

TERMS OF REFERENCE

National consultant to support to strengthen, document and transition community-based child protection systems (CBCPS)

CONTRACT MODALITY Individual Consultancy

DUTY STATION Ha Noi, Viet Nam

DURATION OF CONTRACT 4.5 months

Purpose of Assignment

The consultancy aims to provide technical assistance to selected provinces to strengthen the operation and sustainability of community-based child protection systems, and to document results, lessons learned and recommendations for handover to local authorities for continued implementation beyond UNICEF's current provincial programme cooperation cycle.

Scope of Work

Child protection remains a critical concern in Viet Nam. Effective prevention and response require functioning local systems that connect relevant government sectors, mass organizations, service providers, community structures and frontline personnel. UNICEF has supported local partners in Dien Bien, Gia Lai and Can Tho through Child Friendly Projects and in Da Nang through the Child Friendly City Initiative, including support for capacity building of the local workforce child protection case management and multisectoral coordination.

Recent administrative restructuring and changes in institutional responsibilities to a two-tier government structure have affected local coordination and continuity of child protection services, including through very high turnover of local child protection staff, undefined local child protection structures, and disruption of child protection case management at commune level. Targeted field-based coaching is therefore required to help provincial and commune-level actors clarify roles, address operational bottlenecks, reinforce case management and reporting practices, and strengthen coordination arrangements.

UNICEF's cooperation with the four focused provinces in the current country programme of cooperation, 2022-2026 is expected to conclude by the end of 2026. The consultancy will therefore also support a structured transition by documenting achievements, implementation experience, lessons learned and recommendations, and by facilitating handover discussions with local authorities. The resulting documentation should help each province sustain and further develop its community-based child protection system in the coming years.

The consultant will support the relevant provincial department of health and relevant local authorities in Gia Lai, Da Nang, Can Tho and Dien Bien and partners at the national level to:

- Provide practical field-based technical support, training and coaching to provincial and commune-level partners to improve the functioning of the local child protection systems, including capacity building on coordination, referral, case management, monitoring and reporting.
- Document evidence from operationalization of the local child protection system, including key results, good practices, operational gaps, lessons learned and province-specific recommendations for handover to partners for sustainability and continued implementation beyond 2026.
- Support the development of training programmes for local child protection staff, covering basic and advanced

child protection knowledge and skills, including case management.

The consultant will be home-based with travels to Gia Lai, Da Nang, Can Tho and Dien Bien as necessary.

The Consultant will be supervised by a Child Protection Specialist, UNICEF Viet Nam. The Chief of Child Protection will provide the overall leadership and guidance to the consultant and approve the intermediate and final products.

The consultant will also work in close consultation with designated provincial focal points. The approach should be participatory, practical and tailored to the context of each province. It should draw on available programme records and local experience while ensuring that no personally identifiable information about children is included in assignment outputs.

Work Assignments Overview	Deliverables/Outputs	Delivery deadline to complete the deliverable
<p>Task 1. Technical support and coaching in Gia Lai, Da Nang and Can Tho</p> <ul style="list-style-type: none"> • Prepare a concise mission plan and tailor the support agenda based on consultation with UNICEF and each province. • Undertake one field visit to each province, up to three working days per province/trip. • Meet relevant provincial and commune-level authorities, CBCPS coordination structures, service providers and frontline personnel. • Review progress and operational issues, with particular attention to coordination, referral, case management, monitoring and reporting, and continuity of services following administrative restructuring. • Provide on-the-job coaching and practical recommendations to address agreed priority gaps. 	<p>Deliverable 1 –</p> <ul style="list-style-type: none"> • Three mission plans agreed with UNICEF and provincial focal points. • One technical support visit completed in each of Gia Lai, Da Nang and Can Tho. • Three concise mission reports describing support provided, key observations, agreed follow-up actions, responsible actors and recommended next steps. 	15/12/2026
<p>Task 2. Conduct field visits to document results, lessons learned and recommendations</p>	<p>Deliverable 2 –</p> <ul style="list-style-type: none"> • Documentation framework and data collection tools. 	31/01/2027

<p>from CBCPS implementation in four provinces</p> <ul style="list-style-type: none"> • Review relevant programme documents, monitoring data, mission reports and provincial records. • Develop a learning and documentation framework, including key questions and indicators. • Conduct one field visit to each of the four provinces (Gia Lai, Da Nang, Can Tho and Dien Bien). • Facilitate consultations and reflection sessions with provincial and commune-level authorities, service providers and community stakeholders. • Document the model and experience in each province, including structures, roles, coordination and referral arrangements, practices that should be retained, results, remaining gaps and practical recommendations for the coming years. 	<ul style="list-style-type: none"> • Four provincial consultation visits completed. • Four provincial findings summaries. • Consolidated draft documentation of results, good practices and lessons learned across four provinces. • Standardized CBCPS monitoring and reporting templates for social workers, child protection workers, case managers and collaborators developed. 	
<p>Task 3. Develop handover products and support transition of CBCPS to local authorities</p> <ul style="list-style-type: none"> • Analyze findings from all four provinces. • Develop province-specific handover briefs outlining: Key achievements; Existing CBCPS structures and mechanisms; Sustainability considerations; Concrete and actionable recommendations, Priority actions for the next 3-5 years. • Develop practical guidance for provincial authorities on 	<p>Deliverable 3 –</p> <ul style="list-style-type: none"> • Four province-specific CBCPS Handover Briefs and practical guidance note/package for provincial authorities on sustaining and strengthening CBCPS. • One consolidated report on: Results achieved; Lessons learned; Good practices; Sustainability considerations; Recommendations for future action. • Finalized package of documents accepted by UNICEF and 	<p>31/03/2027</p>

<p>sustaining and strengthening CBCPS after UNICEF programme completion.</p> <ul style="list-style-type: none"> • Draft a consolidated report on results, lessons learned and recommendations. • Share with provincial authorities for validation. • Revise documents based on feedback from UNICEF 	<p>provincial authorities.</p>	
<p>Task 4. Support finalization of the basic and advanced national training programmes for commune-level child protection staff</p> <ul style="list-style-type: none"> • Review and provide technical inputs to finalize the basic training programme, ensuring practical content on foundational child protection knowledge and skills, including identification, initial response, referral, coordination, reporting and safe engagement with children and families. • Review and provide technical inputs to finalize the advanced training programme, with stronger guidance on case management, risk assessment, multisectoral coordination, follow-up, documentation and handling of complex cases. 	<p>Deliverable 4 –</p> <ul style="list-style-type: none"> • Finalized basic training programme. • Finalized advanced training programme. 	<p>31/03/2027</p>

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

- **Education:** Masters for Social studies (including social work, child welfare/child protection, international development or a related field)
 - **Work Experience:**
 - At least eight years of progressively responsible professional experience in social work, child protection including child protection system strengthening and case management.
 - Demonstrated experience in developing national guidelines, standards, operational manuals or service models for government or public service systems.
 - **Language Requirements:** Excellent analytical, facilitation and professional writing skills in Vietnamese. Working knowledge of English sufficient to review international literature is required.
 - **Knowledge/Expertise/Skills:** Strong knowledge of child rights, child safeguarding, Viet Nam’s child protection systems.
 - **Desirables:** Prior experience with MOH, UNICEF, UN agencies or development partners is an asset.
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