

**UNFPA Turkmenistan**  
**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT (National)**  
**On Coordination of Service Delivery**

<b>TERMS OF REFERENCE (to be completed by Hiring Office)</b>	
Hiring Office:	UNFPA Turkmenistan CO
Title:	<b>Service Coordinator</b>
Purpose of consultancy:	<p>For almost three decades, UNFPA has been a strategic partner of the Government of Turkmenistan in empowering women and promoting gender equality. UNFPA's work to promote gender equality in Turkmenistan includes supporting Turkmenistan's national human rights system in implementing obligations under ratified international human rights treaties and conventions, including the Convention on the Elimination of All Forms of Discrimination against Women. In line with the priorities of the Fifth Country Programme, UNFPA supports the implementation of the National Action Plan on Gender Equality 2021-2025 by providing expert support in capacity building of civil servants in the areas of gender-sensitive policies and gender mainstreaming, as well as the capacity of national institutions and specialists to address gender equality issues.</p> <p>The UNFPA Gender Program aims at working with government agencies to create comprehensive systems and mechanisms to enable women and adolescents to make informed choices and be protected from violence, and to engage men and boys in promoting positive social norms in society.</p> <p>In 2020-2022, the UN and the Government of Turkmenistan successfully implemented a two-year Joint Program on “Improving the social protection system through the introduction of inclusive quality social services at the local level”, with financial support from the SDG Joint Fund, aiming at making transformational changes to the existing system of social service delivery in Turkmenistan to reach the most vulnerable groups of the population and meet their special needs. Over the two years of working together, the joint programme has made significant progress in supporting the development and initiation of the institutionalization of a new model for the provision of social services in the country.</p> <p>Taking into account the country’s international obligations, the goals and objectives of national programs for socio-economic development, as well as the results achieved during the implementation of the Joint Program, UNFPA continues to provide support in expanding social services to the population and, in collaboration with the National Red Crescent Society of Turkmenistan (NRCS), plans to hire <b>Service Coordinator</b> to provide coordination and management support of the social services in the Family Support Centers in the NRCST velayat offices in the cities of Ashgabat, Mary, Turkmenabat, Dashoguz, Balkanabat and Tedjen.</p> <p>The Service Coordinator will work closely with the specialists on psychological counselling and social work specialists in 5 velayats and Ashgabat city. The role of a Service Coordinator is to coordinate and manage the service delivery ensuring their quality and effectiveness in line with the international norms and national legislation.</p>
Scope of work:  (Description of services, activities, or outputs)	<p>The functions of the Service Coordinator include the following:</p> <p><u>Preparatory work:</u></p> <ul style="list-style-type: none"> <li>– Participation in induction training and advanced training courses organized by the UNFPA and NRCST;</li> <li>– Within the Family Support Centers in the NRCST in Ashgabat and five regional offices establish a system of providing social support to women experiencing domestic violence, which will include Call services, psychosocial consultations, as well as social support and case management for women experiencing domestic violence and in need of appropriate services;</li> <li>– Organize and provide professional guidance and advanced training for personnel involved in the provision of services;</li> <li>– Establish a reporting system for services.</li> </ul>

	<p><u>Service delivery:</u></p> <ul style="list-style-type: none"> <li>– Ensure effective management, coordination and delivery of support services to users, including women and girls;</li> <li>– Monitor the progress of service delivery and make necessary adjustments in agreement with the UNFPA country office;</li> <li>– Ensure proper quality of services and efficient use of resources;</li> <li>– Organize and facilitate regular training, professional development and orientation for service delivery staff;</li> <li>– Create and maintain a network with social workers of the Ministry of Labor and Social Protection of the Population, local police authorities, reproductive health offices and health service providers, local employment departments, individual entrepreneurs, public organizations and other organizations to provide support for service delivery;</li> <li>– Conduct outreach activities to raise awareness and support services;</li> <li>– Ensure appropriate accountability and reporting of all employees involved in the provision of social services.</li> </ul> <p><u>Continuous professional development and reporting:</u></p> <ul style="list-style-type: none"> <li>– Be informed about the goals, objectives and work of UNFPA, IFRC and NRCST, interact with UNFPA and NRCST staff as a full member of the team;</li> <li>– Participate in trainings and other events to improve professional skills in psychological support, maintaining call services and social services;</li> <li>– Ensure the accurate maintenance of the records for each case/case and ensure records are completed and updated daily/weekly to ensure quality reporting;</li> <li>– Monitor information management, ensuring the collection and presentation of quality information using consistent data collection system tools;</li> <li>– Ensure the confidentiality of all work with clients and compliance with ethical standards;</li> <li>– Store all documents (reports, files, etc.) in a safe place;</li> <li>– Provide monthly reports based on agreed data collection methodology. The report should include quantitative information, analysis and recommendations.</li> </ul>
Expected Outcomes and Deliverables:	<p>Deliverable 1: Interim report with data for the reporting period according to the agreed data collection methodology - until September 20, 2024.</p> <p>Deliverable 2: Interim report with data for the reporting period according to the agreed data collection methodology - until December 20, 2024.</p> <p>Deliverable 3: Final report with data for the entire period of work according to the agreed data collection methodology, conclusions and recommendations for improving the service - until March 20, 2025.</p>
Duration and working schedule:	9 months from June 20, 2024 to March 20, 2025
Place where services are to be delivered:	The building of the NRCST in Ashgabat.
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	Dates for deliverables are provided under the section Scope of work. All written deliverables will be provided in an electronic format. Training will be conducted in an offline format.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	Monitoring will be carried out through regular reports, progress meetings, review of submissions and participation in training.
Supervisory arrangements:	Supervision will be provided by the UNFPA Gender and Youth Program Analyst.
Expected travel:	Missions within the country and internationally will be agreed beforehand and travel costs will

	be covered according to the UNFPA's Duty Travel Policy.
Required expertise, qualifications and competencies, including language requirements:	<p><u>Education:</u></p> <ul style="list-style-type: none"> <li>– Bachelor's degree in psychology, social work, sociology, medical or pedagogical education, law, economics and other humanities.</li> </ul> <p><u>Experience:</u></p> <ul style="list-style-type: none"> <li>– Five years of work in project management, NGO, NRCST, in particular;</li> <li>– Including at least 3 years of experience providing services to vulnerable groups, including women, older people and adolescents in difficult life situations;</li> <li>– Knowledge of gender issues and experience working in an intercultural environment;</li> <li>– Experience in international organizations is welcomed;</li> <li>– Excellent knowledge of Turkmen and Russian languages;</li> <li>– Knowledge of computer programs.</li> </ul>
Inputs / services to be provided by UNFPA or implementing partner (e.g support services, office space, equipment), if applicable:	UNFPA will provide methodological support and training involving international and national expertise and exchange of experience in providing the above-mentioned services.
Other relevant information or special conditions, if any:	<p>Fees will be calculated monthly at the GS-3 level of the UN General Service salary scale effective 1 November 2020 and will be paid in 3 installments subject to quality provision of deliverables as follows:</p> <p>Installment 1 after completion of Deliverable 1 by September 20, 2024  Installment 2 after completion of Deliverable 2 by December 20, 2024  Installment 3 upon completion of Deliverable 3 by March 20, 2025</p>
Signature of Requesting Officer in Hiring Office:	
Date:	