

TERMS OF REFERENCE

Consultancy: Mapping of Protection Services and Service providers

1. **Duty Station of the Assignment:** Egypt

2. **Duration of Assignment:** 45 days

This contract is issued from TBC

3. **Nature of the Consultancy:**

The International Organization for Migration (IOM) in the Arab Republic of Egypt is recruiting a consultant to conduct a comprehensive mapping of protection service providers (local actors, services, partnership opportunities and referral pathways). Based on the mapping, the previously developed Service Provider Directory will be updated for an informative, accessible and coordinated response to the protection needs of vulnerable migrants. The aim is to identify the different actors, services available, referral pathways at national and governorate level (Cairo, Alexandria and Aswan), needs in terms of protection and propose measures (through a One-Stop-Centre approach) to update and improve the functioning of the online platform developed under COMPASS 1.0

4. **Project Context and Scope:**

The Cooperation on Migration and partnerships to Achieve Sustainable Solutions (COMPASS) is a global initiative (in partnership with 14 countries and funded by the Government of the Netherlands) designed to enhance migration governance systems, multi-stakeholder cooperation, and services that facilitate safe, orderly, and regular migration as well as protect and uphold the rights of migrants. Building upon the experience gained, tools created, mechanisms established, and lessons learned under COMPASS Phase 1, IOM will provide technical support to ensure migrants, aspiring migrants, and refugees are empowered to pursue safe, dignified, and sustainable solutions for their specific situations. Given the different actors in the protection sphere, the technical assistance will result in, updating the Service Provider Directory through a service mapping with the aim of analyzing available services across all sectors and facilitating coordination, provision of services and referral of vulnerable migrants, including returnees and Victims of Trafficking.

5. **Organizational Department / Unit to which the Consultant is contributing:**

The successful candidate will work under the general guidance of the Protection Head of Unit and direct supervision of the COMPASS Project Manager, and in close coordination with the relevant units in the Country Office (CO).

6. **Tasks to be performed under this contract:**

- Develop research tools and prepare an inception report, including a methodology: under this task, the consultant will be expected to undertake desk review of existing Service Provider Directory, reports and strategies and identify the protection-related services that need to be mapped under three dimensions of protection for Cairo and other governorates:

- **Economic:** job placement, technical and vocational training and other skill acquisition schemes, business development and advisory services, and financial services.
 - **Social:** health services, housing and other basic services, social protection schemes, education, childcare, legal documentation, and aid
 - **Psychosocial:** Psychosocial, Psychological and Psychiatric services.
- Collect the data for the mapping of actors/service providers: data collection will include in-person interviews with partners and stakeholders. The list of identified actors to be part of this exercise should be shared with IOM for approval before engaging with them.¹ It will also include collecting supporting documents and information to fill the tools.
 - Develop the final mapping report. Based on the data collected, the consultant should develop a final mapping report analyzing the partnership² opportunities currently available to IOM and clarifying the timeframe of potential upcoming opportunities. The mapping should also clarify the opportunities for cost-sharing or at no cost referral options and IOM’s realistic prospects for diversification of services and assistance cost-reduction through partnerships.
 - Facilitate a workshop session to present and validate the findings: the consultant will present the results of the mapping at a workshop. The feedback received during the workshop would inform the finalization of the report.
 - Coordinate with the IOM project management team and IT service provider to update the online platform. The Consultant should support the revision of the design of the platform, including categorization of services to address the protection needs at governorate level. Also, ensure a proper handover for its operationalization.
 - Perform such other duties as may be assigned.

7. Activity and Deliverables Timeline

Activity	Deliverables	Timeline
Inception report and methodology	Inception document with methodology, detailed literature review, schedule of work, and draft data collection plan and tools.	Within 10 days after signing the contract
Draft the mapping report after data collection, summarizing the study's methodology and specifying any limitations/ complications and changes to the initial design	Submission of a draft Report and presentation	Within 20 days after signing the contract

¹ While an initial list will be approved as part of the inception report, any additional actor identified during the data collection process should be shared with IOM for approval.

² produce an exhaustive list, in the form of a matrix/table, of actors supporting the protection of vulnerable migrants in Egypt, identifying their respective roles, programme objectives, activities (current and planned) and synergies with IOM

Submit the revised version of the report based on the feedback received	Final Report (incorporating comments from key stakeholders) and presentation	Within 30 days after signing the contract
Workshop and submission of the final report	Present the findings and facilitate sessions	Within 40 days after signing the contract
Coordination with the IT service provider to review and update the online platform	Updating the online platform	Within 45 days after signing the contract

8. Education, Experience and/or skills required

- Master’s degree in development, Social Sciences, or other related field.
- Minimum of 5 years of experience in conducting similar service mapping exercise
- Proven experience in the development of research tools and methodologies through digital formats
- Proven experience in data management, including good knowledge on data bases and electronic tools
- English and Arabic languages are required; additional languages are an asset
- Good knowledge of the context of migration in Egypt
- Excellent writing, communication, and presentation skills
- Ability to prepare clear and concise reports.

9. Travel required

Travel-related costs and coordination will be borne by the consultant.

10. 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 – behavioral 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.

11. Applications

Interested applicants should submit their proposals to iomegbids@iom.int before the application deadline.