

## TERMS OF REFERENCE

TITLE:	Protection Case Management Adviser
DUTY STATION:	Bogotá with travels to field areas
PROJECT NUMBER:	COFM2303
REPORTING TO:	Protection Specialist
DURATION:	3 months

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### 1. CONSULTANCY ASSIGNMENT BACKGROUND

Despite the existence of a peace agreement signed between the Government of Colombia (GoC) and the Revolutionary Armed Forces of Colombia (FARC-EP) on November 24, 2016, Colombia continues to be affected by a six-decade armed conflict and widespread violence that puts the civilian population at risk of forced displacement, forced recruitment of children, forced disappearance, homicides, massacres, the widespread practice of sexual violence, the presence of landmines, confinement and other victimizing events. In 2022, 185k people have been affected either by forced displacement or confinement. In the same year, 215 social leaders have been assassinated. Additionally, since 2015, Colombia has been the receiving country with the highest number of migrants from Venezuela.

NRC is currently implementing a specialized protection programme in Colombia to respond to the internal armed conflict, and in Colombia, Ecuador, and Panamá to respond to the migrant crisis. NRC protection programme include four areas of work: 1) Individual specialized services, including protection case management and individual protection assistance (IPA); 2) community safety and prevention, including civilian self-protection and other proactive protection approaches; 3) coordination and advocacy; 4) protection rapid emergency response.

In 2022, NRC Protection Case Management team has supported 276 individuals facing violence, coercion, or deliberate deprivation. The current caseload includes social leaders threatened by armed groups, victims of theft and extortion, individuals affected by forced displacement and restrictions of mobility, families of disappeared individuals, and other vulnerable profiles. NRC General Protection Case Management is risk-based, and include psychosocial support, protective accompaniment, complementary cash for protection, and referrals.

### 2. OBJECTIVES AND SCOPE OF WORK

NRC is looking for Protection Case Management Adviser to review and update the current package, including tools, SOPs and capacity building material. Under the supervision of the Protection Specialist and in close consultation with Protection Staff from Areas' Offices, the PCM Adviser is expected to conduct a throughout review of the current PCM package, update SOPs, tools and forms, consolidate the M&E system, develop supervision tools and capacity building material. In collaboration with NRC Digital Team, the PCM Adviser will initiate the digitalization of tools and forms.

#### Objectives

The objectives of this work are:

- Review, update and adapt the existing PCM package, including SOPs and forms.
- Content development for supervision and coaching package.
- Conduct workshops and trainings for PCM Staff.
- Support the digitalization of tools and forms.

#### Scope of Work

**1) Standardising tools and approaches**

- In close consultation with PCM Staff, conduct a thorough review and update of the existing standard Protection case management SOPs, tools and approach.
- Support PCM Team Leaders, Officers, and Case Workers to effectively use case management tools and forms.
- Develop additional guidance, as needed, for PCM Staff, especially on provision of PCM to social leaders threats by armed groups.
- Liaise with HSS (Health, Safety, and security staff) to assess current risks for PCM Staff and recommend mitigation strategies.
- Ensure consolidation of local service mapping exercise.
- Develop psychosocial support tools and messages to be integrated across the PCM Steps.

**2) Capacity building & support**

- Deliver trainings and workshops on Protection Case Management for PCM Staff.
- Work closely with PCM Staff to build their technical capacity.
- Support the implementation of PCM SOPs.
- If needed, support Case Workers to respond to complex cases.
- Attend and feed into PCM meetings in all locations where possible.
- Develop Supervision and Coaching Training package for PCM.

**3) M&E, reporting and documentation**

- Support case workers in documentation and the use of case management forms.
- Ensure the implementation of a PCM data protection protocol in case management, ensuring that Case Workers understand and apply data management principles.
- Capacity building on data protection and information sharing protocol.
- Draft reports based on trends of cases for donors as needed.
- In close collaboration with NRC Digital Team, initiate digitalization of tools, forms and database.

**3. IMPLEMENTATION SCHEDULE AND DELIVERABLES**

**Key Deliverables**

The outputs expected from this consultancy entail:

- Review, update and finalize a standardized Protection Case Management package for Colombia, Ecuador and Panamá.
- Develop additional guidance on security for PCM Staff and provision of PCM to social leaders at risk.
- Provide a final validation workshop with Protection Staff.
- Digitalization of PCM tools and M&E system.
- Final handover, including recommendations and next steps.

**4. INSTITUTIONAL AND ORGANIZATION ARRANGEMENTS**

NRC will own the intellectual property rights to all materials submitted by the consultant under the contract. The consultant must therefore ensure that he/she has possession of any materials provided to NRC as a part of the deliverables. The rights to reproduce the report will fall to NRC and

its contracted agent. NRC will be free to reproduce the materials at will and to grant reproduction rights.

Everything submitted to NRC must be the original work of the consultants. Any plagiarism in any form, or any other breach of intellectual property rights, will automatically disqualify the consultant from receiving any further payments under the contract by NRC, and NRC will seek to recover any payments already made.

**Duties of NRC:**

- Accompany and support the consultant
- Ensure proper inception meetings with the consultant and identify key CO staff to be interviewed
- NRC will provide the consultant with the relevant documents for the desk review
- Introduce the Consultant to the key identified CO staff
- Participation to interviews and workshop as relevant
- Review and feedback to the draft deliverables
- NRC will bear the Consultancy fees.

**5. QUALIFICATIONS AND REQUIREMENTS OF THE CONSULTANT**

Applications should include the following:

- CV of the consultant
- Cover Letter
- Evidence/Sample of related previous consultancy reports/ evaluations
- Financial proposal, detailing consultancy fees, per diem, insurance costs.
- Any costs related to procurement and provision of equipment, material, services required to complete the consultancy should be included in the fees. No additional costs shall be charged separately.

**Experience and Qualifications**

- University degree in social work (or similar) is preferable.
- The ideal consultant(s) will have a minimum of 5 years' experience in specialized protection programme and case management positions in humanitarian/ recovery contexts.
- The ideal consultant(s) will have a proven track record organizing and leading programme design workshops with multi-sectorial stakeholders for organizations delivering humanitarian programming.
- Ability to develop trainings, tools and manuals at high level.
- Excellent written and spoken English and Spanish are mandatory
- Knowledge of the Latin America context is mandatory
- Experience with NRC and with NRC's range of Core Competencies, is desirable

**Nota: Solamente se evaluarán las propuestas que cumplan con los requisitos solicitados con el asunto: PROCESO LOGISTICO BOG3175: Consultoría desarrollo programático de paquete Gestión de Casos de Protección General**