



International Organization for Migration (IOM)

The UN Migration Agency

Call for Applications

ROWCA-HR-22-005-CFA

Title	:	Consultancy to further develop IOM migrant centres toolkit
Duty Station	:	Homebased with field visits
Contract Type	:	Consultancy
Length of Contract	:	8 months
Estimated Start Date	:	1 May 2022
Closing Date	:	15 April 2022

1. **Duty Station of the Consultancy:** Home based with travel to Chad, Guinea, Mali (Part A) and other relevant countries as deemed necessary (Part B).

1. **Duration of consultancy:** eight months - with possible gaps between the deliverables to be completed within the course of the consultancy to allow for implementation and feedback.

2. **Nature of the consultancy:** Category B consultancy

Part A: To build on the [migrant centres toolkit](#) to design, develop and implement a training curriculum on migrant centres design and management with relevant sections for IOM staff, for implementing partners and for relevant authorities and potential partners. Implementation requires to deliver the pilot training curriculum in three priority countries : Chad, Guinea and Mali.

Part B: To further develop the [migrant centres toolkit](#) taking into account the recommendations from the first pilot phase and from the senior management, and to develop and implement a training of trainers curriculum.

3. **Project Context and Scope:** This consultancy is contributing to the Special Measure for the European Union-IOM Joint initiative for Migrant Protection and Reintegration in Africa under the Neighbourhood, Development and International Cooperation Instrument – Global Europe (NDICI- Global Europe) and the Cooperation on Migration and Partnerships to Achieve Sustainable Solutions (COMPASS).

Background information on the [migrant centres toolkit](#): with support from the EU-IOM Joint Initiative in the Sahel and Lake Chad region launched in 2016 with funding from the [EU Emergency Trust Fund for Africa \(EUTF\)](#), IOM launched in September 2021 an online open-source toolkit for migrant centre administration and management. The toolkit offers governments and non-government stakeholders key knowledge and resources on how best to set up and manage migrant centres. This web-based [toolkit](#) contains guidance

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material, tools and design information, with a particular focus on centres established as part of Migrant Resource and Response Mechanisms (MRRMs) in countries transited by migrants. Located along main migratory corridors, often in remote areas where no other protection services are available, these centres aim to ensure migrants' human rights are respected and provide basic assistance: from food distribution, to accommodation, medical assistance, psychosocial support and liaison with consular authorities to obtain travel documents.

This integrated and holistic approach includes key logistical support for search and rescue, humanitarian and return operations.

The toolkit covers topics under four categories: administration, management of migrant centres, protection and assistance services, and information management and migration data.

At the same time, the Protection Division at IOM's Headquarters started implementing the COMPASS program, which is funded by the Ministry of Foreign Trade and Development Cooperation of the Netherlands, since the beginning of 2021. The overall aim of the project is to contribute to ensuring that migrants of all gender and diversity groups have access to protection sensitive pathways and are empowered to contribute to sustainable development of their communities. Focused on providing a range of services to migrants and their families, including humanitarian assistance, comprehensive case management services for migrants with identified protection needs, return assistance, and reintegration services, the migrant centres toolkit would contribute to strengthen the MRRM approach in many of the program target countries. In addition, the Community of Practice for case workers, established under the COMPASS program, would provide a space to further disseminate of this toolkit.

Organizational Department / Unit to which the Consultant is contributing: Department of Programme Support and Migration Management, Protection Division.

Category B Consultants: Tangible and measurable outputs of the work assignment :

Part A is to be completed under the direct supervision of the EU-IOM Joint initiative for Migrant Protection and Reintegration (Sahel and Lake Chad) Regional Protection Officer and part B under the direct supervision of the COMPASS Project Manager. All tasks are to be completed in coordination with Regional Programme Coordinators based in Dakar and Headquarters Protection Unit. When relevant, the consultant will also coordinate with Regional Protection Specialists and field staff.

PART A:

The consultant is being sought for the **development and implementation of a training curriculum, designed as an online curriculum, while being easily deliverable face to face, on the core principles of migrant centres set up and management**, building on the [migrant centres toolkit](#).

The training curriculum should be tailored for three types of audience – (1) IOM staff, (2) implementing

partners and (3) relevant authorities and potential partners. The curriculum should cover the main topics addressed in the toolkit, notably inter alia, administrative and technical issues such as planning, assessment and adherence to local regulations, staffing, and coordination; protection and assistance service such as case management, health care and psychosocial support ; referral for migrants in need of protection and assistance; and information management. An introductory module should introduce basic principles and framework for action, building on IOM existing training materials (notably on the AVM Handbook). The curriculum should offer different agenda options, from one day training to three days training, for the three different targeted audience. It should comprise modules outline with learning objectives for each of the modules, relevant content and presentation slides, recommended exercises description, quizzes, check lists and guidance for trainers on the delivery of the training. The materials need to be easily understood for when the consultant will not be providing the training him/herself.

The material should be developed in French or in English.

The consultant will deliver the implementation of two to three days trainings to test the materials in Chad, Guinea and Mali, for 20 to 25 participants in each country. The consultant will tailor the content to the context of these countries for the piloting of the roll out, notably adapting to the ownership modalities (e.g. centres run by governmental authorities, or by non-governmental stakeholders, including IOM).

Following the trainings, the consultant will as needed edit the materials developed and design relevant supplementary materials and tools for the curriculum, in line with IOM and participants comments/recommendations.

Payment will be against deliverable. The following deliverables are to be completed within the course of the consultancy:

1. **First deliverable** – A two to three days training curriculum reviewed and validated by IOM, including a trainer manual and trainee booklet, available online. It includes submission of the draft by the consultant as well as internal review and approval process.
 - First instalment payment upon validation of the first draft - *Deliverable by email by 05/06/22*
2. **Second deliverable** – Trainings delivered in Chad, Guinea and Mali as a pilot. Training reports produced, reviewed and validated by IOM.
 - Second instalment payment upon validation of the training reports, including evaluation/recommendations from participants/IOM - *Deliverable by email by 15/07/22.*
3. **Final deliverable** – Final version of the training curriculum, taking into account recommendations from the pilot phase and including supplementary materials as needed. It includes submission of the draft by the consultant as well as internal review and approval process.
 - Third and Final instalment payment upon validation of the final version (no less than 25% of overall contract value) - *Deliverable by email by 31/07/22.*

PART B:

The consultant is sought to **further develop the [migrant centres toolkit](#)** taking into account the recommendations from the first pilot phase and from the senior management.

The consultant will develop a summary version of the toolkit, which can be printed and shared with external partners in the field.

The consultant will organize interviews with key informants to assess current operations and adjust relevant sections of the toolkit. Methodology and timelines for the interviews are to be agreed upon with the Protection Specialists, the Project Managers and relevant field staff.

The consultant will also work with relevant specialists on editing sections of the toolkit and developing tools to be added to the toolkit, based on the recommendations from the pilot phase, feedbacks received through the website and recommendations from Protection Specialists and Project Managers. The new tools may include check lists and guidance to prevent and respond to GBV in collective centres; standards set of performance indicators against which services and activities in centre can be monitored; and other resources as relevant.

The consultant will adjust the training package if/as needed based on the revisions done to the toolkit. A training of trainers module will be added and trainings implemented.

Payment will be against deliverable. The following deliverables are to be completed within the course of the consultancy:

1. **First deliverable** – A summary version of the toolkit, printable, for external partners
 - First instalment payment upon validation of the document - *Deliverable by email by 14/08/22*
2. **Second deliverable** – Workplan with list of key informants to be interviewed and methodology - *Deliverable by email by 28/08/22*
3. **Third deliverable** – Report of key informants interviews, with a list of new tools/contents to be developed
 - Second instalment payment upon validation of the document - *Deliverable by email by 11/09/22*
4. **Fourth deliverable** – Final version of the new tools and content to be edited
 - Third instalment payment - *Deliverable by email by 16/10/22*
4. **Fifth deliverable** – Final version of the training curriculum and final version of a training of trainers curriculum reviewed and validated by IOM. It includes submission of the draft by the consultant as well as internal review and approval process.
 - Fourth instalment payment - *Deliverable by email by 13/11/22*
5. **Final deliverable** – Trainings of trainers delivered and training reports produced, reviewed and validated by IOM.
 - Final instalment payment upon validation of the training reports, including evaluation/recommendations from participants/IOM - *Deliverable by email by 25/12/22*

6. Performance indicators for the evaluation of results

- a) Rapid and clear understanding of the scope of the assignment by developing a relevant workplan that accurately assess the amount of time and resources needed to accomplish a task.
- b) Deliverables submitted in a timely manner.
- c) Length of internal review and number of rounds of comments to ensure the quality desired.
- d) Final version of the toolkit submitted reflect inputs from the Protection Division Specialist.
- e) Inputs consistency with IOM's Protection Division's strategic approach.

7. Education, Experience and/or skills required

- Postgraduate degree in social work, international studies, law, political or social sciences, development studies, education, or a related field from an accredited academic institution;
- A minimum of six years of experience on migrant assistance, social work, coordination, preferably with a UN/International Organization;
- Experiences related to migrant centres or other type of collective centres for vulnerable persons management a clear advantage;
- Experience of developing and delivering capacity building training for practitioners and government officials;
- Knowledge of learning principles including adult learning, learning styles, participatory methods and related topics;
- Experience developing e-learning materials preferred;
- Good understanding of migration issues, in particular migrants' rights and migrants' protection;
- Excellent communication skills, both written and verbal;
- Fluency in English or French, working knowledge of Spanish is an advantage
- Excellent computer skills.

8. Travel required

Chad, Guinea, Mali and other relevant countries as deemed necessary.

9. Competencies

Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

10. How to apply:

Interested candidates are invited to submit their applications (CV, financial offer, proposed workplan and detailed methodology) via email to recrutementdkr@iom.int indicating "IOM Consultant for centres toolkit" on the subject line, by **15 April 2022**.

Candidates that could deliver only partially are still encouraged to apply. They are invited to clarify which deliverables they could complete in their proposed workplan.

Only shortlisted candidates will be contacted.