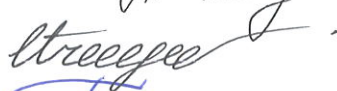
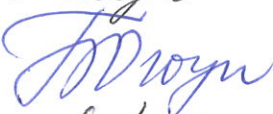
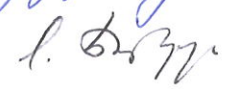


Approved by  Naomi Kitahara, Representative
 Reviewed by  A. Iliza, Assistant Rep, a.i.
 Reviewed by  L. Tuvshinzaya, Operations Analyst 16 July 2018
 Reviewed by  B. Oyun, NPO on Gender
 Prepared by  L. Bilguun, GBV Project Assistant 9 July 2018

**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT
 (One International and One National Consultants)**

TERMS OF REFERENCE	
Hiring Office:	MNG06FPA GBV Project
Remuneration level:	
Purpose and background of consultancy:	<p>Gender-based violence (GBV) is a significant public health concern in Asia and the Pacific, with many consequences for the health, social and economic well-being of women and girls, preventing them from fulfilling their true potential. It also carries high economic costs for societies, and it is an impediment to sustainable development. The recent adoption of the 2030 Agenda for Sustainable Development and the inclusion of SDG 5, Target 5.2, as well as others ending violence against women and gender-related SDG targets, reaffirm this.</p> <p>Mongolia has undergone a tremendous societal change in the past two decades stemming from the country's political and economic transition. This changing context has had a significant impact on the country's socio-cultural norms, the dynamics of gender equality, and the phenomenon of GBV. Preliminary results of the Nation-wide survey on GBV (Oct 2017) reaffirmed that GBV, and particularly domestic violence (DV) against women and children, is prevalent and widespread in Mongolia. While there have been legal advances in the country in recent years, including improvements in legal protections for victims, GBV remains to be one of the most severe and life-threatening human rights violations in Mongolia. The Combating Gender-based Violence (CGBV) Project, which is co-funded by SDC, UNFPA and the Government of Mongolia, will help the country to establish a national response mechanism to prevent and combat GBV, particularly DV, through the creation of a reliable database, an institutionalized victim protection mechanism, and better public awareness.</p> <p>As a part of UNFPA Mongolia CO's strategy and commitment in strengthening national capacity, UNFPA is working with our implementing partners to influence policy development to help prevent, respond and combat GBV/DV. One of the key outcomes of the project is strengthening the multidisciplinary response to GBV/DV with two outputs to improve the supportive policy environment for victim protection and rehabilitation services and establishing multidisciplinary service mechanism for GBV/DV victims/survivors.</p> <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 DV and GBV. Services include basic screening, identification of risks,</p>

provision of essential health, social, legal and police/ protection services at one point, and facilitation of secure referrals.

As of today, there are 6 UNFPA-supported OSSCs operating in Mongolia, where 3 are located in Ulaanbaatar city (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 the Ulaanbaatar City Police Department, with which UNFPA works closely.

The existing OSSCs and shelters have recently undergone the assessment by a national consultant. The findings of the assessment revealed that the OSSC approach generally works in the context of Mongolia. Commitment from the local authorities, capacity and experience of the local multi-disciplinary teams, sustainable financial and human resource management have been identified as the main factors to successful implementation of the OSSC approach. The assessment also identified gaps of services at existing OSSCs so as to meet international service standards as set by the UN Essential Service Guidelines for victims of violence.

Based on the findings from the nationwide survey on GBV, conducted by the National Statistics Office (NSO) in 2017, ten sites have been identified for the establishment of OSSCs in Mongolia.

Prior to 2009, victim protection services were solely run by NGOs with the support from the international development agencies, including United Nations. The first OSSC was established by the joint orders of the Ministries of Health, Justice, and Social Welfare in 2009, with 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.

A series of training were also provided to the OSSCs' staff. The National Center Against Violence, 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/ survivors.

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, issuing an inter-agency guideline on the essential and integrated service package for victims of violence. Therefore, it is important that the OSSCs in Mongolia meet the standards as set by the international guidelines to ensure the most marginalized women and girls who have been subjected to violence receive the essential services on par with international standards.

The project entitled "Combating Gender-Based Violence in Mongolia" (CGBV Project) has a component to strengthen the existing OSSCs, and there is a plan to support the development of the OSSC service standards.

As such, the purpose of the consultancy is to provide technical assistance in the review and finalization of the OSSC service standards for Mongolia, taking into account of the above mentioned assessment and requirements as set in the UN Essential Service Guidelines. The consultant will provide technical expertise

	<p>and facilitate the process of developing OSSC service standards by bringing all the relevant sectors (esp. health, social, justice and police) through consultative and participatory information sharing discussion. He/she will also be working together with the selected national consultant.</p> <p>In accordance to the revised Law on Combating Domestic Violence (LCDV), the finalized OSSC service standards developed will be submitted to the Standard and Measurement Agency for approval. Upon approval, the OSSC service standards will become official policy and working document for all relevant sectors to implement.</p>
<p>Scope of work: <i>(Description of services, activities, or outputs)</i></p>	<p>The consultancy is expected to start in the third quarter of 2018. There will be one national and one international consultant. The international consultant will conduct a mission to Ulaanbaatar, Mongolia to assist the government partners and relevant ministries to finalize the OSSC service standards by working together with the national consultant as well as specialists from different sectors: especially health, social, justice and police/protection.</p> <p>In order to develop and finalize the OSSC standards and ensure quality standards are developed which meets international standards such as the UN Essential Service Package guidelines for victims subjected to violence, UNFPA is looking for one national consultant and one international consultant.</p> <p>The specific objectives of the consultancy are:</p> <ul style="list-style-type: none"> • To review the relevant documents for the OSSC operations, including the Law on Combating Domestic Violence (LCDV), SOPs related to OSSCs and OSSC assessment report, etc; • To review the draft OSSC standards prepared by health, social, justice and police sector officials and provide technical expertise and inputs; • To meet officials at OSSCs, in particular the Sukhbaatar District Hospital's OSSC in Ulaanbaatar or NCAV's shelter and interview and consult the service providers and clients served; • To collect and present findings of the best practices in the world, especially in the Asia-Pacific region on OSSC service standards as well as the UN ESP for victims of violence; • To facilitate the process of the revisions of the OSSC service standards draft which was prepared by different sectors and to assist in finalizing the standards; and • To prepare a narrative report on the technical assistance provided and submit to UNFPA Mongolia CO. <p>Specific responsibilities of the national consultant are as follows:</p> <ul style="list-style-type: none"> • Develop the tools and methodology for collecting information for the review and finalization of the OSSC standards and consult with the international consultant as well as relevant people at UNFPA CO; • Assist in the coordination and facilitation of meetings with relevant sectors, authorities and stakeholders and the finalization of the development of the OSSC standards; • Provide technical assistance, support and translation/interpretation when needed to the international consultant; • Review and provide feedback on the existing documents related to the prevention and response to GBV in Mongolia, particularly related to multi-sectoral response provided at OSSC; • Review the draft OSSC standards prepared by health, social, justice and police sector officials and provide inputs on them;

	<ul style="list-style-type: none"> • Review and present best practices of the countries in the region as well as globe on OSSC service standards as well as UN Guideline on ESP for victims of violence; • Finalize the OSSC service standard document by facilitating the process of revision of the OSSC service standard draft prepared by different sectors; • Submit a report on the technical assistance provided and deliverables. <p>Specific responsibilities of the international consultant are as follows:</p> <ul style="list-style-type: none"> • Develop the tools and methodology for collecting information for the review and finalization of the OSSC standards and consult with the international consultant as well as relevant people at UNFPA CO; • Assist in the coordination and facilitation of meetings with relevant sectors, authorities and stakeholders and the finalization of the development of the OSSC standards; • Provide technical assistance, support and translation/interpretation when needed to the international consultant; • Review and provide feedback on the existing documents related to the prevention and response to GBV in Mongolia, particularly related to multi-sectoral response provided at OSSC; • Review the draft OSSC standards prepared by health, social, justice and police sector officials and provide inputs on them; • Review and present best practices of the countries in the region as well as globe on OSSC service standards as well as UN Guideline on ESP for victims of violence; • Finalize the OSSC service standard document by facilitating the process of revision of the OSSC service standard draft prepared by different sectors; <p>The consultants may need to meet with the following entities and individuals:</p> <ul style="list-style-type: none"> • Staff at OSSCs, especially the Sukhbaatar OSSC and NCAV’s shelter which are supported by the UNFPA; • Relevant staff from the Ministry of Justice and Home Affairs, Ministry of Health, Ministry of Labor and Social Protection and Ministry of Education, Culture, Science, and Sports and the National Police Authority; • UNFPA Representative and relevant staff of UNFPA Mongolia Country Office; and • Selected victims or survivors served by the OSSCs and/or shelters, if possible. <p>Methodology The overall approach of the development of OSSC service standard will be participatory, consultative, gender and human rights-oriented, and culturally sensitive. Facilitation of group work, individual meetings with experts, review of existing documents and best practices and consultation processes will be used as main methods of providing technical assistance.</p>
Duration and working schedule:	The consultancy will continue for five weeks starting from end of September 2018 until end of October 2018 with a total of 30 working days. The selected international consultant will follow the working hours of UNFPA Mongolia Country Office during the in-country mission, for a total of 22 working days. The national consultant will follow the working hours of UNFPA Mongolia Country Office, for the total of 30 working days.
Place where services are to be delivered:	UNFPA Mongolia Country Office, Ulaanbaatar, Mongolia and remotely (where applicable as per deliverables and schedule below).

Delivery dates and how work will be delivered (e.g. electronic, hard copy, in-country mission, online/remotely by distance, etc.):

The following table outlines the tasks for both national and international consultants. The **national consultant will perform all duties in-country**. The **international consultant**, where noted, will perform some tasks by distance such in the preparatory phase and if report is not completed in time before the exit from the country, the report can be revised and completed, remotely by distance.

The national consultant's principle role is to provide support to the international consultant in the process. It is the international consultant who is responsible for the overall completion of the project.

Phase	Activities	Deliverable	Due date
Preparation phase	Review of existing documents including Laws, SOPs, and reports. Parts of the prep work can be done remotely before arriving in-country.	Inception report with summary of the existing documents and on how it informs the methodology developed to draft the OSSC standards.	2 days remotely 3 days in-country
	Data/information collection and field work phase	Field visit to OSSCs, eg Sukhbaatar District Hospitals' OSSC and/or NCAV's shelter in Ulaanbaatar and meet relevant stakeholders (MOJHA, MOH, MLSP, NPA, etc), and UNFPA. Interviews with focal points from key stakeholders/sectors: MOJHA, MOH, NPA, MLSP	Meet relevant stakeholders; UNFPA, national consultants and/or any other relevant stakeholders that may be identified to collect relevant data/information, materials/resources related to the drafting of the OSSC standards. Conduct one on one interviews with the focal points from the relevant sectors: MOJHA, MOH, NPA, MLSP to gather background information and the status/update on the draft standards each relevant sector has developed.
Review and inputs on the draft OSSC standard	Review of the draft OSSC service standards prepared by different sectors	Inputs on the draft standards and provide technical support and guidance	2 days in-country
Consultative and participatory meeting	Consultative meeting involving all sectoral representatives who involved in drafting OSSC service standard	Organisation of consultative meeting involving relevant sector representatives for discussion and revising the draft OSSC standards	6 days in-country

	<p>Refining the standards developed</p> <p>Work on the OSSC standard prepared in consultation with different sector representatives and finalize it</p>	Final draft of the OSSC service standard	5 days in-country 5 days remotely
	<p>OSSC standards and report finalization</p> <p>Submission of the final report and OSSC service standards in English and Mongolian. The Mongolian standards will then be submitted by the relevant ministries (in accordance to the LCDV) to the Standard and Measurement Agency for approval.</p>	<p>The national consultant will support the international consultant in finalization of the OSSC standards in English and then s/he will then translate the final approved English version into Mongolian.</p> <p>Both consultants will submit a final report in English.</p>	<p>2 days (to finalize the English version of the OSSC standards and report, remotely)</p> <p>2 days (to translate the OSSC standards and report into Mongolia, in-country)</p>
	Total duration:		30 days
Monitoring and progress control, including reporting requirements, periodicity format, and deadline:	Regular updates and reports to the Gender Programme Officer under the overall guidance from UNFPA Representative and the Assistant Representative.		
Supervisory arrangements:	The consultant will work under the direct supervision of the UNFPA National Programme Officer on Gender, with guidance from the UNFPA Representative and the Assistant Representative.		
Expected travel:	Ulaanbaatar, Mongolia		
Required expertise, qualifications, and competencies, including language requirements:	<p>The requirements for the international consultant are as follows:</p> <ul style="list-style-type: none"> • Postgraduate degree in public health, social sciences, gender studies, international development, or related field; • Experience in the field of GBV/DV, particularly in developing service standards for victims/ survivors of violence is required; • At least seven years of progressive professional work experience in the field(s) of public health, social work, gender equality, or related field with a particular focus on GBV response; • Proven track record of working in GBV/DV and policy development, more specifically GBV response and service provision; • Experience working with the UN system and experience with UNFPA is an added advantage; • Prior experience of developing service standards utilizing participatory approaches, consulting stakeholders and specialists/ representatives from different sectors; • Excellent facilitation and leadership skills in leading and working with teams from different sectors; • Prior experience in training and developing capacity in the local context to others on GBV/ DV; • Knowledge of The United Nations Joint Global Programme on Essential Services (UN ESP) for Women and Girls Subject to Violence is required; 		

	<ul style="list-style-type: none"> • Experience working in the Asia-Pacific region is highly desirable; and • Fluency in oral and written English is required. <p>The requirements for the national consultant are as follows:</p> <ul style="list-style-type: none"> • Postgraduate degree in public health, social sciences, gender studies, international development, or related field; • Experience in the field of GBV/DV, particularly in developing service standards for victims/ survivors of violence is required; • At least five years of progressive professional work experience in the field(s) of public health, social work, gender equality, or related field with a particular focus on GBV response; • Proven track record of working in GBV/DV and policy development, more specifically GBV response and service provision; • Experience working with the UN system and experience with UNFPA is an added advantage; • Experience working with Mongolian government, in particular the different ministries and sectors such as health, labour, justice, etc is high desirable; • Prior experience of developing service standards utilizing participatory approaches, consulting stakeholders and specialists/ representatives from different sectors; • Excellent facilitation and leadership skills in leading and working with teams from different sectors; • Prior experience in training and developing capacity in the local context (aimag, or soum level) to others on GBV/ DV; • Prior experience working with international consultants assisting with translation and interpretation is highly desirable; • Knowledge of the UN ESP for Women and Girls Subject to Violence is desirable; and • Fluency in oral and written English and Mongolian is required.
<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 the arrangement of logistical matters, related to interviews, focus groups, consultative meeting, and working group sessions, including venue, stationery, and refreshments.</p>
<p>List of documents to be provided</p>	<p>The following list of documents will be provided to the by UNFPA to the consultants to help with the preparatory phase:</p> <ul style="list-style-type: none"> • 2017 OSSC assessment report • 2009 guidelines for the establishment of hospital based OSSCs • Mongolian shelter standards • Law on Combating Domestic Violence • UN Essential Service Package guidelines • GBV survey report • Draft SOPs developed by the sectors • Any other relevant or related materials

Other relevant information or special conditions, if any:	Not applicable.
Name and signature of Requesting Officer:	Oyun Banzragch, NPO on Gender Date: 2018.07.09 