

**EXPRESSIONS OF INTEREST
U.S. EMBASSY, MBABANE, SWAZILAND**

**Scope of Work
Quality Service Standards Consultant**

Purpose

The US Embassy in Mbabane, Swaziland is recruiting an individual or company, hereafter called "Consultant," to support the PEPFAR/Swaziland program and the Swaziland National Children's Coordination Unit (NCCU) with key tasks in the process of finalizing "Quality Service Standards for Vulnerable Children's Programs."

Background

Due to the growing numbers of children affected by HIV and AIDS in sub-Saharan Africa, efforts to provide services for orphans and vulnerable children (OVC) have expanded rapidly in the last few years. Given the nature of the epidemic and the escalating numbers of OVC, the response has been much like an emergency effort, with insufficient focus on the outcomes and longer term implications of various interventions. There is some evidence that services provided are not always effective, efficient, and equitable. In the past few years stakeholders have realized that more attention should be given to desired outcomes and to the provision of quality services that make a difference in the lives of the children they are targeting.

Several countries have developed Quality Service Standards for their OVC programs in order to reach consensus on what constitutes quality services. Developing and implementing these standards is an important step in improving programs. Quality Service Standards reflect evidence, locally developed best practices, and a consensus among stakeholders and implementing partners. Quality Service Standards clearly state desired outcomes per service area, and based on the dimensions of quality, articulate minimum essential actions to reach the desired outcomes.

In October 2009 the NCCU convened a three-day consensus building workshop to develop Draft Quality Service Standards for Vulnerable Children's Programs for. Workshop participants represented the Government of the Kingdom of Swaziland (GKOS), donors, international NGOs and agencies, local NGOs, community-based organizations (CBO) and other civil society organizations. The NCCU led the consultation with facilitation from the PEPFAR-funded University Research Corporation/Health Care Improvement project (URC/HCI).

The workshop and subsequent efforts of a Task Team convened within the NCCU has resulted in a Zero Draft of the Quality Service Standards. A Consultant is sought in order to complete the additional work (details below) required to finalize the draft document.

Key Tasks

The following key tasks are envisioned as part of the consultancy:

- Review key documents (Revised National Plan of Action for Children, National Children's Policy, Psychosocial Support Strategy, National Social Development Policy, Alternative Care Guidelines, Guidelines for Institutional Care, Neighborhood Care Point Vision, and others as relevant) to ensure harmonization and clear linkages with the Quality Service Standards document.

- Develop a set of basic indicators for the Quality Service Standards, which are in line with/feed into key national indicators for vulnerable children’s programming. This will entail collaboration with individuals/consultants developing the M&E framework for the Revised National Plan of Action for Children.
- Consult with technical experts to ensure the content of each Standard is technically sound and complete.
- Facilitate a one-day stakeholder workshop with the purpose of vetting the Quality Service Standards document and to solicit additional feedback.
- Incorporate all input into a FINAL DRAFT Quality Service Standards document which will be ready for piloting.
- Design a DRAFT plan for piloting the Quality Service Standards. Using quality improvement methods, the Standards will be piloted by a select number of NGO/CBOs over a 6-9 month period of time before they can be finalized.

Deliverables

- A workplan, which will be subject to approval, prior to commencing work.
- Written records of all meetings and consultations held.
- A FINAL DRAFT of the Quality Service Standards which is complete and ready for piloting.
- DRAFT plan for piloting the Quality Service Standards.

Duration

Approximately 30-40 days over May-June 2009.

Location

Mbabane, Swaziland with local travel as required.

Level of Effort

The Consultant will report directly to the PEPFAR/Swaziland Impact Mitigation Specialist. The Consultant will work closely, on a day-to-day basis, with the NCCU and the Pact HIV Technical Advisor. The Consultant will also coordinate with the Quality Service Standards Task Team members. The Consultant will be expected to exercise considerable independence in planning his/her schedule and in arranging appointments.

Task	Estimated Number of Days
Desk review of relevant documents	5
In-country interviews with technical resource people	7
Facilitation of stakeholder input workshop	1
Writing/finalizing document	10
Design of draft plan for piloting the Standards	5
Travel	2
Total Work Days	30

Required Skills and Experience

- Masters Degree in Social Work, Public Health or related field or Bachelor’s degree in the same fields with at least 7 years directly related work experience.
- Previous experience implementing OVC programs.
- Experience developing/implementing Quality Standards for Children’s programming.

- Demonstrated expertise in monitoring and evaluation of OVC programs.
- Excellent knowledge of the issues affecting OVC and strategies being employed to address them.
- Previous working experience in Swaziland, or other Southern African country, required.
- Excellent written English.
- Experience working with a range of stakeholders and leading large groups to consensus.
- Excellent workshop facilitation skills.

Interested candidates should submit CV, cover letter, consultancy fee requirements, and writing sample to: Kruse-LevyN@state.gov no later than April 15, 2010.