

## TERM OF REFERENCES

### Conduct review workshop to map existing assistance services for children affected by WFCL including OSEC and violations of acceptable conditions of work

<b>Project name:</b>	Against Child Exploitation (ACE) Project
<b>Location:</b>	Quảng Nam, Đà Nẵng và Điện Biên

#### I. GENERAL INFORMATION

World Vision is a Christian relief, development and advocacy humanitarian organization, working to improve the quality of life of people, especially the most vulnerable children.

The Against Child Exploitation (ACE) project, funded by United States Department of Labor, has commenced since 2019 in the Philippines with the view to strengthening the capacity of the Philippine government to address the Worst Forms of Child Labor (WFCL) including Online Sexual Exploitation of Children (OSEC), and violations of acceptable conditions of work.

Building on fruitful results achieved in Philippines, the ACE project will be implemented from Nov 2021 to September 2024 in Vietnam in 6 target districts of 3 target provinces (Điện Biên province, Đà Nẵng city, and Quảng Nam province) toward the expected outcomes as follows:

- Outcome 1: Improved enforcement of the legal framework and policies pertaining to the WFCL, including OSEC, and violations of acceptable conditions of work.
- Outcome 2: Improved assistance services for victims of WFCL and / or OSEC.
- Outcome 3: Strengthened partnerships to accelerate progress in addressing the WFCL, including OSEC, and violations of acceptable conditions of work.

In order to achieve the Outcome 2, the Project will coordinate with the relevant Department of Labour, Invalids and Social Affairs (DOLISA) and the People’s Committees (PC) to implement review workshops to map existing assistance services for children affected by WFCL including OSEC and violations of acceptable conditions of work. The activity aims to provide a basis for capacity building for service providers in terms of expected content according to their needs such as: post-traumatic care, victim-centered case management, home visit, etc.

#### II. SPECIFIC ACTIVITY

##### 1. Activity name

Conduct review workshop to map existing assistance services for children affected by WFCL including OSEC and violations of acceptable conditions of work.

##### 2. Objectives

- To conduct a mapping of available support services for children affected by the WFCL including OSEC, and violations of acceptable conditions of work.
- To conduct the system capacity evaluation of existing support service providers for children affected by child labor in Quảng Nam (provincial units) and in Tam Kỳ city.

- To conduct a training needs assessment for capacity building for existing support service providers.

### **3. Expected outputs**

- The system capacity of existing support service providers for children affected by child labor in Quảng Nam (provincial units) and in Tam Kỳ city is evaluated comprehensively, thoroughly, and precisely according to the actual local situation.

- The need for capacity building training of existing support service providers is clearly and feasibly identified..

- The results of the assessment will be used to inform stakeholders to provide better services to victims and children at risk of child labor.

### **4. Time and place**

- Time: Sept 2022

- Place: targeted in Quang Nam or 3 provinces

### **5. Target groups for survey & review**

- Existing support service providers for children affected by child labor in Quảng Nam province (provincial units);

- Existing support service providers for children affected by child labor in Tam Kỳ city (city-level units);

- Key members of the Child Protection Committees (CPCs) at all levels in the province, Tam Kỳ city, and 4 project communes/wards.

- Social service providers in the area are capable of providing services to children affected by child labor.

### **6. Scope of review and assessment**

- Provincial support service providers (in Quảng Nam province)

- Support service providers in Tam Kỳ city

- Social service providers in the area, capable of providing services to children affected by child labor.

(Including public and private entities, civil society organizations, and NGOs)

(\*) Service providers are defined as public or private entities which provide any of the following services: medical, psychosocial, legal, livelihood and educational assistance, shelter, or foster care. Service providers in the ACE Project in Việt Nam may include but not limited to the following: Communal CPCs, District Counselling and Support Centers, etc.

### **7. Suggested contents for review and assessment**

*a. General information about available support service providers for children affected by child labor, including:*

+ Management agency

- + Functions & sectors of operation
- + History of formation and operation process
- + Operating budget: budget sources, expenses
- + Advantages/strengths
- + Difficulties/limits

*b. Review criteria*

- Service Delivery Capacity:

+ Professional capacity (number of personnel, specific roles of positions, professional qualifications, contract duration, trained training courses, ...)

- + Facilities and equipments
- + Ability to meet actual needs (time, timeliness, supporting content, ...)
- + Quality of service
- + The need to improve the quality of existing support services

- Operation Capacity:

- + Customers: classification, number, accessibility of target customers, level of satisfaction, etc.
- + Supported issues/areas in practice
- + Ability to control service and process quality.
- + Ability to stabilize the operation of the service provider.
- + Maximum capacity to provide services at a time
- + The ability of the service provider to coordinate with related parties.

*c. Evaluation system/method*

The evaluation system/method is proposed by the consultant, based on reality and feasibility; it can be the Scale 1-10, Pass/fail, Yes/no, Weak – average – fair – good – excellent, ...

**8. Method and approach**

- Design and distribute survey questionnaires to existing support service providers in Quảng Nam (provincial level) and in Tam Kỳ city.

- Collaborate with the Division of Children & Gender Equality (under the Provincial DOLISA) and the District DOLISA (under Tam Kỳ PC) to conduct surveys.

- Synthesize, analyze and share the results of the review and evaluation through seminars using the following methods:

- + Teamwork
- + Participatory, learner-centered approaches which combine a variety of different methods and allow a plenty of time for participants to practice and discuss.
- + Use visual tools and practical documents/examples related to the project area to help participants easily understand and apply from practical lessons.

### **III. THE CONSULTANT**

#### **1. Requirements for the consultant**

- Bachelor or Postgraduate degrees in social work, sociology or related disciplines
- Having knowledge and experience in conducting survey, assessing the capacity and effectiveness of support and consulting services providers for social issues in the community.
- Having experience in facilitating and guiding workshops adopting participatory method.

#### **2. Requirements for outputs**

- Form templates to conduct capacity and needs assessment of service providers.
- Survey results of each service provider.
- List of local service providers.
- Report on survey and assessment of capacity of support service providers in Quảng Nam province and in Tam Kỳ city.
- Report on needs assessment and recommendations for capacity building training for the above support service providers.
- Specific recommendations to monitor, improve, promote and enhance the role and operational capacity of service providers and propose a feasible model of support and consulting services in Tam Kỳ city.

#### **3. Consultant's responsibilities**

- Develop content, a set of criteria, survey methods and tools including questionnaires based on expectations and agreement with the World Vision Việt Nam (WVV) and stakeholders.
- Develop content, program, and workshop materials according to the objectives, methods, and content requirements mentioned in this TOR.
- Provide specific recommendations and proposals to monitor, improve, promote and enhance the role and operational capacity of service providers.
- Provide guidance to develop a pilot plan for the consulting and support service model at the district level in Tam Kỳ city.
- Coordinate/discuss with WVV to develop monitoring and supporting strategies for service providers.

#### **4. Estimated consultancy duration for one province**

The expected outputs and outcomes will be achieved by but not limited to the following tasks per province:

<b>No.</b>	<b>Scope of work</b>	<b>Result</b>	<b># of days</b>
1	Study documents, develop a survey plan, and design the survey questionnaire	Review and evaluation plan, including contents, evaluation criteria,	2.0

		implementation methods, etc. Survey sheet Reporting outline	
2	Provide support during survey implementation	-	1.0
3	Collect and analyze survey results	Survey report	2.0
4	Prepare for presentations and workshop facilitation	A plan for the organizing and facilitation of the workshop	1.0
5	Facilitate the workshop	-	1.0
6	Finalize the report	Final report	2.0
		<b>Total:</b>	<b>9.0</b>

## 5. Consultation fees

The consulting fee is based on the experience and competence of the consultant.

The consultant is responsible for paying as the Personal Income Tax (PIT). The project will deduct PIT before paying the consulting fee.

Expenses of travel and accommodation for the consultant will be covered by the WVV in accordance with the Project's policies.

## 6. Terms and forms of payment

The payment will be made once by bank transfer after the work is completed and the output is accepted by WVIV.

## IV. APPLICATION

1. CV (including full name, title, agency, contact phone number, relevant experience).
2. Detailed implementation plan, clearly stating the workshop agenda and implementation method.
3. Proposal for Consulting Fee & Consulting Duration.

The selection of consultants will be based on: 60% based on qualifications & work experience, and 40% based on the proposed fee.

Application should be sent to People and Culture Department, email: [WVV\\_Recruitment@wvi.org](mailto:WVV_Recruitment@wvi.org) before 5:00 p.m. on 18 September 2022.