

## PRODUCTIVE SAFETY NET PROGRAM PHASE FOUR

### TERMS OF REFERENCE for TECHNICAL SUPPORT SPECIALIST (TSS)

#### Grievances and Targeting TSS

##### 1. Background on PSNP and TASC

###### **Productive Safety Net Program Phase Four (PSNP4) and Rural Productive Safety Net Program (RPSNP):**

The PSNP4 and the RPSNP are integral components of the rural development policy of the government of Ethiopia, to support Ethiopia's chronically and transitory food insecure rural households. The program is implemented in the eight regions of Afar, Amhara, Dire Dawa, Harari, Oromia, SNNPR, Somali, and Tigray. The program provides cash and/or food transfers to the chronically and transitory food insecure households.

The PSNP4 aims to ensure the development of an efficient and effective system for delivering elements of social protection and disaster risk management. In so doing it also aims to make contributions to the Growth and Transformation Plan (GTP) and to the achievement of the four key government policies, strategies and programs, namely the Social Protection Policy; the National Policy and Strategy on Disaster Risk Management (NPSDRM); the National Nutrition Programme (NNP), and the Climate Resilient Green Economy (CRGE). The RPSNP aims to support the government in improving the effectiveness and scalability of its rural safety net system.

The goal of the PSNP is to enhance resilience to shocks and livelihoods, and improve food security and nutrition for rural households vulnerable to food insecurity. The PSNP4 follows a system-based approach and builds on a number of important lessons learned towards building sustainable social protection and disaster risk management systems in the country. The PSNP4 is a program of the Government of Ethiopia (GoE); additional funding for program implementation and management is provided by Development Partners, which is coordinated through the World Bank (WB) and the Donor Coordination Team (DCT).

**Technical Assistance to Strengthen Capacity Development for PSNP4 (TASC):** TASC is a consultancy funded by the Development Partners to support the implementation of PSNP4 for chronically food insecure people in Ethiopia. The purpose of TASC is to strengthen institutional systems, processes, coordination mechanisms, human resources and organizational capacity of federal, regional, zonal and woreda institutions to deliver PSNP4. TASC provides the management oversight and payroll functions for the identified federal level Technical Support Specialists.

##### 2. Description of Assignment

1. *Global Objective:* Technical Support Specialists provide specialized expertise to the Government of Ethiopia and to the Directorate to which they are assigned. Their role is to perform PSNP4-related services that government-funded staff are not currently in a position to perform, and to provide guidance to government staff as they learn new skills related to implementation of PSNP functions.
2. *Directorate of Assignment:* The **Grievances and Targeting TSS** will be assigned to the Ministry of Agriculture (MoA), in support of the Food Security Coordination Directorate (FSCD), in Addis Ababa.
3. *Specific objectives:* The **Grievances and Targeting TSS** will carry out the following specific tasks:

- i. ***Develop a functional Program Case Management System***
  - Review the existing Grievance Redress Mechanism (GRM) business process from kebele to regional and federal level including the tools used to collect data on cases and appeals, and reports submitted to regional and federal including the GRM reports, and propose possible recommendation on the best course of action going forward;
  - Identify the gaps within the existing reporting system and in coordination with the FSCD Senior M&E Expert and the M&E TSS, revise tools to ensure that grievance reporting is established as part of the program’s regular monitoring and reporting system, including in the quarterly reporting;
  - Work closely with the MIS developers to ensure that the GRM business processes are integrated into the PSNP Safety Net Management Information System (MIS) for future data collection and reporting;
  - Ensure the quality implementation of the annual GRM Review;
  - Collect/identify issues/challenges/implementation practices contributing to the delay of the PW verification processes; review the PW verification processes and provide recommendations to address the bottlenecks in order to speed up the processes;
  - Advocate for processes to enhance PW and PDS client awareness about their entitlements and provisions to empower so that clients would develop the practice of demanding their rights as affirmed in the PIM;
  - Identify and collaborate with NGOs implementing PSNP activities through the NGO platform/NGO working group in order to share approaches and practices in targeting and grievance management.
  - Identify strategies to strengthen the linkage between program’s GRM system and the wider government GRM system
- ii. ***Social Accountability and Financial Transparency and Accountability***
  - **Social Accountability (SA):** Act as a focal point for the PSNP for the Ethiopia Social Accountability Project Phase 3 (ESAP3). Specifically, (i) ensure effective coordination and collaboration between the PSNP and the ESAP3 Management Agency; (ii) participate in regular meetings as set out in the ESAP3 Governance Structure; (iii) facilitate regular monitoring and reporting to capture progress and develop a procedure to ensure that PSNP results of the ESAP3 are linked to the PSNP management and decision making processes; and (iv) provide an update on SA progress as an input to PSNP’s Joint Review and Implementation Support (JRIS) Missions;
  - **Transparency & Accountability:** Follow up on the establishment of a system that allows the program to follow the Financial Accountability and Transparency principles. Specifically: (i) work with the Ministry of Finance (MOF) Financial Accountability and Transparency (FAT) Team to develop a tailored Financial Transparency and Accountability (FTA) template that will include information that is most critical to PSNP beneficiaries (i.e. wage rate, transfer schedules, etc.); (ii) oversee dissemination of template and support regions to ensure that templates are posted at common spaces where PSNP beneficiaries gather, etc.; and (iii) participate in Annual FTA Review meetings, etc.
  - Work and collaborate with other PSNP implementing partners, including NGOs, on social accountability adoption, practice and experience sharing.
- iii. ***Monitoring of Targeting/Re-targeting and Graduation***

- Support the establishment of a regular targeting and re-targeting system
  - Based on findings from Afar and Somali Spot Checks and forthcoming National Spot Checks, follow up with regions to ensure that re-targeting is taking place as defined in the Program Implementation Manual (PIM)
  - Liaise with FSCD and development partners on establishing evidence-based graduation numbers and follow up with regions to ensure that graduation caseloads and geographic distribution at woreda level are evidence-based, and that woredas comply with the guidelines outlined in the PIM to graduate households.
- iv. **Support evidence-based targeting process:**
- Review existing targeting methods and mechanisms and support FSCD to use evidence-based and transparent processes to ensure fair selection into PSNP;
  - Follow up/coordinate the development and revision of contextually appropriate graduation bench-marks;
  - Support the tracking/develop system to track graduated households/individuals for at least two years to make sure they are progressing well, including checking those who back slide, fail to become self-sufficient and collect evidence if those who fell back should be re-targeted to the program;
  - Follow up and share data of clients with other programs (emergency and livelihood) during targeting to ensure informed decision making and to avoid duplication and/or allow for deliberate overlap for those considered most vulnerable.
- v. Ensure that the TSS's functions are successfully transferred to the government staff by the end of FY 2019/2020.

4. *Required outputs / deliverables:*

<b>Activity</b>	<b>Deliverable</b>	<b>Deadline</b>
<i>Develop a functional Program Case Management System</i>	<i>Report on the status and recommendations report of the existing business processes for case management, which identify gaps and provide recommendations on how to improve the Case Management system</i>	<i>June 2019</i>
<i>Strategies to strengthen linkages between PSNP's GRM system and the government's GRM system</i>	<i>Report outlining strategies to strengthen these linkages</i>	<i>June 2019</i>
<i>Regular monitoring of SA activities and ensuring linkages to PSNP management decision-making;</i>	<i>Semi-annual progress reports on the status of PSNP ESAP 3 results and PSNP management and decision making</i>	<i>May 2019 October 2019</i>
<i>Improving Financial Transparency and Accountability</i>	<i>Tailored FTA template developed</i>	<i>March 2019</i>

Activity	Deliverable	Deadline
	<i>Dissemination and trainings delivered on FTA template</i>	<i>September 2019</i>
	<i>Report on status and key progress of Annual Review Meetings</i>	<i>TBD on annual review meeting dates</i>
<i>Prepare individual work plans in collaboration with Government of Ethiopian (GoE) and World Bank/Donor Coordination Team (WB/DCT)</i>	<i>Annual work plan</i>	<i>June 2019</i>
	<i>Quarterly work plans</i>	<i>End of Feb 2019</i>
		<i>End of May 2019</i>
		<i>End of August 2019</i>
		<i>End of November 2019</i>
<i>Monitoring of Targeting, Re-targeting and Graduation</i>	<i>Status report on the allocation and implementation of graduation quotas</i>	<i>End of Nov. 2019</i>

5. *Accountability measures:* Performance reviews, based on the Description of the Assignment and Deliverables, will be conducted on a quarterly basis by representatives from the GoE, the WB/DCT and TASC.

### 3. Experts Profile

- a. *Full time:* 260 paid days per year as a team member of the TASC consultancy.
1. *Minimum number of years relevant or equivalent experience required:* The **Grievances and Targeting TSS** should have a minimum of 5 years' service in social protection programs or targeted anti-poverty programs.
2. *Required level of education:* The candidate should have a minimum of MSc or above in any of social/public policy, development studies/management, or other related fields of study.
3. *Specific skills required:* Practical knowledge and skills in:
  - i. MS Office (Word, Excel), Internet;
  - ii. Good understanding of case management systems;
  - iii. Good problem-solving and communication skills;
  - iv. Ability to work proactively and independently and write clearly and concisely.
4. *Language skills and proficiency:* Fluency in spoken and written English and Amharic.

### 4. Location and Duration

1. *Start date and expected duration of assignment:* The **Grievances and Targeting TSS** position is a two year assignment beginning approximately January 2019; and will continue for two years. The initial assignment will be for one year, renewable upon satisfactory performance and ongoing need.
2. *Probation period:* There will be a probation period of 60 working days, followed by first performance review conducted by WB/DCT, GoE and TASC
3. *Location of assignment:* The Technical Support Specialist will be based in the Ministry of Agriculture – Food Security Coordination Directorate, in Addis Ababa.
4. *Expectation of travel beyond primary location of assignment:* Travel to the regions, zones and woredas that are implementing PSNP may be required, as assigned by the Directorate or TASC. Approved travel expenses will be reimbursed by TASC.

## 5. Reporting Responsibilities

### 1. *Type(s) of reports required:*

- Annual work plan with key performance evaluation indicators outlined
- 1 x Assessment of the current GRM monitoring and reporting mechanisms and case management system;
- Report on gaps to existing GRM business processes, regular monitoring and reporting and strategy to improve the GRM system, including a timeline and workplan
- Progress reports on regional re-targeting and graduation efforts based on the requirements listed above;
- Contribute to the TASC semi-annual progress reports, including assessments of lessons learned and best practices.

2. *Purpose of the reports:* To keep the GoE and Development Partners apprised of progress toward the achievement of the PSNP objectives.

3. *To whom are reports submitted:* Reports are to be prepared with the assistance and oversight of TASC, and are to be submitted to the Director of FSCD, with copies to the DCT/WB and TASC.

## 6. Management Oversight

- a. The **Grievances and Targeting TSS** will act as a counterpart to the GoE's Social Accountability Expert, and will report directly to the Director of FSCD.
- b. Joint management oversight will be provided by the WB/DCT, GoE and TASC. TSS performance will be evaluated on a quarterly basis, at which time performance against the TSS's work plan and deliverables will be assessed.
- c. TASC will provide operational oversight and assistance in the preparation of plans and reports, and in the implementation of the individual work plan.
- d. Payroll services and administrative oversight is provided by the TASC consultancy.