

Consultancy Terms of Reference for Development of “Pastoral Care Plan” Humanitarian Programme, International Planned Parenthood Federation

Location: Remote

Duration: Estimated 5-15 working days during October – December 2019.

1. Background:

PPF is registered as a charity in the United Kingdom. Its registered office is 4 Newhams Row, London SE1 3UZ. The IPPF Secretariat comprises Central Office in London and 6 Regional Offices and a globally humanitarian hub based in Bangkok. From 2017 the office based in India relocated to Thailand, along with a new global Humanitarian team. IPPF works in 170 countries to empower the most vulnerable women, men and young people to access lifesaving services and programmes, and to live with dignity. Supported by millions of volunteers and 3,000 staff, IPPF Member Associations provide sexual and reproductive health information, education and services through over 60,000 service points. Services provided include family planning, maternal and child health, STI and HIV prevention and care.

The IPPF Humanitarian Programme sits under the Strategic Framework 2016-2022. The Humanitarian Programme is integrated in to IPPF’s programs, structures and systems, and guided by the IPPF Humanitarian Strategy, which aims to reach 125 million people displaced by conflict and natural disaster without access to basic SRH rights and needs. Within the humanitarian programme, sit’s IPPF’s global flagship sexual and reproductive health in emergencies programme, the SPRINT initiative, which was initiated in 2007, was initially designed to address the gaps in implementation of the Minimum Initial Service Package (MISP) for reproductive health in crises. SPRINT 3 currently works in 14 priority countries across Asia and the Pacific working across the humanitarian lifecycle.

Reflecting IPPF’s duty of care, external good practice and humanitarian standards, and as a component of the SPRINT 3 extension process, a recommendation has been made to strengthen the pastoral care of IPPF’s MA teams, incorporating both staff and volunteers. This recognises that many MA first responders are themselves affected by the disaster or crisis to which the organisation is responding. There are two related operational recommendations arising:

- Development of a pastoral care strategy for MA team leaders/management to follow and implement.
- Roll out / implementation of this pastoral care strategy as and when new crises occur.

2. Desired Outcomes and Outputs:

IPPF is looking for external support to support this work. The desired outcomes and outputs are understood to include:

Outcomes:

- MA staff and volunteers are ready to respond to disasters and the MAs and their management are ready to support them in this.
- There is consistency across the MAs with the pastoral care in disasters provided for staff and volunteers
- The pastoral care provided for MA staff and volunteers reflects humanitarian standards and good practice
- MAs understand how to budget for and build in pastoral care in disasters as part of their resource mobilisation and grant management processes

Outputs:

- Workplan for consultancy timeframe and deadlines
- A framework and associated tools are developed for senior management of MAs to use to ensure effective pastoral care of staff and volunteers in disasters.

While this assignment is funded and focused on SPRINT 3 priority countries, the intent is to create outputs and tools that can be used across the IPPF Federation in other countries and regions as best practice.

3. Recommended Structure and Format

IPPF is clear that the tool / framework must be as practically useful as possible for the MAs' leaders and managers, incorporating, for example, tools, check-lists, templates and training materials. It is anticipated agreement that the assignment could be approached in two phases:

- i. Development of the overall framework / strategy for pastoral care in disasters. It is suggested that the key activities to ensure effective duty of care are mapped out at different phases of a response including emergency preparedness, relief (to include required activities at different points such as 24 hours, 1st week, 1st month etc), recovery and exit / transition.
- ii. Working with IPPF on the priority tools for development to support this framework based on input on the needs from the MAs, IPPF, available levels of resource to support the project, and expert input from the consultant team engaged.

It is important to incorporate a holistic view of 'pastoral care' and it is initially recommended this takes account of the following components:

- Benefits and entitlements (e.g., time off work, accommodation, allowances)
- Critical incidents
- Health
- ICT equipment
- Safeguarding
- Safety and security
- Support
- Wellbeing (e.g., psychological first aid and psychosocial support, self care, stress management and preventing burnout, resilience building, family considerations).

4. Recommended Considerations

- i. Map and build on existing work – IPPF has already undertaken some related work which needs to be consolidated and built upon for this assignment. This includes (but is not limited to) development of a pre-deployment guide, identification of organisational gaps around staff care and actions to address them, and existing frameworks and tools for emergency preparedness and response such as those related to contingency planning, and staff safety and security.
- ii. Diversity of MAs – IPPF's works through in 170 countries through its Member Associations which are extremely diverse in their size, budget, capacity, staffing and programmes. The outputs produced as part of this assignment would need to reflect this and to speak realistically to this context.
- iii. It will be important to ensure internal alignment so engagement with the Humanitarian Team and HQ will be important for consultation and input into decisions which may have implications for the wider organisation.

5. Consultant/Team Competencies

The Consultant/team is required to be sufficiently skilled and competent. Details of the specific skills or characteristics of the consultant/team (e.g. technical knowledge, familiarity with the country/culture, language proficiency, budget formation, analytical experience, facilitation and interviewing skills, etc) are required to be provided. A consultant/team that is familiar with international development, operations within an international NGO that relies on donor funding and is familiar with donor funding is desired. The team is also required to be able to:

- communicate across a culturally diverse organisation and staffing profile
- demonstrate discretion in handling confidential information and
- be willing to travel internationally, if required.

Additionally, it is required that the consultant/team have:

- experience of development and humanitarian issues specifically in the human resource field
- previous experience across international NGOs especially in Asia and the Pacific regions
- Experience of HR Surge systems
- Experience working for federated organisation on surge and HR policies and procedures preferred
- Familiarity and experience working with IPPF and MA preferred.

6. Timeframe

October – December 2019

7. Fees

Fees must be quoted in USD. Please indicate daily rate and number of days' work. Fees should exclude Value Added Tax (VAT), or similar. Where VAT is required to be paid, VAT should be shown separately and indicated separately on invoices.

8. Expressions of Interest

Consultants interested in this role should provide:

- A brief cover letter outlining experience and qualifications against the requirements listed above, a proposed assurance approach and timeline, and their quote to complete the work.
- Curriculum Vitae (CVs) of all staff to be involved in the HR team, including the position of each staff and their role in the team.

Please send your proposal by email to:

Matthew Kusen – Mkusen@ippf.org

Deadline: 21 October 2019