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| **TERMS OF REFERENCE (TORS) FOR A CONSULTANCY TO DEVELOP A COMPREHENSIVE HRD CASE MANAGEMENT AND REFERRAL NETWORK SYSTEM FOR THE NATIONAL COALITION OF HUMAN RIGHTS DEFENDERS UGANDA (NCHRD-U)** |

**ABOUT THE NATIONAL COALITION OF HUMAN RIGHTS DEFENDERS**

1. **Introduction:**

The National Coalition of Human Rights Defenders Uganda (NCHRD-U) is a registered membership organization of organizations and individual Human Rights Defenders (HRDs) that was formed in 2013 whose mandate is to protect and promote the work of HRDs in a safe and secure environment. It seeks to strengthen the work of HRDs throughout the country through synergy and collaboration at national and international level to enhance the protection mechanisms for HRDs and their capacity to effectively defend human rights. NCHRD-U focuses its work in all regions in Uganda.

The Coalition Secretariat has partnership with various protection service providers collaborated to support HRDs’ protection in Uganda. NCHRDU operates under three programs; protection and emergency response, capacity building, and advocacy and networking. Additionally, the Coalition works to reinforce preventive and responsive protection mechanism for HRDs at National and grassroot level in Uganda.

Further information about the organization and what it does, can be found on its website: [www.hrdcoalition.ug](http://www.hrdcoalition.ug)

**1.2 Case management and Referral network System**

The NCHRDU is a dynamic and fast-growing non-governmental membership organization that focuses on coordinating protection of HRDs in Uganda. As one of its overall objectives, NCHRD-U seeks to create an avenue for collective response to threats against Human rights defenders at risk. To achieve this objective, the NCHRD-U in 2016 established and now coordinates a National HRD protection Referral Network with six regional referral networks each having 35 different member organizations inclusive of the Regional and thematic focal persons who support in coordinating response to embattled HRDs. Several initiatives were conducted to build a system that included the development Referral directory, MOUs, referral meetings held and referral tools developed. The various referral network members offer and provide different protection services through their protection funds to HRDs at risk which range from legal, medical, psychosocial, relocation, resettlement, safe transport, solidarity visits, fact finding missions, financial support, evacuation which all depend on the need of the HRD. NCHRD-U in a bid to strengthen the HRD referral network system as an avenue for collective response to threats against Human rights defenders at risk recognizes the importance of reviewing and developing its case management and referral network system. This will in turn foster collaboration, cooperation and coordination of protection services for effective response and service delivery from the grassroot to the national level. The referral system will also reaffirm the Organization’s vision, mission and objectives for the effective implementation and sustainability of its HRD protection mandate over the years. NCHRDU firmly believes that its staff members, governance structures, referral network members and key stakeholders are at the center of this development, helping to assess ways in which to strengthen the emergency response of the organization, providing direct input into consultations. Based on that, NCHRD-U seeks to identify a consultant (individual or firm) to provide support towards the review and development of the HRD case management and referral network system. The Consultant will build on existing case management system, referral structure, tools and system, HRD information and strategic plan to finalize the process.

**2.0 Objective of the assignment**

The overall objective of the task is to review and develop an HRD case management and referral network system (digital and physical) with effective integration of gender equality considerations for the NCHRD-U emergency and response mechanism.

**3.0 Scope of Work**

The scope of work for the Consultant will include but not limited to:

1. Review and analyze all relevant information of the case management and referral network system including the tools, documents, reports, guidelines regarding protection and emergency.
2. Familiarization with the history, Mission, vision and goal based on NCHRDU’s objectives
3. Identification of gaps and challenges in the current case management and referral system, mechanisms, including areas of inefficiency and ineffectiveness
4. Development of recommendations and solutions to address identified gaps and challenges, including changes to processes, procedures, and coordination mechanisms
5. Implementation of the recommended changes, including the development of tools, training and support materials for staff and partners
6. Monitoring and evaluation of the effectiveness of the new mechanisms, including feedback from staff, network members, service providers and partners
7. Develop a comprehensive case management and referral network system including a referral manual, protocol, guidelines, tools, streamlining roles of the coordinating body and referral network members and leadership committees, gender mainstreaming, criteria and selection, FAQs, M&E mechanisms, best practices, feedback and communication channels, reintegration guidelines, disbursement guidelines.
8. Review and develop tools to operationalize the case management and referral network system
9. Provide information on best practices for managing the case management and referral network system
10. Review and propose improvements to motivate the referral network members in close consultations with key staff.
11. Monitoring and evaluation of the effectiveness of the new case management and referral network system including feedback.
12. Facilitate in meetings to include consultation and validation

**4.0 Methodology**

NCHRD-U believes in innovation and creativity and as such, the Consultant is encouraged to suggest and develop the most suitable methodology in line with the NCHRD-U ‘s assignment for approval. This should be detailed in the technical proposal and inception report.

**5.0 Expected Deliverables**

The key deliverables are:

a) A technical and financial proposal

b) An inception report and upon approval submit details on the methods and tools to be used including the work-plan and time frame.

c) Conduct the assignment as stated, a draft presentation of the developed case management and referral network system which shall be submitted after the necessary engagements

c) Presentation of the draft developed case management and referral network system

d) Submit a comprehensive final case management and referral network system with gender inclusion

f) Tools to operationalize the final case management and referral network system

g) Facilitate in the meetings of consultation, validation and approval. Submit an evaluation report.

Notable: All deliverables shall be submitted in 2 copies; in hardcopy and softcopy in editable format.

**5.0 Duration of the Assignment**

The assignment is expected to be carried out in a period of 21 working days

**6.0 Budget and Payment**

The consultant should provide an indicative budget per day in Uganda Shillings.

The consultant will be paid professional fees as compensation for his/her technical/professional expertise and time invested in the delivery of the expected outputs. This will be discussed and agreed amicably for a win-win for both the consultant and the NCHRDU

**Notable** is that the Consultant will be responsible for declaration of the income for income tax purposes and where applicable, NCHRDU will make 6% statutory deductions (from the gross payment) payable to Uganda Revenue Authority as withholding tax in accordance with the income tax regulations of Uganda

**8.0 Expertise**

1. Should possess at least a Masters’ degree in the field of Gender and development, operations and systems management, safety and security management, social sciences, development studies, a post graduate in Monitoring and Evaluation, communication management.
2. University degree in relevant fields (gender and development, social sciences, Mass communication, human rights, development studies, IT)
3. A sound understanding of the HRD concept and working environment
4. Over five year’s professional experience in managing referral systems and mechanisms, safety, security and risk management, case management consultancy assignments;
5. Prior working experience on gender programing, planning and women’s rights is a must.
6. Should have experience in systems management and development
7. Demonstrate experience in the development of systems, manuals, protocols and guidelines for organizations in the NGO sector in at-least the last 3 years that have been adopted
8. In-depth knowledge in gender, the social-cultural, economic and political context of Uganda is an added advantage

**Skills and Competencies**

The Consultant should hold the following:

1. In-depth knowledge of the HRD concept, human rights and protection of Human Rights Defenders
2. In-depth knowledge on emergency response and case management of HRDs is a must
3. In-depth knowledge and understanding of service provision and client management is an added advantage
4. Ability to work with minimal supervision;
5. Proven and excellent skills in customer care services.
6. Application/use of innovative and effective tools for stakeholder’s engagement in the collection of required information and feedback;
7. Must be results-oriented, a team player, exhibiting high level of enthusiasm, diplomacy and integrity;
8. Demonstrates excellent interpersonal and professional skills in respect to engagement with stakeholders and partners;
9. Excellent analytical, research, interpersonal, written and communication skills in English for effective stakeholder engagements/workshops;
10. Evidence of having undertaken similar assignments;
11. Experience in emergency response, research, policy development, management and programming.
12. Ability to work efficiently and deliver on committed outputs under the assignment within agreed timelines and deadlines

**7.0 Application Process**

Interested and qualified candidates should submit their applications which should include the following:

1. Expression of interest
2. Technical proposal
3. Financial proposal
4. Detailed Curriculum Vitae

**Please quote “Case Management and Referral Network System – National Coalition of Human Rights Defenders - Uganda” on the subject line.**

Applications should be emailed to info@hrdcoalition.ug to reach us not later than 5pm on the 29th June 2023.