

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT	
Hiring Office:	UNFPA Ukraine
Title:	Individual Consultant(s) to operate SRH HELP-LINE for vulnerable women, girls, and health practitioners to facilitate access to emergency life-saving SRH services
Purpose of consultancy:	<p>The United Nations Population Fund in Ukraine (UNFPA) within its humanitarian response program aims to support the health system to prevent excessive maternal and newborn mortality and ensure access to emergency life-saving SRH services, including CMR.</p> <p>The SRH humanitarian response program provides comprehensive support to fill existing gaps and address needs in SRH services in close coordination with local health authorities and with maximum possible integration with the existing healthcare system. In particular :</p> <ul style="list-style-type: none"> ● to health care facilities/maternity hospitals with IERH kits to ensure uninterrupted supply of medicines and essential commodities (at least 4 facilities per region); ● through outreach SRH clinical mobile teams to ensure access of women and girls, mainly IDPs, to essential SRH services and provide referrals for GBV survivors to other service providers; ● Through an expansion of the network of service delivery points to provide confidential and survivor-centered care, support, and referral to survivors of sexual violence (CMR) and other situations of unprotected sex; ● Through training of health care workers in CMR; ● Through awareness-raising activities to inform women and girls about SRH and GBV-related health risks and about available services; <p>To further enhance the referral system and ensure all those in need of SRH services can receive timely and adequate health care, as well to ensure that health care practitioners are aware of available clinical guidelines and treatment methods and supported to make an informed decision about the best treatment and/or referral for complicated cases UNFPA had launched the SRH HELP-LINE for vulnerable women, girls, and health practitioners to facilitate access to emergency life-saving SRH services. In addition, UNFPA will launch an online educational project on SRH for family doctors to provide them with capacity-building in the respective domain.</p> <p>A team of highly qualified national experts is therefore required to ensure the helpline is always operational and advise and support UNFPA CO on further steps to maintain/enhance the work of the helpline. Moreover, the consultant will contribute to the development of the educational project. UNFPA is recruiting Team-leader to do the abovementioned work.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>Purpose of the services:</p> <ul style="list-style-type: none"> ● to enhance vulnerable women's access to emergency life-saving SRH services, including FP and post-rape and post-exposure prophylactics and care;

	<ul style="list-style-type: none"> ● support health practitioners, particularly those of first contact to provide quality care and prevent excessive maternal and newborn mortality. <p>Activities:</p> <ol style="list-style-type: none"> 1. Operate the helpline: <ul style="list-style-type: none"> ● Provide online counseling, remotely, to individuals calling the hotline, or referred by other agencies. ● To maintain the operation of the helpline inflow of daily and weekly calls and types of questions from women and health practitioners; ● Conduct group online consultations to project beneficiaries on selected topics; ● Report, ensuring confidentiality and ethical standards, on a monthly basis, the number of cases, number of sessions, and statistics of identified problems, according to UN procedures; ● Participate in helpline promotion and distribution of information about the helpline; ● Develop recommendations for further helpline work enhancement and improvement of access to emergency lifesaving SRH services during the war; ● Perform such other duties as may be assigned. 2. Educational project management for family doctors: <ol style="list-style-type: none"> a) Project design <ul style="list-style-type: none"> ● Creation of the project curriculum ● Creation and management of project scenarios ● Work closely with the video production company to prepare scripts for the shooting of the project modules ● Participating in project shootings ● Ensuring the course functionality b) Communication <ul style="list-style-type: none"> ● Building communication through messengers and e-mail newsletters c) Report, on a monthly basis, about the project implementation and provide required analytics d) Testing and certification of doctors in accordance with the standards of continuous professional development <p>Deliverables:</p> <ol style="list-style-type: none"> 1. Helpline operational for 11 months; 2. Monthly reports of Helpline Operation 3. Recommendations for further helpline work enhancement and improvement of access to emergency lifesaving SRH services during the war (In Ukrainian and English) 4. Educational project for family doctors developed and implemented 5. Monthly reports on the implementation of an educational project for family doctors
Duration and working schedule:	11 months

Place where services are to be delivered:	Combined: In-person and remotely.
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	Brief reports on the progress of the provision of services together with the developed draft documents should be sent electronically every week before the end of the reporting period to the following e-mail address: liushan@unfpa.org pidverbetsky@unfpa.org . Reporting periods are agreed with the consultant (s) in addition.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monitoring and progress control will be done by UNFPA through regular formal and informal communication and working meetings. All written communications from the consultant should be addressed to liushan@unfpa.org and pidverbetsky@unfpa.org
Supervisory arrangements:	This consultancy will be directly supervised by UNFPA SRH project officer – Dr Bohdan Pidverbetskiy
Expected travel:	Travel is not foreseen within this contract.
Required expertise, qualifications and competencies, including language requirements:	<ul style="list-style-type: none"> ● MD or Master Degree in Public health; ● 10+ years of experience in providing SRH services and/or management of health care; ● Previous experience of consultancy with WHO, UNFPA or other large international organizations in the area of SRH; ● knowledge and expertise in the field of prevention and counteraction to domestic and gender-based violence; ● Expert level of knowledge and understanding of Health care system in Ukraine, good connections with healthcare authorities and practitioners at the central and regional level; ● International experience in the area of SRH would be a strong asset; ● Knowledge of languages: fluency in Ukrainian and English ● IT Proficiency.
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space,equipment), if applicable:	<p>UNFPA provides organizational support to the expert on communication with project partners, and stakeholders at the national and local levels. UNFPA provides the consultant with access to analytical documents related to the task, the results of previous work, which must be taken into account during the task.</p> <p>The provision of other services not specified in this Terms of Reference is possible only with the prior consent of UNFPA.</p>
Other relevant information or special conditions, if any:	<p>Consultancy fee will be paid monthly upon deliverables.</p> <p>Any remarks, proposals, complaints or claims to the consultant regarding services being provided in line with these terms of reference should be submitted to the consultant in writing within 10 days of submission of consultancy deliverables or reports by the consultant.</p> <p>The scope of work to be performed by the consultant under these terms of reference, as well as other conditions of the consultancy, could be modified, if required, through a written agreement between the consultant and UNFPA.</p>

Signature of Requesting Officer in Hiring Office:

Dr. Bohdan Pidverbetskiy, SRH Project Officer, UNFPA Ukraine

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Bohdan Pidverbetskiy
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Maksym Liushan, Programme Coordinator, UNFPA Ukraine

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Approved by:

Pavlo Zamostian, Assistant Representative, UNFPA Ukraine

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Terms of reference reviewed and accepted: