**Terms of Reference (ToR)**

**Services of the specialized institutions to provide consultancy services for developing and validating Protocols and Standard Operating Procedures (SOPs), along with producing communication materials and job aids in alignment with international standards and best practices.**

*UNFPA, the United Nations Population Fund: Delivering a world where every pregnancy is wanted, every childbirth is safe and every young person’s potential is fulfilled.*

**BACKGROUND**

Gender-based violence (GBV) persists as a global challenge, with one in three women worldwide experiencing physical or sexual abuse during their lifetime. This alarming prevalence underscores the urgent need for comprehensive measures to address this pervasive violation of human rights.

UNFPA is a leading agency providing support to the governments across the world for combating gender-based violence. UNFPA has been on the forefront of the advocacy efforts for improved GBV prevention and response in Azerbaijan too. The organization provided support with development of the legal and policy framework to address the phenomenon, as well as assisted a range of government institutions with a series of actions on production of data and evidence on GBV, its prevalence rates and economic costs; capacity building of service providers; advocacy and awareness raising at both the grass-roots and decision-making levels.

Nevertheless, many women in Azerbaijan continue suffering due to limited access to information and protective mechanisms. The MEN and Gender Equality Survey conducted by UNFPA in 2018 revealed alarming statistics, with approximately 32.5% of men admitting to perpetrating physical violence, and an equally concerning 32.1% of women reporting experiencing such violence during their lifetime. Another survey on economic cost of GBV, held in partnership with the government in 2018, emphasized that the consequences of this phenomenon could potentially cost the Azerbaijani economy nearly 2% of its annual GDP, highlighting the broader societal impact of GBV.

As an integral part of the "Women at the Centre: Rising Up Against the Pandemic of Violence Against Women" project (WAC) in Azerbaijan, UNFPA is committed to supporting the establishment and use of functional GBV coordination mechanisms and referral systems in target locations. This strategic initiative is aligned with the project's overarching goal to ensure that case workers and managers involved in addressing gender-based violence have the necessary guidance and resources to carry out their duties effectively.

Under the WAC project, Outcome 3.2 emphasizes the crucial task of creating and validating GBV Protocols and Standard Operating Procedures (SOPs), along with crafting communication materials and job aids. These resources are designed to assist case workers and managers in executing proficient GBV case management that complies with international standards and best practices. The aim is to facilitate effective coordination, identification, assessment, documentation, and referral of GBV cases. These protocols must prioritize survivor-centered approaches, including gender sensitivity, at every stage of the GBV response process. By adhering to international standards and best practices, these protocols will serve as vital tools to streamline GBV response efforts, ensuring consistency and high-quality service delivery.

In line with this initiative, UNFPA is seeking the services of a local organization to undertake the development and validation of GBV protocols and SOPs tailored for GBV case workers and managers engaged in provision of support services to the GBV survivors. These resources aim to enhance skilled case management within GBV coordination and referral systems, ensuring alignment with international standards. Additionally, the selected organization will be tasked with creating communication materials and job aid resources to reinforce adherence to these protocols and facilitate referrals to high-quality, specialized services.

The intervention represents an integral component of the Azerbaijani share of the “Women at the Center: Rising Up Against the Pandemic of Violence Against Women” project funded by “Takeda Pharmaceutical Company Limited” and implemented by UNFPA in five countries across the globe.

**PURPOSE**

To achieve this objective, UNFPA will engage a national institution as a subcontractor to lead development and validation process of GBV case management Protocols and SOPs tailored to the specific context and needs of the target population including marginalized groups, and also to produce the communication materials and job aid resources to assist in reinforcing adherence to protocols and providing guidance for effective referrals, ultimately enhancing the overall GBV response efforts and ensuring access to high-quality services. This endeavor will require close collaboration with stakeholders, including GBV service providers, government agencies, NGOs, and community representatives, to ensure effectiveness and relevance of the protocols and their extensive utilization in Azerbaijan. The aim is to ensure that the developed protocols and materials are aligned with international standards and best practices, thereby facilitating effective and consistent GBV response efforts.

**RESPONSIBILITIES OF THE ORGANIZATION**

The agency sub-contracted for the implementation of the subject assignment will be specifically responsible for the following:

* Initial orientation with UNFPA and other relevant partners engaged in the action;
* Draft the detailed intervention plan with the project outputs/deliverables, project management structure, timelines, indicators to monitor the progress, and responsible staff members;

1. **Development and validation of Protocols and Standard Operating Procedures to support case workers/managers in providing skilled case management for coordination and referral systems in line with international standards and practices**

* Assume full responsibility for the entire project cycle related to development and validation of protocols and SOPs for GBV Case Management;
* Review existing international best practices, guidelines, and protocols related to GBV case management and referral systems to inform the development process;
* Conduct consultations with key stakeholders to gather input and insights on the specific needs and challenges faced in the target locations;
* Draft Protocols and SOPs covering all aspects of GBV case management, including survivor support, confidentiality, ethical considerations, and collaboration among service providers;
* Collaborate with the project team to tailor Protocols and SOPs to address the unique context and dynamics of GBV within the community;

1. **Production of Communications and Job Aid Materials**

* Draft communication materials to support compliance with the protocols and referrals to qualified services (examples of communications and job aids could include materials such as templates for case workers to use/reference when conducting safety planning, referral forms and pathways, reference sheets for basic SRHR information, community awareness messages, etc.);
* Collaborate with stakeholders, including GBV service providers and community representatives, to ensure the relevance and accuracy of the materials;
* Incorporate survivor-centered language and gender-sensitive messaging into all communication materials produced;
* Review and revise drafts based on feedback from stakeholders and subject matter experts;
* Finalize the communication and job aid materials for dissemination to social workers and GBV referral partners;

1. **Capacity building trainings for social workers and GBV referral partners on the Protocols and SOPs and their practical application:**

* Deliver trainings for social workers on the newly developed resources, referrals, work with marginalized groups;
* Deliver trainings for GBV referral partners (healthcare providers, law enforcement personnel, etc.) on the newly developed resources, referrals, work with marginalized groups.

1. **Be responsible for all translation and interpretation services required throughout the duration of the subject assignment.**

**Deliverables:**

* GBV Case Management protocols are developed
* GBV Case Management SOPs are developed
* # of validation sessions/consultations/meetings held
* Communication and job aid materials produced
* # of trainings/workshops held
* # of social workers and GBV referral partners benefiting from/receiving enhanced GBV skills and knowledge training

**Eligibility criteria:**

* Legal registration with the Ministry of Justice of the Republic of Azerbaijan and availability of a valid registration certificate;
* Availability of the relevant staff members/councellors with adequate training, knowledge and expertise in GBV case management, with adequate understanding of related international best practices and standards.
* Proven experience in developing protocols and SOPs for GBV response initiatives.
* Demonstrated experience in producing benefits/strengths-based communication and job aid materials tailored to support compliance with GBV protocols and referrals to quality and specialized services.
* Experience in participatory training facilitation, evidenced by the organization's proficiency in delivering engaging and interactive training sessions.
* At least 3 years of experience in providing GBV response services to the vulnerable groups of the population.

**Contract duration:**

July 2024 – December 2024

**Specific Conditions:**

Ownership of the output: UNFPA