Terms of Reference (TOR)
UNICEF SOMALIA VACANCY
RapidPro/Real Time Monitoring and Innovation Lead

<table>
<thead>
<tr>
<th>Position Title</th>
<th>RapidPro/Real Time Monitoring and Innovation Lead</th>
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<tbody>
<tr>
<td>Category &amp; Grade</td>
<td>P-3, Temporary Appointment (TA)</td>
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<tr>
<td>Duty Station</td>
<td>UNICEF Somalia, Nairobi Office, with some travel to Somalia Zonal Offices</td>
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<tr>
<td>Duration</td>
<td>364 days</td>
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<td>Closing date</td>
<td>7th July 2015</td>
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BACKGROUND

Somalia is one of the most complex environments that UNICEF works in. In the sectors addressed by the country programme, UNICEF is virtually the main provider of social services through a network of partners. In the north, this is due to limited government revenue and limited financial management capacity; in the south, it is due to prevailing instability, which limits the ability of the government to provide services. This situation brings special responsibilities and additional risk to UNICEF, making it essential for UNICEF to give special consideration to effective management of partnerships and to apply rigorous risk management practices in delivering results for children. The use of evidence for policy-making and programming remains a major challenge in Somalia.

To address these challenges, UNICEF Somalia is making significant investments in improving programme and supply monitoring processes, coordination of monitoring efforts across offices and locations, and coordination and quality assurance of key reporting processes at the national and zonal levels. The deployment of innovative solutions that will reinforce monitoring efforts in a scalable and sustainable way as well as timely action/response is a key component of these investments in system strengthening. In this vein, UNICEF Somalia is working on adapting and deploying the RapidPro platform to reduce programmatic, operational and reputational risks while improving the delivery and quality of services through enhanced end-use monitoring of supplies, real-time tracking of key indicators, and two-way communication with beneficiaries.

The office aims to deploy RapidPro for collection of several distinct layers of information’s:

A. Information on UNICEF’s interactions with Implementing Partners (tracking IP reporting; tracking supplies delivery to IPs etc.)
B. Information from service providers on service coverage and supply availability
C. Information from community representatives/direct beneficiaries on satisfaction with services and site specific situation analysis indicators
D. Information from the population at large on Knowledge, Attitudes, Behaviours and Practices, as well as Early Warning Indicators

Development of the Real Time Monitoring work is carried out in distinct phases, with a focus on gradual expansion of the sector-level initiatives in both geographic and programmatic scope over time. The phases are designed as follows:

- **Phase 1**: Initial small-scale data-collection efforts for each Section for one of the sources of information (chosen based on Sector priorities) to test response rates with different locations/groups
**Phase 2**: Scaling-up geographical coverage of the pilots, as well extending data collection to other sources of information and thematic areas

**Phase 3**: Scoping Section-specific Dashboards that would combine information from different sources to provide a comprehensive picture of Section’s performance, with functionalities for mapping and other data visualization and processing tools.

Currently, the following pilots are in various stages of development and preparedness for deployment are as follows:

**Nutrition**:
- Consumption and stock status of supplies (ORS, RUTF, MMM, Vit A)

**Health**
- Availability of supplies at EPHS facilities.
- Monitoring of Community Mobilisers in Polio Vaccination Campaigns
- Vaccine availability at facility level
- Malaria oversight and support for pre-distribution and end-user monitoring
- HIV/AIDS supply tracking
- Monitoring patient ARV adherence

**Education**
- Monitoring quality education indicators

**Supply**
- End-user monitoring of supplies (from implementing partners to recipients)

**Joint Programme on Local Governance: Community Score Card**

Monitoring by Community Health and Community Education Committees on the following indicators:
- Availability and quality of services as perceived by Community Committees (e.g. presence of teachers, functioning water pumps, MCH staff presence and availability of medications, etc.)
- Specific indicators related to decentralized service delivery functions of the municipalities (routine maintenance of MCHs and Schools; payment of utility bills; social mobilization and supervision functions)

**SCOPE OF WORK**
Under the overall supervision of the Planning, Monitoring and Evaluation Manager, the staff member will be expected to provide general coordination and management responsibilities for the on-going real time monitoring work as well as identify and provide broad innovation support to Programme Sections as needs arise. The staff member will undertake the following tasks:

**Real time monitoring general coordination:**
- Conduct a gaps analysis for each of the pilots and define the activities to address the gaps
- Develop a management plan for the Somalia Country Office, prioritise and sequence pilots and activities
- Provide technical backstopping of Phase 1 and Phase 2 pilots, including advanced RapidPro functionality guidance
- Work with stakeholders to deploy the pilots, scale as appropriate, and secure government buy-in and ownership
- Act as a liaison between UNICEF Somalia Programme Sections and RapidPro vendor (Nyaruka) in resolving technical issues, in collaboration with IT team of Somalia Office
- Identify best practices in RTM/RapidPro application from other offices for replication in Somalia

**Capacity Building, Documentation, and Knowledge Sharing**

- Provide capacity building around real time monitoring for UNICEF RTM focal points, government counter-parts, and NGO partners; include advanced training on RapidPro as appropriate
- When appropriate plan, coordinate and organize cross-sectorial meetings, workshop and trainings to address specific needs and capacity gaps identified in the Country Office.
- Develop capacity building material for RTM and innovation tools for UNICEF and partners
- Document the deployments, capturing the lifetime of the project, lessons learned, and best practices in Somalia Monitor the effectiveness of pilots, specifically tracking the integration of real time monitoring on programme outcomes
- Contribute to the global innovation community of practice and knowledge exchange

**Internal Innovation Coordination**

- Define the governance structure within the Somalia Country Office for innovation in order to improve the coordination, decision-making, and accountability within Programme Sections and the Country Office
- Conduct a scoping exercise to identify areas where humanitarian innovation tools and processes – can add value to the Somalia Country Offices drive for results
- Develop an office-wide innovation strategy that outlines the office and section priorities
- Provide support and technical assistance to the Somalia Country Office regarding innovation or technology for development work with stakeholders
- Identify opportunities for resource mobilization and new partnerships, and lead proposal and partnership development efforts. Strengthen partnerships with private sector such as mobile network providers to enhance project delivery through RapidPro
- Coordinate with the Global Innovation Centre, UNICEF Innovation community, and other communities of practice to understand how new innovations could add value to the Somalia Country Office

**SUPERVISION AND RESPONSIBILITIES**

The staff member will work under supervision of UNICEF Somalia’s PM&E Manager based in Nairobi, and in close coordination with RTM Focal Points in Health, Nutrition, Education and WASH Sections.

**EDUCATION/ QUALIFICATIONS / EXPERIENCE REQUIRED**

Academic and Technical Qualifications:

- Master’s degree in Social Sciences, International Relations, Development, Community Development, Information Technology, or other relevant disciplines.
- Five years of progressively responsible professional work experience at the national and international levels in programme management, monitoring and evaluation (or seven years without a Master’s degree).
- Demonstrated experience with RapidPro or other SMS-based monitoring pilots
• Some professional or academic background in one of UNICEF’s sectorial areas (preferably Health or Education) is desired
• Experience with processing large amounts of information and synthesizing it
• Experience in project management and rolling out of large scale projects especially in hard to reach areas in developing countries is highly desirable.
• Familiarity with information systems and communication technologies
• A strong understanding of UNICEF’s mission and vision as well as its programmes through direct or indirect work experience with UNICEF.
• Ability to work in a team and in a diverse work environment
• Familiarity and experience with international development contexts, particularly complex environments (experience working in Somalia would be an advantage)
• Fluency in English

Health: all consultants and staff members, on duty travel, must accept responsibility for their health and well-being as part of their official duties and also on their return.

Competency Profile

i) Core Values (Required)
   • Commitment       • Diversity and Inclusion       • Integrity

ii) Core Competencies (Required)
   • Communication [II] • Working with People [I] • Drive for Results [I]

iii) Functional Competencies (Required)
   • Leading and Supervising, Level 2
   • Formulating Strategies and Concepts, Level 2
   • Analysing, Level 2
   • Relating and Networking, Level 2
   • Persuading and Influencing, Level 2
   • Creating and Innovating, Level 2

Interested and qualified candidates should send their applications with updated UN Personal History Form (P.11) form available here, http://www.unicef.org/about/employ/files/Personal_History_Form_UN_P_11 -UNICEF_version.doc, updated CV attaching copies of academic certificates to the email below. UN staff should provide the last two Performance Evaluation Reports (PERs). Applications submitted without a duly completed and signed Personal History Form (P11) will not be considered.

Applicants must quote the vacancy number and post title in the subject line of the application.

Email to somaliahrvacancies@unicef.org

Only short-listed applicants will be contacted