



Accelerating peace by disrupting the cycle of violence

Terms of Reference (ToR)

Consultancy role	Community Feedback and Complaints Response Mechanism (CFCRM) Specialist/ Consultant
Location	Kabul with travel to provinces
Duration	2 months
Reporting to	Program Manager/ Deputy Country Director
Background	War Child Canada is a registered Canadian charity that works with war-affected communities to help children reclaim their childhood through access to education, opportunity, and justice. War Child Canada has over 15 years of experience working in communities in conflict and post-conflict zones. All work is implemented in direct partnership with local communities, local civil society organizations and other stakeholders using a child-centered approach to development. War Child Canada is currently operational in Afghanistan, Democratic Republic of Congo, Sudan, South Sudan, Uganda, and Yemen
Context	War Child Canada’s flagship Afghanistan program advances social impact in the lives of vulnerable children, women and their families through education, economic empowerment, psychosocial support and child protection programs. The programs are being implemented through local partner organizations in eight provinces Kabul, Kandahar, Nangarhar, Balkh, Kunduz, Takhar, Logar and Badakhshan
Summary of Deliverables	The CFCRM Consultant will be responsible for the technical and operational support in Accountability to Affected Population (AAP) interventions to mainly develop a community feedback and response mechanism to ensure views and priorities of affected people are incorporated into all stages of AAP program cycle, and that it effectively informs humanitarian response plans.
Key Responsibilities and Deliverables	<p>→ Key Responsibilities</p> <ul style="list-style-type: none"> • Develop the design of the most appropriate and useful community feedback and complaint response mechanism taking into consideration UNFPA current SOPs. • Establish and develop Complaints Response and Feedback Mechanism systems and tools for WCC and UNFPA partners. • Evaluate and recommend appropriate CFCRM methodologies/channels to reach the most vulnerable group of the affected population to advance their access to entry points to receive/provide feedback. • Communicate and disseminate complaints handling procedures policies and tools as appropriate to beneficiaries, project staff and other stakeholders. • . • Compiles analyze and disaggregate monthly complaints and feedback records to produce monthly Feedback/Complaint reports.

	<ul style="list-style-type: none"> • Support beneficiaries by providing information services follow up internally with complaints and feedback referrals process for handling by appropriate area officer and partner teams. • Active participation in AAP working group meetings and provide inputs. <p>→ Key Deliverables:</p> <ul style="list-style-type: none"> • Submit an inception report indicating the methodology including a brief concept note of the CFCRM system. • Submit CFCRM guideline and tools. • Develop awareness raising materials such as leaflets, brochures, posters etc. on CFCRM. • Develop orientation package for the team to Orient Community outreach to explain and raise awareness of beneficiaries about the complaints mechanism and how to maintain the system • Submit a draft training plan for review and feedback. • Conduct training on CFCRM for relevant staff of WCC, UNFPA and its partners
Qualification:	<p>Academic Background and Knowledge/ Experience</p> <ul style="list-style-type: none"> • <u>Master's Degree</u> preferably in relevant disciplines (e.g., development, humanitarian studies, gender studies, international relations, research methods, social sciences results based management) with <u>four</u> years relevant experience, • Bachelor's degree in relevant field (described above) with <u>six</u> years of relevant experience. • Additional qualification or certification of Project Management Professionals or any Monitoring & Evaluation and AAP related programming is highly desirable. • Experience with promoting and mainstreaming AAP principles in humanitarian programming. • Strong understanding of Access to Information and Community Feedback and Response Mechanisms • Familiarity with the humanitarian system and global humanitarian policy frameworks, in particular the IASC Commitment on AAP, and related policies
Skills	<ul style="list-style-type: none"> • Excellent communication skills both in writing and oral including presentation, networking, and interpersonal skills: English, Pashto, Dari • Excellent computer, MS office skills • Flexibility and ability to work under pressure and meet deadlines. • Good reporting writing skills including • Culturally sensitive • Data management skills and familiar with applications e.g., Kobo and other related programs
Application Process	<p>INTERESTED APPLICANTS ARE INVITED TO SEND A CURRICULUM VITAE AND AN ACCOMPANYING COVER LETTER ELECTRONICALLY TO:</p> <p>Email: jobs@warchild.ca</p> <p>Please ensure your application email has the subject heading of 'CFCRM Specialist/Consultant'</p> <p>Only those applicants selected for an interview will be notified. No phone calls please. War Child Canada is an equal opportunity employer.</p>

	<p>War Child Canada is committed to providing a work environment in which all individuals are treated with respect and dignity. Final candidates will be vetted in accordance with War Child Canada's Child Safeguarding Policy, including appropriate reference and security checks.</p> <p>For more information about War Child Canada, please visit www.warchild.ca</p>
Consultancy fee	\$7,000 – \$9,000 for the entire assignment and completion of expected deliverables