

TERMS OF REFERENCE

Consultant for

Standardization of Specialized services for children victims/witnesses

CONTRACT MODALITY	Individual Consultancy
DUTY STATION	Remote work, Belgrade, Serbia
DURATION OF CONTRACT	5 Months

Purpose of Assignment

Recognizing that access to justice is a fundamental human right, UNICEF, together with the Ministry of Justice and the Ministry of Labour, Employment, Veteran and Social Affairs (hereinafter: MoLEVSA), and with the support of the European Union Delegation in Serbia, has launched the three-year project “Promoting Children’s Access to Justice in the Republic of Serbia” (hereinafter: the Project), co-funded by the European Union and UNICEF. The Project aims to strengthen a child friendly justice system that operates in the best interests of the child, safeguards children’s rights, ensures their meaningful participation, and provides equitable, supportive, and effective access to justice for all children in Serbia.

One of the components of the Project focuses on the standardization of specialized secondary support services for child victims and witnesses of crime within the social welfare system, establishing the basis for the licensing of service providers and ensuring effective service provision to child victims and witnesses, with a strong focus on sustainable, trauma-informed approaches.

The purpose of this assignment is to provide technical support to UNICEF in developing standards for the provision and licensing of specialized secondary support services for child victims and witnesses within the social welfare system, to be formalized through a Rulebook.

Scope of work

Under the supervision of UNICEF and in close cooperation with MoLEVSA, the consultant will provide principal technical expertise to the Working Group established by MoLEVSA in the development of standards and preparation of the draft Rulebook regulating the licensing and provision of specialized secondary support services for child victims and witnesses within the social welfare system. The Working Group will comprise professionals and representatives of key stakeholders from the social welfare sector and other relevant institutions.

The consultant will be responsible for conducting the necessary desk review, preparing successive drafts, developing materials for Working Group discussions, presenting and explaining proposed solutions, documenting agreed changes, incorporating comments received through consultations, and preparing the final draft Rulebook.

Particular attention should be given to defining the roles and responsibilities of specialized social welfare services in relation to courts, public prosecution offices, police, centres for social welfare, health services, educational institutions and other relevant actors, including referral pathways, information exchange, multidisciplinary and intersectoral

cooperation and safeguards against duplication of interviews and secondary victimization. The standards should reflect relevant international and European standards concerning children's rights, child-friendly justice, restorative justice, integrated child protection, multidisciplinary and intersectoral cooperation, accessibility and reasonable accommodation and trauma-informed approaches to supporting child victims and witnesses.

The assignment will result in a draft Rulebook establishing agreed standards for provision and licensing of specialized secondary support services for child victims and witnesses within the social welfare system.

The process will consist of:

- 1) analysis of relevant international and national legal, policy and institutional frameworks and existing materials;
- 2) in consultation with WG develop substantive service standards, including requirements relating to the purpose and content of services, beneficiaries, access and referral, assessment and individualized support, staffing and professional competencies, organization of service provision, accessibility and reasonable accommodation, safeguarding and confidentiality, case documentation, multidisciplinary and intersectoral cooperation, quality assurance, monitoring and licensing; and
- 3) translation of the agreed standards into a final draft Rulebook suitable for submission to MoLEVSA for further legislative processing and adoption.

Work Assignment Overview	Deliverables/ Outputs	Delivery deadline and Input days
Work Assignment 1: Desk review and methodological framework	Review the relevant framework and existing materials to inform the development of the standards, including: • National legal, policy and institutional frameworks governing social welfare services, licensing and support to child victims and witnesses; • Existing analyses, models, service descriptions and previously developed draft standards in this area; • International and European standards, guidance and good practices related to specialized support services for child victims and witnesses; • On this basis, identification of key regulatory and operational issues to be addressed and propose the structure, approach, methodology and substantive components to guide the development of the standards and subsequent Rulebook. Deliverable 1 - Inception note outlining: a) concise analytical overview of the relevant framework;	30 November 2026

	b) key issues and gaps to be addressed; c) proposed approach, methodology and substantive components of the standards; d) methodology and consultation process; e) proposed structure of the Rulebook. Presenting the Inception note at the Working Group session.	
Work Assignment 2: Development of initial draft standards (performed in alignment with WA3)	Based on the Inception note approved by the Working Group, prepare a comprehensive initial draft of the standards/rulebook for specialized secondary support services for child victims and witnesses. The draft should, at a minimum, address: service purpose, target groups, scope and content of service, referral and access, assessment, individualized support, child participation, safeguarding and confidentiality, accessibility and reasonable accommodation, staffing profiles and minimum competencies, multidisciplinary and intersectoral cooperation, case documentation, supervision and staff support, quality assurance, monitoring and accountability, and requirements relevant to licensing of service providers. Deliverable 2 – Comprehensive first draft of the standards and accompanying Working Group discussion materials.	15 January 2027
Work Assignment 3: Consultations with the Working Group (performed in alignment with WA2)	The Consultant presents the first draft of the Rulebook to the Working Group and, through a consultative process conducted in the form of several meetings, supports the Working Group in reviewing, refining, and formulating the final draft of the Rulebook. For each meeting: • Prepare relevant technical and discussion materials; • Present and explain proposed standards and regulatory options; • Document key conclusions and agreed revisions, including meeting notes/conclusions; • Incorporate agreed comments into successive drafts, following the Working Group meetings. Conduct or participate in a limited number of additional consultations with relevant	15 February 2027

	stakeholders, if agreed with UNICEF and MoLEVSA. Conduct electronic consultations and exchange of information with Working Group members, as needed. Deliverable 3 – Meeting notes with brief consultation summary after each meeting, identifying major issues considered and how they were addressed.	
Work Assignment 4: Development of the final draft Rulebook	Based on the advanced draft standards and one consolidated round of comments provided by the Working Group, MoLEVSA, UNICEF and relevant stakeholders, prepare the final draft of the Rulebook, translating the agreed technical standards into a coherent regulatory structure and formulation consistent with the Serbian regulatory framework. Deliverable 4 – Final draft Rulebook, including all provisions and annexes, if applicable, prepared for the next stage of the formal legislative/regulatory processing by the MoLEVSA.	15 march 2027

Payment Schedule:

Payment will be made on submission and acceptance of deliverables. UNICEF reserves the right to withhold payment in case the deliverables submitted are not up to the required standard or in case of delays in submitting the deliverables on the part of the consultant.

Important Notes

- Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.
- The selected candidate is solely responsible for ensuring that the health insurance (and visa if applicable) required to perform the duties of the contract are valid for the entire period of the contract. Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (Covid-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.

- UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment.

**QUALIFICATIONS / SPECIALIZED KNOWLEDGE / EXPERIENCE/ COMPETENCIES
(CORE/TECHNICAL/FUNCTIONAL) / LANGUAGE SKILLS REQUIRED FOR THE ASSIGNMENT**

Minimum Qualification required:

Education: Bachelors degree in social and humanistic fields (law, social work, psychology, sociology, pedagogy or another relevant field)

Work Experience:

- At least 10 years of professional experience in child protection, social welfare, children's rights or a closely related field;
- Demonstrated experience in development of policies, regulations, standards, protocols or other normative frameworks in the field of child protection or social welfare (applicants should provide references to or copies of at least 2 relevant work products demonstrating experience in developing regulations, service standards or comparative normative documents);
- Demonstrated experience relating to child victims and witnesses of violence and/or crime, including child-friendly and trauma-informed approaches;
- Knowledge of relevant international and European children's rights and child-friendly justice standards.

Language Requirements:

- Fluency in Serbian and English, written and spoken

Knowledge/Expertise/Skills:

- Demonstrated experience in working with government institutions and facilitating multidisciplinary and multistakeholder processes;
- Excellent analytical and drafting skills;
- Very good teamwork and communication skills.

Desirables:

- Previous experience in drafting secondary legislation, developing standards for social welfare or child protection services and/or licensing requirements for service providers;
- Knowledge of integrated/multidisciplinary service models, trauma-informed practice and restorative justice approaches;
- Previous experience working with UNICEF, other UN agencies, the European Union or Council of Europe.