

TERMS OF REFERENCE – CONSULTANCY

National expert or team of experts

Revision and adaptation of Case Management SOP / guidelines for juvenile facilities

1. Terre des hommes Iraq – Access to Justice Program

Tdh is a leading Swiss child rights agency present in the MENA region since 1973. Currently, Tdh operates in Lebanon, Jordan, Egypt, Palestine, and Iraq. Afghanistan and Pakistan belong programmatically and operationally to the MENA portfolio at Tdh as well. Within the region, Tdh has in place 3 specialized programs: (1) Access to Justice for Children and Youth, within which a 'Gender Justice' specialized programmatic thematic is carried out, (2) Children and Youth Affected by Migration, and (3) Child and Maternal Health. Those programs, in addition to the specialized technical staff within each of them, are supported by a Child Protection Transversal Unit as well as a Quality and Accountability Unit.

More information can be found here: <https://www.tdh.ch/en>

Since January 2019, Tdh has been a pioneering actor in justice for children programming in Iraq. Within the current Access to Justice program, Tdh aims at promoting justice practices which incorporates a restorative component as to provide appropriate solutions to (re)establish the concept of positive and child-friendly justice among offenders, victims, witnesses and their communities, but also towards the stakeholders in country, from authorities to national civil society involved in child justice matters. The complementary objectives are to ensure (1) the application of strong legal principles such as specialized justice systems for children, diversion and alternatives to detention, (2) the best interest of the child at all stages of the judicial procedures including post-release/aftercare, (3) psychological, sociological and criminological theories that take into account the comprehensive development of children and youth, (4) the setting up of safe and effective reintegration pathways from the first contact with the justice systems till long after their release in order to ensure the continuum of care, sustainability and minimize the risks related to re-offending/recidivism.

Tdh activities mainly focus on: providing specialized support to foster safe and sustainable reintegration processes for children in contact with the law and their families, reinforcing the child justice system through promoting their access to child-friendly legal aid, fostering synergies between formal and informal justice actors, reinforcing child protection community-based mechanisms, and providing specialized capacity building to juvenile judges pertaining to different stages/practices of child justice proceedings.

2. Rationale of the consultancy

The legal system in Iraq puts children and youth at a disadvantage as the domestic legal framework is not fully aligned with the Convention on the Rights of the Child (CRC) and the

principles of justice for children. Despite being a signatory to the CRC, Iraq fails to adequately protect children from violence, abuse, and neglect and ensure humane treatment and respect for their dignity during detention. By addressing these issues and implementing appropriate reforms, Iraq can work towards providing a system of justice that safeguards the rights and well-being of children and youth, preventing further violations and offering them opportunities for a brighter and more secure future.

In close consultation with UNICEF's Child Protection Unit, Tdh will develop a comprehensive training program specifically tailored for the social service workforce in juvenile facilities. Through this consultancy, Tdh will equip the juvenile facilities with effective case management tools and techniques to better assess and address the needs of children in conflict/contact with the law.

3. Objective of the consultancy

Under this consultancy, Tdh seeks the services of a national expert or a group of experts to revise and adapt Case Management Standard Operating Procedures SOP and guidelines for juvenile facilities. The primary focus is on the key actors involved in the social rehabilitation and reintegration of juveniles. The national expert or team of experts will work closely and collaboratively with the Tdh team, MoJ/MOLSA/MoI, Supreme Judicial Council, and UNICEF.

The scope of work includes reviewing existing tools, curricula, and plans within MoJ and juvenile facilities, encompassing MoLSA's existing tools. Additionally, a literature review will be conducted for all the initiatives related to initiating or developing/adapting Case Management SOP. This involves a global review of lessons learned and best practices in case management for juvenile facilities. The objective is to equip juvenile facilities with the necessary tools for effective and focused case management of juveniles.

The consultants will also initiate the revision and adaptation of the case management curriculum, aligning it with humanitarian principles and the Children's Rights Convention as well as the Iraq context and legal framework. This alignment ensures a better focus on service provision, case follow-up, and assessment within the field of social work. The effort includes conducting workshops with relevant stakeholders and seeking approval for the curriculum from relevant departments, including the ministries' decision making bodies responsible for endorsing the developed CM SOP for reformatory schools, the aftercare department, and the personality study office. Furthermore, there will be an exploration of the possibility of extending its use to other departments involved with juveniles and children.

4. Scope of the consultancy and deliverables

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The scope of this consultancy involves the revision and adaptation of Case Management Standard Operating Procedures (SOP) for juvenile facilities in collaboration with key stakeholders, including the Tdh team, MoJ/MOLSA/MoI, Supreme Judicial Council, and UNICEF. The focus is

on enhancing the social rehabilitation and reintegration of juveniles. The consultancy includes reviewing existing tools and curricula, conducting a global literature review on best practices, and initiating the alignment of the case management curriculum with humanitarian principles, the Children's Rights Convention, and the Iraq context and legal framework. also, conducting Workshops with stakeholders, exploring the potential extension of the adapted curriculum. The goal of this consultancy is to equip juvenile facilities with effective tools and frameworks for precise and comprehensive case management, ensuring alignment with international standards and contextual needs

The expected deliverables as the following:

1. <u>Conduct a workshop with the relevant ministries and departments to present the initial draft of the adapted Case Management SOP</u>	
Tasks	Timing
- Literature review for all the work done in initiating or developing/adapting Case management SOP for the Iraq context that concerns juvenile and children. - Review of the global lessons learned, and best practices on case management for rehabilitation and reintegration. - Inception report composed of a summary of the desk review of existing tools/SOPs and assessment, a summary of the best practices recommended, drafts of the data collection tool to be used and the work plan. - Focus Groups Discussions (FGD)/Interviews with key actors, including children and their families, as well as the community members and private sector as per the need. The FGD is to be complemented by a questionnaire for quantitative data. A concrete list is to be proposed in the technical proposal. The process will be accompanied and facilitated by Tdh lead. - Conduct a needs assessment of the main stakeholders involved in the rehabilitation and reintegration of the juveniles and children process related to their capacity building and implementation of the Case Management SOP. - Facilitating the first workshop with the relevant stakeholders for developing/reviewing the adapted case management SOP and collecting their feedback - Follow up with the social workers on the using/effectiveness of the new adapted CM SOP	April 2024 – July 2024
2. <u>Conduct a final workshop to secure endorsement for the adapted Case Management SOP with the relevant departments</u>	

Tasks	Timing
- Review and adapt the CM SOP according to the field test and collected feedback. - Formatting and designing the final version of the CM SOP. - Facilitating the final workshop with the relevant stakeholders to present the final version of the CM SOP handing over the responsibility to officially endorse the adapted CM SOP to the relevant departments	April 24 – July 24

5. Methodology

The consultant will strictly follow the work plan and the time schedule agreed with Tdh in undertaking the consultancy assignment. An appropriate methodology will have to be determined by the consultant and submitted with the consultancy technical proposal. It will be reviewed by Tdh and adjusted accordingly with the consultant if needed prior to the signature of the consultancy contract.

6. Timeframe

The consultant is expected to use own computer and other equipment required for the task.

The duration of the consultancy contract shall be for a maximum of 15 working days between April 2024 – July 2024. Final deliverable shall be submitted (on the agreed language with the Tdh focal point) on the agreed timeline with Tdh and the relevant departments:

- Inception Report and workplan – April 2024
- Draft 1 of the Case management SOP – April 2024
- First workshop – May 2024
- Final Version of the CM SOP – June 2024
- Final workshop of the CM SOP – June 2024

7. Profile of the consultant: qualifications and experiences

- A post-graduate or equivalent qualification/degree in Social Science, Human rights, Political Science, Development Studies, Humanities or any other relevant discipline. Excellency level of psychology expertise in country would be prioritized.
- At least 6-9 years of prior work experience in child protection, social work, juvenile justice, social rehabilitation, children at risks, and general protection.

- Proven sound experience on drafting similar deliverables (providing concrete examples and when possible, excerpts/samples).
- Proven skills in producing evidence-based reports on to juvenile justice, case management, or social rehabilitation.
- Strong research and analytical skills for conducting literature reviews, needs assessments, and synthesizing information into actionable recommendations.
- Skill in facilitating workshops, training sessions, and focus group discussions with diverse groups of participants.
- Excellent written and speaking skills in English.
- Fluency in Arabic is strongly recommended.

8. Application procedure

Consultants/firms that meet the requirements should submit expression of interest, which should include the following:

1. Cover letter including the consultant's/firm's suitability for the assignment and current contact information (max. 1 page)
2. Include 1-2 samples of previous similar work.
3. Technical offer: detailed response to the Terms of Reference herein, with specific focus addressing the purpose and objectives of the assignment, methodology to be used and key selection criteria (max. 7 pages)
4. Financial offer: detailed budget breakdown based on expected daily rates and initial work plan. Payment term and Payment Method (max. 2 pages)
5. Initial draft of the proposed work plan (max. 4 pages)
6. Registration
7. Bank Account.

Prerequisites for accepting financial offers:

- Prices are to be submitted in IQD and are valid for 90 days starting from the applications' closing date. Prices have to be inclusive of taxes. The daily fee should be inclusive of travel costs and accommodation.
- The quotation must be detailed and based on the work mechanism proposed by the consultant.

All offers must be e-mailed to irq.tenders@tdh.org no later than 30th of March 2024 at 11.59 pm (Baghdad time). Applications will be reviewed on a rolling basis, with priority given to the earliest received applications.

Mention in the e-mail object the title of the consultancy: **Revision and adaptation of Case Management SOP / guidelines for juvenile facilities.**

Below is the Table of the Opening Offers :

Steps	Dates*
Publication	13 MARCH 2024
Deadline for requesting clarification from Tdh	25 MAR 2024 to 04:00 PM
Last day when Tdh gives clarifications	28 MAR 2024 to 05:00 PM
Deadline date and time for receipt of Offers	30 MAR 2024 to 04:00 PM
Offer opening session	Between 31 MAR 2024 and 08 APR 2024
Notification of award to the successful Applicant	14 APR 2024
Signature of the contract	Between 14 APR 2024 and 16 APR 2024

Only proposals that include all the required documents will be assessed. Only short-listed candidates will be contacted.
