

**Technical Support Team [[1]](#footnote-2)**

**Terms of Reference (ToR)**

**In-depth Technical Support**

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Title** | SBC Advisor | | |
| **Requesting Agency** |  | | |
| **Supervisor in country** |  | | |
| **Country/location** |  | | |
| **Modality** | In-country | Remote | Combination |
| **Estimated start date** |  | | |
| **Estimated end date** |  | | |
| **Estimated duration** | * Up to 8 weeks/40 days | | |

1. BACKGROUND

*This section should provide a justification for this support including:*

* *A contextual and humanitarian analysis of the crisis.*
* *Details on the current situation relevant to the crisis with details on how this situation developed and extent of expected deterioration.*
* *Any cultural, demographic or infrastructure details pertinent in understanding the complexity of the situation.*
* *Add any information on gender and gender-based violence (GBV) risks in the country.*
* *Add any information on the existence and activity of local organizations in particular women-led and women rights organizations.*
* *Provide details on the nutrition and health response*
* *Elaborate the ongoing intervention by your organization and explain how it fits within the response. Include any assessments done or key reference documents.*
* *Explain why you have a gap in technical capacity and why you need Alliance support*

2. PURPOSE

*Briefly explain what purpose the Technical Advisor will fulfil. What would be the general goal of the Technical Advisor personnel? What role is the Technical Advisor expected to perform? The purpose represents the impact you are seeking to achieve through the Technical Advisor personnel. The purpose should be tailored for each context and specific support. To note, the Technical Advisor can be positioned to lead, co-lead with an in-country colleague, or support/coach an in-country colleague to lead on the activities.*

3. SCOPE OF DUTIES AND RESPONSIBILITIES: Technical Advisor

* *Enlist and specify all tasks that the Technical Advisor is expected to perform.*
* *List a key activity and then:*
  + *List sub activities*
  + *In this manner*
* *Make all reasonable efforts to include activities to engage local organizations within each activity, as well as ensure GBV/gender is cross-cutting*
* *Within each activity, the requester should consider how and who might be coached or have the capacity strengthened (this mentee should be listed in Section 6)*

|  |  |  |
| --- | --- | --- |
|  | **Activities** | **Deliverable** |
| **1** | Providing technical advice and operational support on Social and Behaviour Change relating to Infant and Young Child Feeding (IYCF), CMAM, health, hygiene and nutrition. |  |
| **2** | Assess existing SBC activities, approaches and tool, and support strengthening the intervention. |  |
| **3** | Integrate behaviour change approaches into CMAM and IYCF-E programming. |  |
| **4** | Assess capacity building needs across partners and develop a plan for meeting these; including conducting Training of Trainers (ToTs) for Ministries, train field workers/first responders or holding orientations for stakeholders. |  |
| **5** | Provide technical training, strategic advice, and operational support on SBC relating to IYCF-E, CMAM, sanitation and hygiene, health and nutrition. |  |
| **6** | Conduct/support formative research using a justified method based on the specific research question (for example using mix methods combining desk review, Barrier Analysis or human centred design and qualitative interviews or FGD) and coach partners and key actors on the use of formative research findings. |  |
| **7** | Support stakeholders with reporting, presentation and dissemination of research findings. |  |
| **8** | Design appropriate and evidence-based SBC strategies and action plans. |  |
| **9** | Develop communication tools, facilitator manuals and job aids that foster organisational capacity in SBC in coherence with existing national protocols and guidelines |  |
| **10** | Support in strategic planning and execution of SBC activities such as radio drama series/talk shows, video shows, etc. |  |
| **11** | Support in initiating/strengthening specific SBC approaches such as the Care Groups model or Human Centered Design |  |
| **12** | Work with partners to develop integrated SBC messages to respond to evidence-based barriers to practicing behaviours. |  |
| **13** | Design M&E tools and indicators to track progress in adoption of recommended behaviors. |  |
| **14** | Support coordination for SBC through either establishing and leading or providing substantial support to in-country partners, Nutrition and WaSH clusters, or SBC technical working groups. |  |
| **15** | Development of Risk Communication and Community Engagement strategy/plan |  |

Time and scheduling permitting the Technical Advisor may also be requested to perform other relevant tasks. If these present a significant deviation from the ToR. These should be discussed with and agreed upon by all parties and documented (at least by email if not an official amendment to ToR document).

The ToR and expected deliverables will be refined once the Technical Advisor starts the support and when the in-country supervisor meets with the Technical Advisor (within 48 hours of starting), as the situation remains dynamic and requires a certain degree of flexibility.

4. EXPECTED TIMELINE

*Please provide an approximate work plan/timeline in the below table.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Activity | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 |
| Arrive in country, security briefing, other admin |  |  |  |  |  |  |
| Meet with TWG, UNICEF, MOH and any other partners |  |  |  |  |  |  |
| … |  |  |  |  |  |  |
| … |  |  |  |  |  |  |
| … |  |  |  |  |  |  |
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Any leave (e.g., RnR) of any key personnel (e.g., in-country supervisor) during the technical support period or any key events (e.g., national holidays) that might affect the availability of key staff and the support, should be highlighted here: XXX

5. EXPECTED DELIVERABLES: Technical Advisor

*Provide a list of expected deliverables from the Technical Advisor’s support by which his/her performance can be evaluated. These results can be in the form of completion reports and task related documents. The expected deliverables enlisted must be tangible and linked to the above scope of duties.*

1. SBC Assessment report with recommendations to strengthen the initiatives
2. Training package including training agenda, presentation slides, handouts and other facilitator and participant materials.
3. Formative research report, including executive summary, and assessment tools (questionnaires, FGD/IDI guides, etc.).
4. A detailed SBC final strategy, action plan and activities including milestones and indicators to monitor and evaluate the success of the plan - no longer than XX pages (excluding annexes).
5. A set of field-tested and tailored media products, visual aid or messages related to the behaviors of interest (original files to be provided).

6. SCOPE OF DUTIES AND RESPONSIBILITIES: Other parties

*Highlight all arrangements that you are agreeing to make to support the Technical Advisor in-country. What services will you provide for the Technical Advisor?*

Host Organization (Name of host organization) ***– In-country support only***

The hosting agency in country will be XXXX and commit to the following:

1. Supporting the Technical Advisorin obtaining visa.
2. Allocation of office space and access to standard office equipment including printer
3. Routine orientation upon arrival including

* Airport pick up and include name/ of driver along with contact information for a second person from the host agency.
* Security briefing within 48 hours.
* Administration briefing and set up.
* ToR briefing of host organization responsibilities.

1. Inclusion of the technical Advisor under the same security and medical evacuation arrangements as other staff. In that regard (and when relevant), a Letter of Understanding (LoU) will be signed between XXXX and the implementing agency, including outlining roles and responsibilities, prior to any travel.

In-country Supervisor (Name and Organization)

*On occasion the in-country supervisor may be from the same organization as the host*

1. Supervisor and Technical Advisor review ToR as soon as possible and make any necessary ToR updates and agree on reporting and feedback cycles.
2. Appointment of a focal point person(s) in-country (could be the in-country supervisor) during the whole period of in-country support while the Technical Advisor is delivering his/her assignments.
3. Arrange for focal point person to provide any background and demographic and contextual information relevant to the assessment/survey.
4. Towards the end of the assignment, the in-country supervisor will provide an assessment of the Technical Advisor’s work in consultation with the Technical Advisor through the Performance Evaluation Form. This should be completed within 5 days after the end of the support.
5. Participate in the post-support webinar (if relevant) – a 1½ hour remote session with interested parties globally (GNC, NGOs, UN agencies, donors, others) to foster information sharing, follow up of actions from the support and discussion on the situation in the country; this includes presenting one slide on the background situation in the country and the reasons for the initial request as well as participation in the discussion.
6. Complete the user-satisfaction survey and share with relevant stakeholders that were actively involved in the Technical Advisor’s support.

In-country MENTEE (NAME and Organization)

*The GNC Technical Alliance takes a capacity strengthening approach to all technical support, therefore we strongly recommend that one or two key individuals (or mentees) are identified to 1. Support the process and 2. Benefit from coaching/capacity strengthening from the Advisor. The activities could be designed with these individuals, as well as the objectives, in mind. The activities (section 3) for the Advisor should reflect this.*

1. Work collaboratively with the technical advisor and other stakeholders
2. Support the technical advisor to achieve the objectives of the technical support
3. Make time to be mentored and increase knowledge transfer from the Advisor.
4. *Detail specific activities the Mentee will be required to do*

Technical backstop (Name and Organization)

1. Timely support in every and any aspect of the technical support as and when needed, to ensure optimal quality and alignment with international standards.
2. Review key deliverables during drafting stage, before sharing with in-country counterparts.
3. Schedule regular (frequency to be determined with Advisor) discussions with Advisor to update and discuss technical support.
4. Review End of Mission report.
5. Take part in relevant briefings and debriefings.

Implementing Organization (Name of Implementing Organization)

1. In the event that the Implementing Organization (the Advisor’s contracting agency) is different than AAH Canada (holder of travel budget) and facilitates payments that will be covered by AAH Canada, upon submission of an Invoice and all supporting documents (receipts, expense reports, boarding passes, etc.), AAH Canada shall process payment in order to reimburse XXX (the Advisor’s contracting agency) for incurred cost. All invoices must be submitted within 30 days of completion of the in-country support. Payment of the invoice will be made within 30 days of receiving the invoice and AAH Canada reserves the right to withhold payment for invoices that are 60 days past the completion of the in-country support.

Consortium lead agency (AAH Canada)

1. In the event that the Advisor provides in country support and Advisor’s contracting agency is different than AAH Canada (holder of travel budget) and does not have travel costs included in their budget, upon submission of an Expense report and all supporting documents (receipts, boarding passes, hiring agency per diem policy, etc.), AAH Canada shall process payment in order to reimburse XXX (the Advisor) for incurred cost. Expense report shall be completed in AAH Canada template which shall be shared upon travel by AAH Canada. Per diem rate will be based on the hiring agency per diem policy, but it will be limited to and not exceeding the AAH Canada rate for the country of travel. All Expense reports must be submitted within 30 days of completion of the in-country support. Payment of the Expense report will be made within 30 days of receiving the expense report and AAH Canada reserves the right to withhold payment for expense reports that are 60 days past the completion of the in-country support.

7. GENERAL TERMS FOR TECHNICAL SUPPORT

1. The GNC Technical Alliance and implementing organization will hold the possibility to withdraw the Technical Advisorif there is not enough support and commitment from the hosting agency and/or in-country supervisor. In this respect, the responsible agency will have to reimburse all costs related to the in-country support by the Technical Advisorthat were covered by GNC Technical Alliance grants.
2. Gender and GBV risk mitigation will be a cross-cutting concern across all support provided by the GNC Technical Alliance. The Technical Advisor will ensure this happens and that any opportunities for any gender/GBV related support are identified and discussed with the country team. It is expected that country level stakeholders are open to this, embrace it, and contribute actively to it.
3. Efforts to enhance the role and power of local and national organizations (especially women led or women’s rights focused organizations) in nutrition responses is a key objective of the TST. Therefore, during the development, implementation and follow up, all parties (including TST, requesting organization) all reasonable efforts should be made to explore all possible opportunities for local organizations to lead or at least by involved in the technical support. Most importantly this includes the development of the ToR, but also could include, for example, involvement (preferably leading) on the development of any products and involvement in training.
4. Any intellectual property (IP) developed during the course of this support will be jointly owned by both the GNC Technical Alliance and the country and/or organization requesting the support. This means that the tools and resources developed can be freely used, shared and distributed without informing the other, including posting it on relevant websites (GNC Technical Alliance, cluster, organizational, etc.). If there is any particular piece of work that cannot be treated in this way and should be entirely owned by the country and/or organization, this should be discussed during the support and confirmed in writing (email) to ensure the Alliance does not unintentionally share the specific work.
5. As a means to acknowledge the support of the GNC Technical Alliance and its donors, the GNC Technical Alliance and donor logos should be included in any or all materials produced by or with the support of the Technical Advisor, unless there is specific security reasons for not doing so. While the Technical Advisor will ensure these are in place and according to requirements, the supervisor should support these efforts.

*In-country support only:*

1. While agreements on who covers costs for all travel, time and accommodation will be outlined in the budget section below, in case the Technical Advisoris requested to conduct an activity that should be paid for *with GNC Technical Alliance resources*, XXX agrees to facilitate and make payments related to aforementioned activity and will get reimbursed upon specific procedures, also outlined in the budget section below.

8. BUDGET

*This should detail agreements about who will cover costs for the in-country support. Costs could be covered by the GNC Technical Alliance, or the requesting agency/country or a mixture of the two (as explained below) and this should be discussed with the TST Coordination Unit. Briefly explain here the financial ability to contribute to support costs. Also specify the need for Technical Advisor to prepare/manage any budget in country for activities that they will undertake.*

*Cost sharing and cost recovery options are possible for the in-country support of a Technical Advisor. Countries/organizations should contribute to costs when they can, but this should not be an impediment to support. Countries that cannot afford to contribute can potentially access support with the costs covered by the GNC Technical Alliance grants.*

*Cost sharing and cost recovery arrangements will be on a case-by-case basis for each piece of support, with a cost estimate provided shortly after contacting the TST Coordination Unit.*

*Depending on the resources that a country/organization has available, the below tiered system will guide cost sharing and cost recovery:*

|  |  |
| --- | --- |
| *Tier* | *Financial contribution of the country/organization(s)* |
| *Tier 0* | *No contribution* |
| *Tier 1a* | *Only in-country costs, i.e. flights, per diem, accommodation, visa etc.* |
| *Tier 1b* | *Only Advisor salary/fees* |
| *Tier 2* | *Tier 1a plus 1b (i.e. in-country costs and Advisor salary/fees)* |
| *Tier 3* | *Tier 2 plus program support costs* |

*One of the following arrangements will be used according to discussions with the TST Coordination Unit:*

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*Cost-sharing arrangement:* The GNC Technical Alliance and (organization) have divided the costs between them. The total fee for the support is estimated at $xx,xxx to accomplish the goals and activities for this support. The GNC Technical Alliance will contribute $xx,xxx to cover the costs related to (staff salary/fees, travel costs, program support costs) and (organization) will contribute $xx,xxx related to (staff salary/fees, travel costs, program support costs). However, this fee does not include any costs related to the activities to be undertaken by the Technical Advisor, such as training, workshops or assessments, and these costs will also be covered by partners in country. The costs covered by (organization) are typically payable 50% in advance and 50% within 30 days of submission of the final report and an invoice, however the payment schedule is negotiable.

*Costs to be covered by (organization):* All costs for this support will be covered at Tier (2 or 3) by (organization), with a total estimated cost of $xx,xxx. This fee includes all travel costs, staff salary/fees and program support costs. However, this fee does not include any costs related to the activities to be undertaken by the Technical Advisor, such as training, workshops or assessments, and these costs will also be covered by partners in country. The costs covered by (organization) are typically payable 50% in advance and 50% within 30 days of submission of the final report and an invoice, however the payment schedule is negotiable.

*Costs to be covered by GNC Technical Alliance grants:* All costs for this support will be covered by the GNC Technical Alliance grants, with a total estimated cost of $xx,xxx. This fee includes all travel costs, staff salary/fees and program support costs. However, this fee does not include any costs related to the activities to be undertaken by the Technical Advisor, such as training, workshops or assessments, and these costs will also be covered by partners in country.

If it is necessary for the Technical Advisor to provide financial resources for activities (i.e. training/assessment) to be carried out during the support, this should be discussed as soon as possible (prior to travel) with the TST Coordination Unit to determine feasibility. The budget for these activities with GNC Technical Alliance resources can be prepared by the Technical Advisor once in-country with support of Country team and MUST be approved by the TST Coordination Unit ([ballen@actionagainsthunger.ca](mailto:ballen@actionagainsthunger.ca)) before any costs related to this activity are committed and incurred. A budget template is available for this purpose.

All expenditures must be reasonable, allocable and allowable subject to the U.S. Government's definition of ''reasonable, allocable and allowable'' as detailed in the Office of Management and Budget (OMB) Circular 2 CFR 200 Part E-Cost Principles.

In the event that the host agency facilitates payments that will be covered by GNC Technical Alliance resources, upon submission of an Invoice and all supporting documents (receipts), XXXX (the Consortium Lead agency, AAH Canada) shall process payment in order to reimburse XXX for incurred cost. All invoices must be submitted within 30 days of completion of the in-country support. Payment of the invoice will be within net 30 from date of the receipt and XXX reserves the right to withhold payment for invoices that are 60 days past the completion of the in-country support.

9. PROFILE REQUIREMENTS

*Provide required and desirable qualifications and competencies in the Technical Advisor needed. Cover all aspects of experience, education, skills, language, travel etc.*

QUALIFICATIONS & EXPERIENCE

*Required:*

1. Master’s degree in Nutrition or Public Health, social sciences, communications or equivalent
2. Substantial experience and a track record of success in delivering high quality SBC programming or related field (health, WASH, agriculture, Food security and Livelihoods and social protection.
3. Demonstrated experience in designing and leading SBC assessments and formative research
4. Demonstrated experience in designing SBC strategies and providing technical support for implementation
5. Ability to analyze diverse information and develop recommendations for an appropriate response to emergencies
6. Demonstrated capacity in delivering high quality training in SBC

*Desired*

1. Practical experience of SBC interventions at country and global level.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER ATTRIBUTES

*Required:*

1. Demonstrated understanding and commitment to humanitarian principles.
2. Strong skills in coordination and the ability to work effectively with a range of stakeholders, including nutrition clusters, partners and the Ministry of Health.
3. Highly developed writing skills – both at a programmatic level (assessment reports, strategy documents) and a policy level (policy papers, guidance notes).
4. Strong communications skills (both written and verbal) at a level appropriate for high- level external representation presentations.
5. Flexibility in ways of working
6. Ability to analyze diverse information and develop recommendations for an appropriate response to emergencies
7. Excellent knowledge of formative research and SBC theories and approaches.
8. Ability to work in English to a high standard

*Desired:*

1. Working knowledge of French/Spanish/Arabic/other language

*Candidates with previous work experience in the country, or familiarity with the context, will be given a preference.*

10. ACCEPTANCE AND AGREEMENT

*This section should be completed by organizational signatories to acknowledge understanding of the contents of the agreement and acceptance of the conditions including within it. Depending on the situation, the requesting and host organization could be the same, and the implementing and funding organization could be the same.*

The following organizations agree on the contents and conditions of this ToR, as witnessed by the below official signatories for each organization, effective as of the day, month and year when both parties have signed this document.

|  |  |
| --- | --- |
| **Organization Name [requesting organization]** | **TST Coordination Unit (co-hosted by Action Against Hunger Canada)** |
| By: | By: |
| Title: | Title: |
| Signature: | Signature: |
| Date: | Date: |
| **Organization Name [implementing organization]** | ***Add other necessary signatories, e.g. host or technical backstop organization if different from others listed*** |
| By: | By: |
| Title: | Title: |
| Signature: | Signature: |
| Date: | Date: |

1. The Global Nutrition Cluster Technical Alliance (GNC Technical Alliance or the Alliance) is an initiative for the mutual benefit of the nutrition community, and affected populations, to improve the quality of nutrition in emergency preparedness, response and recovery. The Alliance’s Technical Support Team (TST) is co-led by Action Against Hunger Canada and UNICEF and funded by USAID/BHA, SIDA, Irish Aid and UNICEF. The TST exists to provide technical expertise to improve nutrition outcomes in emergencies, in terms of quick responses to queries, longer term support (in-country or remote) and through consultant recommendations or other capacity strengthening initiatives. GNC Technical Alliance services are available to any nutrition actor including governments, national and international NGOs, UN agencies, Red Cross/Crescent Societies and others. More information can be found here: ta.nutritioncluster.net. [↑](#footnote-ref-2)