

Terms of Reference – MEAL Advisor - Consultant

Assignment	STRATEGIC REVIEW AND DEVELOPMENT OF MEAL DEPARTMENT
Country & Base	JORDAN – AMMAN
Reports to	Deputy Head of Mission for Programmes
Duration of assignment	To be proposed by the consultant based on expected objectives and deliverables, and agreed upon by both parties

Background
Context

As of July 2017, Jordan is the country hosting the third largest number of Syrian refugees with more than 661,114 registered with UNHCR. In Jordan, the first response to the needs of the refugees was carried out by the host communities alongside Jordan civil society and charity organizations. However, the constant influx of people put significant strains on the already weak economic situation of the Jordanian population in the areas of refuge, with around 85% of the refugees living outside of camps.

Refugees struggle to meet their basic needs, relying on dwindling savings, growing loans, humanitarian assistance and resorting to negative coping mechanisms. 2/3 of the Syrian refugees live below the poverty line, with rent being their major expenditure.

Addressing fundamental needs of the most vulnerable refugees and restoring dignity is a priority to be achieved through improved access to health for most vulnerable groups, psycho-social support for the most affected population, proposing alternative education for children out of school, improve living conditions for households in substandard shelters and supporting access to legal documentation (and thus to services).

With the conflict in Syria being nowhere near a political solution, refugees and host communities will continue to co-exist and while tensions are raising in the communities, it is paramount to empower the communities to bounce back ensuring i) social cohesion, ii) development of sustainable economic opportunities and iii) support to accessing public services

PUI's strategy/position in the country

Since 2013, PUI has been responding to the needs of most vulnerable populations affected by the Syria crisis in host communities. Through a community-based approach, the objectives of PUI in Jordan are the following:

Provide emergency/life-saving cash assistance to most vulnerable population to meet their basic needs

Improve access to services for most vulnerable populations in host communities

Support initiatives at community level to ensure social cohesion and economic empowerment opportunities for most vulnerable populations.

PUI strategy focuses on protection issues and is based on 3 major pillars a) Knowledge and awareness raising of women, girls, boys, men and community influential related to health, importance of education, prevention of early marriage and child labour/abuse, rights and promotion of services uptake, b) Alleviating measures such as cash transfers for an access to health, education, winterization and legal documentation) c) Provision of services (Economic empowerment, Informal education, PSS, health, education sessions and counselling, case management including referral and follow-up.

Configuration of the Mission

BASE	AMMAN
NUMBER OF EXPATRIATES	4
NUMBER OF NATIONAL STAFF	42
NUMBER OF CURRENT GRANTS	2
MAIN PARTNERS	ECHO, AFD
ACTIVITY SECTORS	Psychosocial Support, Health, Protection, Education, Basic Needs

Consultant's role

Overall objective

The main purpose of this role is to lead on enhancing the quality and accountability of PUI humanitarian intervention in Jordan.

The MEAL advisor will bring significant experience and effective propositions to

- Orientate the MEAL department from data management role to an active role of using and presenting data for decision-making in collaboration with operational teams
- Improve the organization of the MEAL department to achieve this
- Strengthen the existing MEAL strategy and protocols, ensuring they are institutionalized,
- Train the staff so they have the capacity required to implement them.

Tasks and responsibilities

Under the supervision of the Deputy Head of Mission for Programmes, and in cooperation with MEAL PM, the MEAL Advisor will:

1. Under mission's leadership, coordinate the development of a sound and adapted-to-context MEAL strategy, operational guidance, as well as an action plan for its roll out, on the base of the existent tools in the mission
2. Review existing IM tools and processes, provide recommendations in order to make sure that data reported is ultimately reliable, timely and qualitative
3. Support the PM in ensuring the review of MEAL plans for each project, as well as providing support to develop new log frames for new project proposals
4. Develop the mission's capacity to undertake surveys and impact assessments.
5. Review accountability – related SOPs (hotline, etc) and develop recommendations and action plan
6. Develop training tools and provide MEAL training to the MEAL teams, and PMs – with a focus on SMART indicators, qualitative and quantitative collection and analysis of data, accountability principles and good practice.

Specific objectives and linked activities

1. Coordinate the development of a sound and adapted-to-context MEAL strategy, operational guidance –as well as action plan for its roll out, on the base of the existent tools in the mission and the lessons learnt within the country and the region After an in-depth review of roles and responsibilities as shared between programs and MEAL teams and among the MEAL team, propose an org chart of the MEAL department delineating roles and responsibilities (with potentially some current responsibilities shifted to the project team), with a number of position that is aligned with current funding

- Conduct a comprehensive diagnosis report on current MEAL systems at mission level, with methodological analysis (e.g. SWOT, with specific focus on accuracy, reliability, relevance, efficiency, impact, coherence, viability, security) taking particularly into consideration the specific guidelines developed in the past within the sector, the technical development and capitalisation conducted at regional level and the lessons learnt from the implementation of the systems currently in place within the mission;
- Identify innovations and improvements to enhance effectiveness of the PUI's M&E framework and systems;
- Conduct the revision of the MEAL Strategy, SoPs, roles and responsibilities of programs and MEAL teams
- The strategic review should encompass practical recommendations to develop an enhanced learning environment. The review of accountability mechanisms will be developed in point 5 of these ToRs.

2. Review existing IM tools and processes, provide recommendations

- Review existing systems for database management, data cleaning processes, data security management and provide recommendations for improvement of data reliability, timeliness and accuracy. This could potentially include recommendations for changes in data management softwares used by the mission
- Develop an action plan with the mission in order to improve the management of databases and the implementation of aforementioned recommendations.

3. Support the MEAL PM in ensuring the review of MEAL plans for each project, as well as providing support to develop new log frames for new project proposals;

- According to the methodologies and tools designed in collaboration with the Program teams, work closely with the MEAL PM to review projects monitoring systems and MEAL plans, including overall design, methodologies for data collection and sampling, timelines, instrumentation, data collection/aggregation and analysis;
- Provide dedicated and on the job technical training and support on products requiring analysis conducted by the MEAL teams – Post Distribution Monitoring surveys for example.
- Provide technical support to the coordination team for the development of new log frames for the development of new project proposals. This could include for example supporting the facilitation of meetings between MEAL and Programs to develop objectives, specific objectives, outcomes and indicators for a new project.

4. Develop the mission's capacity to undertake surveys and impact assessments

- Coordinate and technically support (ToRs, tools, staff training and data analysis) the implementation of a specific survey – in close collaboration with the MEAL Manager, the Head of Programs and the Deputy Country Director for programs. The theme of the survey will be discussed and decided at the onset of the consultant's mission and will be based on the mission's strategy for development. The technical analysis of the data will be ensured by the mission's programs team, while the Consultant will focus on the methodology, the compilation of collected data, and the finalization of the report.
- The survey will aim at shedding light on a specific issue, in relation with the mission's current programming and future development. The development of the methodology and the roll out of the survey should be conducted with the objective of building the capacity of the MEAL teams to conduct similar surveys in the future.
- Based on the mission's strategy, facilitate the development of a road map for the production of surveys, impact assessments, case studies for 2018.
- Support the mission in reviewing Terms and References and methodologies for other identified opportunities for surveys, researches, case studies, etc.

5. Review accountability – related SOPs (hotline, etc) and related action plan

- In collaboration with the MEAL Manager, coordinate the internal consultation for the review of the Complaints and Feedback Mechanisms within the mission, and produce a finalized document, along with an action plan
- Coordinate the development of CFM related indicators, along with methodologies for measurement.

6. Develop training tools and provide MEAL training to the MEAL teams, and PMs – with a focus on SMART indicators, qualitative and quantitative collection and analysis of data, accountability principles and good practice

- In collaboration with the MEAL PM, conduct a full MEAL training with MEAL officers, technical coordinators, program managers, on all MEAL tools and processes, as well as on using analyzed data to inform program quality, document lessons learnt and develop projects;
- Provide continuous mentorship and support for technical coordinators and project managers
- Identify additional needs for MEAL capacity building within PUI Jordan mission staff;;

Summary of deliverables

- At mid point, production of a draft report containing, for feedback from the mission and HQ:
 - Production of a MEAL strategy, a revision of SOPs, suggested org chart and tools and an action plan to implement those. This should include the Complaint & Feedback mechanisms
 - Revisions suggested to data management SOPs, diagnosis and recommendations for changes/improvement in the current information management systems + action plan
 - Suggested changes to MEAL plans for both projects according to MEAL best practices and evidence-based decision making – with related workplan for the MEAL teams, methodologies for data collection.
- Survey methodology of the qualitative and quantitative analysis of the subject chosen with program team,
- Training delivered to Jordan mission staff and training materials that can be re used for new staff members
- Survey report, oriented toward producing quantitative and qualitative elements of evidence to be used in proposal development and advocacy toward donors.
- At end point, final report containing :
 - Production of a MEAL strategy, a revision SOPs and tools and an action plan to implement those. This should include Complaint & Feedback mechanisms)
 - Revisions suggested to data management SOPs, diagnosis and recommendations for changes/improvement in the current information management systems + action plan
 - Suggested changes to MEAL plans for both projects according to MEAL best practices and evidence-based decision making – with related workplan for the MEAL teams, methodologies for data collection.
 - Road map/workplan for the development of surveys, impact assessments, case studies for 2018 – in relation with the mission's strategy.

The consultant shall take into consideration the budget constraints of the PUI Jordan mission for the recommendations and proposed changes. The consultant can propose 2 versions of the recommendations if needed (no budget constraint & budget constraint).

Teamwork

The MEAL Advisor reports directly to the Deputy Head of Mission for Programmes
Works in collaboration with (not exhaustive): MEAL Manager, MEAL Assistants, Head of Programs, Programme managers, Project Officers, Program Officer and Technical Advisors.

Required Profile

Required knowledge and skills

REQUIRED

DESIRABLE

TRAINING	Bachelor's or Master degree in a field related to Project Management, international development and/or social sciences	
PROFESSIONAL EXPERIENCE Humanitarian International Technical	Minimum of 3 years experience as MEAL Expert, manager and at least 1 previous experience as MEAL Consultant. Expertise on monitoring and evaluation principles approaches in relief programs, using both quantitative and qualitative methods.	
KNOWLEDGE AND SKILLS	Strong experience in donor requirements and expectations, particularly ECHO, AFD, DFID Demonstrated ability to transfer knowledge to diverse audiences through training and mentoring Prior knowledge of the country/region an asset;	Mobile Data Collection and related software & language (OKM, Kobo etc.)
LANGUAGES English Other (to be specified)	Excellent command in writing and editing documents in English. Working knowledge in Arabic is a plus	
SOFTWARE Pack Office Other (to be specified)	Strong computer skills essential, including ability to operate Microsoft Word, Excel, Project and database management software, statistical packages	

Required Personal Characteristics (fitting into the team, suitability for the job and assignment)

Demonstrated experience in monitoring and evaluation design, applied survey and research;
 Proven capacity for analyzing and synthesizing comprehensive information and technical data;
 Ability to write and edit reports under deadline pressure;
 Ability to guarantee effective and timely outputs;
 Good communications skill for public presentations;
 Ability to work on own initiative and collaboratively as part of a diverse team and manage a varied workload;
 Self-motivated, flexible and adaptable to the needs of the team and organization
 Strong commitment to support/develop capacity of national staff and developing second layer of leadership;
 Proven management ability and inter-personal skills;
 Problem solving and leadership skills.

Application process

Status

CONSULTANCY CONTRACT

Details on application process

The application package should be comprised of: applicants' CV, a cover letter, a financial proposal – this should cover the consultant's fees and cost of living in Amman Jordan, flight tickets and visas. Accommodation can be provided in PUI's guesthouse, field transportation will also be provided by PUI, a technical proposal including a timeframe

The applicants should also give at least 2 references.