

TERMS OF REFERENCE

National Consultant for Field Implementation of the EU4People Social Protection Programme

CONTRACT MODALITY Individual Consultancy

DUTY STATION Sarajevo, Bosnia and Herzegovina, Remote with travels

DURATION OF CONTRACT 33 months

Purpose of Assignment

The purpose of this assignment is to ensure sustained, structured and quality-assured field-level implementation of the three-year EU4People Action on Social Protection across 40 partner locations in Bosnia and Herzegovina. Given the geographic scope of the programme, the diversity of institutional arrangements, and the varying capacities of municipalities, Centres for Social Work and local service providers, dedicated technical support is required to translate programme objectives into practical improvements in local service delivery, coordination and planning.

National Consultants for Field Implementation will serve as the primary operational link between UNICEF and local partners in their assigned locations, ensuring regular communication with municipalities, Centres for Social Work, service providers and other relevant stakeholders. Each consultant will support implementation in five assigned locations under the overall guidance of the Lead Consultant, who will provide day-to-day technical guidance, promote harmonized application of programme tools and methodologies, consolidate field inputs and facilitate alignment across the full programme coverage. Through regular coordination meetings, joint planning, shared reporting templates and continuous exchange of information, the consultants will provide location-specific updates, identify emerging risks and bottlenecks, document lessons learned and good practices, and support timely follow-up on agreed actions. UNICEF will retain responsibility for strategic direction, technical oversight, quality assurance, approval of deliverables and contractual supervision.

The programme envisages engagement across 40 partner locations in Bosnia and Herzegovina through a team of seven National Consultants for Field Implementation. Each consultant will normally be responsible for supporting programme delivery in five assigned locations, with allocation adjusted as needed to ensure full programme coverage. The consultants will provide sustained, hands-on support to translate programme objectives, agreed methodologies and implementation plans into practical improvements in local social protection planning, coordination and service delivery.

The National Consultants for Field Implementation will work under the overall guidance of the Lead Consultant and in close coordination with UNICEF. They will apply agreed tools, templates, methodologies, timelines and reporting standards; facilitate local implementation processes; provide timely field information; flag risks, delays and bottlenecks; and contribute to peer learning and joint problem-solving across locations.

The Lead Consultant will synthesize field inputs for UNICEF review and decision-making, while the Social Policy Specialist and relevant UNICEF team members will provide strategic direction, quality assurance, technical oversight and programmatic guidance. This coordination arrangement will help ensure that field-level implementation remains consistent, complementary and aligned with UNICEF standards, programme objectives and agreed timelines.

National Consultants will submit agreed field inputs and quarterly location reports to the Lead Consultant for consolidation and technical quality review, with UNICEF copied or /provided access, as appropriate. The Lead Consultant will prepare a consolidated programme-level field report for review and approval by the Social Policy

Specialist. Contractual supervision, acceptance of deliverables and any performance-related decisions will remain the responsibility of UNICEF.

Scope of Work

Each National Consultant for Field Implementation will provide sustained, hands-on technical and operational support for implementation of the EU4People Social Protection Programme in five assigned partner locations. Working under the overall guidance of the Lead Consultant and in close coordination with UNICEF, the consultant will serve as the primary operational link with municipalities, Centres for Social Work, local service providers and other relevant stakeholders, and will provide timely field inputs for programme coordination, quality assurance, monitoring and reporting.

The assignment will ensure that agreed tools, templates, methodologies, timelines and reporting standards are applied consistently across the five assigned locations. Key areas of work will include location-level implementation planning; coordination with local stakeholders; support to assessments, service mapping, consultations, trainings, workshops and planning processes; collection and validation of field data; support to Integrated Local Social Protection Action Plans; implementation follow-up for grants to Centres for Social Work; field monitoring visits; and early identification and escalation of risks, delays and bottlenecks, together with practical recommendations for corrective action.

Planned Deliverables / Outputs

- **Field implementation planning:** A detailed implementation plan prepared and regularly updated for the five assigned locations, including timelines, milestones, responsible institutions, coordination arrangements, risks and follow-up actions.
- **Local stakeholder coordination:** Regular coordination maintained with municipalities, Centres for Social Work, local service providers and other relevant stakeholders, including organization of meetings, documentation of decisions and follow-up of agreed actions.
- **Assessments, mapping and planning support:** Field-level support provided for local assessments, service mapping, consultations, trainings, workshops and planning processes, including collection, consolidation and validation of data required for evidence-based planning.
- **Integrated Local Social Protection Action Plans:** Local stakeholders supported in preparing, validating and initiating implementation of Integrated Local Social Protection Action Plans, in coordination with the Lead Consultant, UNICEF, UNDP, UNFPA, ILO and other relevant partners, as applicable.
- **Grant implementation follow-up:** Implementation of grants to Centres for Social Work monitored and supported in the assigned locations, with progress, bottlenecks, risks and recommended corrective actions documented and communicated to the Lead Consultant and UNICEF.
- **Field monitoring and feedback:** Regular field monitoring visits conducted and stakeholder feedback collected, analysed and communicated to inform quality assurance, adaptive programme management and timely follow-up.
- **Tools and reporting standards:** Common tools, templates, methodologies, timelines and reporting standards applied consistently across the assigned locations, in line with guidance from the Lead Consultant and UNICEF.
- **Risk identification and escalation:** Risks, delays and implementation bottlenecks identified early, documented and escalated to the Lead Consultant and UNICEF, with practical recommendations for mitigation and corrective action.
- **Coordination and peer learning:** Active participation ensured in coordination meetings, technical exchanges and peer-learning processes facilitated by the Lead Consultant, including sharing of progress updates, challenges, solutions, lessons learned and good practices.

- Quarterly location reporting: Concise quarterly progress reports prepared for the five assigned locations, covering activities implemented, achievements, challenges, risks, mitigation measures, stakeholder feedback, good practices, lessons learned and planned next steps, and submitted to the Lead Consultant for consolidation and technical review.
- Final reporting: A final assignment report covering the five assigned locations prepared and submitted, summarizing key results, implementation progress, location-specific and cross-location findings, bottlenecks, lessons learned, recommendations and sustainability considerations

Work Assignments Overview	Deliverables/Outputs	Delivery deadline to complete the deliverable
1. Prepare and regularly update a detailed field implementation plan for the five assigned locations, ensuring alignment with programme milestones, agreed methodologies, responsible institutions, coordination arrangements, risks, follow-up actions and UNICEF guidance.	Deliverable 1 – Field implementation planning: A detailed implementation plan prepared and regularly updated for the five assigned locations, including timelines, milestones, responsible institutions, coordination arrangements, risks and follow-up actions.	31 August 2029
2. Maintain regular coordination with municipalities, Centres for Social Work, local service providers and other relevant stakeholders, including organizing meetings, documenting decisions and following up on agreed actions.	Deliverable 2 – Local stakeholder coordination: Regular coordination maintained with municipalities, Centres for Social Work, local service providers and other relevant stakeholders; meetings organized, key decisions documented and agreed actions followed up.	31 December 2028
3. Support local assessments, service mapping, consultations, trainings, workshops and planning processes in the five assigned locations, including collection, consolidation and validation of data required for evidence-based planning.	Deliverable 3 – Assessments, mapping and planning support: Field-level support provided for local assessments, service mapping, consultations, trainings, workshops and planning processes; required data collected, consolidated and validated with municipalities, Centres for Social Work and relevant stakeholders.	31 August 2029

4. Support local stakeholders in preparing, validating and initiating implementation of Integrated Local Social Protection Action Plans, in coordination with the Lead Consultant, UNICEF and relevant UN partners.	Deliverable 4 – Integrated Local Social Protection Action Plans: Local stakeholders supported in preparing, validating and initiating implementation of Integrated Local Social Protection Action Plans, in coordination with the Lead Consultant, UNICEF, UNDP, UNFPA, ILO and other relevant partners, as applicable.	31 December 2027
5. Monitor and support implementation of grants to Centres for Social Work in the assigned locations, including progress follow-up, identification of bottlenecks and risks, and recommendation of corrective actions, while excluding financial verification, HACT assurance, expenditure certification or approval, and cash-transfer decisions.	Deliverable 5 – Grant implementation follow-up: Implementation of grants to Centres for Social Work monitored and supported in the assigned locations; progress, bottlenecks, risks and recommended corrective actions documented and communicated to the Lead Consultant and UNICEF.	30 June 2028
6. Conduct regular field monitoring visits and collect stakeholder feedback across the assigned locations to inform quality assurance, adaptive programme management and timely follow-up.	Deliverable 6 – Field monitoring and feedback: Regular field monitoring visits conducted and stakeholder feedback collected, analysed and communicated to inform quality assurance, programme adjustments and timely UNICEF follow-up.	30 June 2029
7. Apply agreed tools, templates, methodologies, timelines and reporting standards consistently across the five assigned locations, in line with guidance from the Lead Consultant and UNICEF.	Deliverable 7 – Tools and reporting standards: Common tools, templates, methodologies, timelines and reporting standards applied consistently across the assigned locations, in line with guidance from the Lead Consultant and UNICEF.	31 August 2029
8. Identify, document and promptly escalate risks, delays and implementation bottlenecks to the Lead Consultant and UNICEF, with practical recommendations for mitigation and corrective action.	Deliverable 8 – Risk identification and escalation: Risks, delays and implementation bottlenecks identified early, documented and escalated to the Lead Consultant and UNICEF, with practical recommendations	31 August 2029

	for mitigation and corrective action.	
9. Participate actively in coordination meetings, technical exchanges and peer-learning processes facilitated by the Lead Consultant, sharing progress updates, challenges, solutions, lessons learned and good practices.	Deliverable 9 – Coordination and peer learning: Active participation ensured in coordination meetings, technical exchanges and peer-learning processes; progress updates, shared challenges, practical solutions, lessons learned and good practices documented and contributed to harmonized implementation.	31 August 2029
10. Prepare concise quarterly progress reports for the five assigned locations and submit them to the Lead Consultant for consolidation and technical review.	Deliverable 10 – Quarterly location reporting: Concise quarterly progress reports prepared for the five assigned locations, covering activities implemented, achievements, challenges, risks, mitigation measures, stakeholder feedback, good practices, lessons learned and planned next steps, and submitted to the Lead Consultant for consolidation and technical review.	31 August 2029
11. Prepare and submit a final assignment report covering the five assigned locations, summarizing key results, implementation progress, location-specific and cross-location findings, bottlenecks, lessons learned, recommendations and sustainability considerations.	Deliverable 11 – Final reporting: A final assignment report covering the five assigned locations prepared and submitted, summarizing key results, implementation progress, location-specific and cross-location findings, bottlenecks, lessons learned, recommendations and sustainability considerations.	31 August 2029

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 requirements:

Education:

- Secondary education, preferably supplemented by relevant training, or university degree in social sciences;

Work Experience:

- Minimum five years of relevant professional experience in social protection, child protection, social services, local governance, community-based service delivery, programme implementation.
- Strong experience in stakeholder coordination with local authorities, Centres for Social Work, service providers, civil society organizations and/or development partners.
- Experience in monitoring, reporting, risk identification and preparation of concise implementation reports.

Knowledge/Expertise/Skills:

- Strong understanding of social protection, child protection, local governance and community-based service delivery in Bosnia and Herzegovina.
- Strong planning, organizational and coordination skills.
- Demonstrated stakeholder engagement and facilitation skills.
- Ability to work effectively with local authorities, Centres for Social Work, service providers and other local stakeholders.
- Ability to work independently across multiple field locations and manage competing priorities.
- Strong problem-solving skills and ability to identify implementation bottlenecks and propose practical solutions.
- Demonstrated ability to meet deadlines and produce concise, high-quality written reports.
- Valid driving licence and ability to self-drive to a minimum of five target locations.

Language Requirements:

- Fluency in written and spoken local languages of Bosnia and Herzegovina.
- Proficiency in written and spoken English.

Desirables:

- Previous experience with UNICEF, UN agencies or EU-funded programmes.
- Understanding of UNICEF's mandate, brand and programme standards.
- General knowledge of UN and UNICEF procedures and programming principles.
- Prior experience supporting social protection reform, integrated service delivery or local social protection planning.
- Experience coordinating or quality-assuring the work of field-based teams or consultants.
- Excellent communication and interpersonal skills.
- Adaptability, resourcefulness and ability to work effectively in changing field conditions.
- Approachable and collaborative working style.

Technical proposal:

Applicants are requested to submit a Technical Proposal (maximum 5 pages) outlining the understanding of the assignment, proposed methodology, work plan, deliverables, relevant experience and innovative approaches if any.
