

TERMS OF REFERENCE

DECEMBER 2017

Consultancy to lead pilot of case management system in Bihar and Uttar Pradesh, India

About the Freedom Fund

The Freedom Fund identifies and invests in the most effective frontline efforts to end human trafficking. We select key geographic areas – our hotspot projects – known to have high rates of trafficking, and where our interventions are most likely to be impactful. We currently have six active hotspots in Central Nepal, Ethiopia, Northern India, South-Eastern Nepal, Southern India and Thailand.

In Bihar and Uttar Pradesh, our Northern India hotspot aims to reduce all forms of bonded labour and trafficking. These forms of exploitation are especially common in agriculture, brick kilns and stone quarries, the commercial sex industry and domestic work. We support 20 non-governmental organisations (NGOs) to run a range of programs, providing communities with economic alternatives and information about their rights, rescuing victims from exploitative workplaces, and giving legal aid in support of criminal prosecution of traffickers.

About the consultancy position

The Freedom Fund is introducing a new Case Management System for selected partners in our Northern India hotspot and we are looking for a locally-based consultant to led this project. The consultant will work closely with a team of software developers based in Calcutta.

The proposed Case Management System aims to help social workers and other anti-trafficking workers to safely manage data about people in their care and about the workers' project activities from their mobile phones or computers. By helping to avoid losing records and supporting basic social care processes, the service will help improve overall care standards.

This programme is looking for an experienced and progressive social worker, with familiarity and enthusiasm for data management, who would like to help shape this exciting new technology platform for anti-trafficking NGOs.

The high-level project timeline is illustrated below. In total, we anticipate the consultant to provide approximately 60 to 80 full days of support to the project, spread across February to September 2018. The exact number of days will vary between different phases of the project, and will be agreed during the contracting process.

	Jan 2018	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
0. Recruitment and training of project consultant	■	■							
1. Kick-off meeting with frontline partners		■							
2. High-level analysis of existing data processes and reports		■	■						
3. Review of cost-benefit and prioritisation of high-level requirements				◆					
4. Detailed requirements gathering, systems development and initial testing				■	■	■			
5. User training and support							■	■	
6. User pilot of case management system							■	■	■

Responsibilities

- Work alongside 3 - 5 NGO organisations in Bihar and Uttar Pradesh to understand their range of support services, current case management tools / processes and wider program initiatives. As an example, these activities could include the delivery of social, health, livelihood & educational services, legal advice, worksite visits, community campaigns, and policy dialogues.
- Conduct a high-level cost-benefit analysis to assess the positive and negative impacts of introducing a digital Case Management System to the selected NGOs.
- Gather information from NGO frontline workers and senior managers on existing organisational processes for the collection, analysis and sharing of client- and activity-related data. These processes could be for day-to-day operations, organisational decision making & social impact measurement.
- Analyse the specific data fields that will need to be incorporated into a digital Case Management System.
- During the development of the digital system, provide regular feedback on new features and functions, and support the technology team in demonstrating the Case Management System to the NGO users to gather feedback.
- Develop plans for NGOs to gradually adopt the digital Case Management System, including training documentation and lightweight training for users.
- Expected to travel within Bihar and Uttar Pradesh, and occasional field trips shadowing social workers in rural locations.

Experience and expertise

- Minimum 5 years of experience in social work, ideally across a broad range of social work capabilities including human trafficking prevention and rehabilitation.
- Experience with leading a team of social workers, client data management and project management.
- Familiarity with computer software and web-based applications (eg, Salesforce, SurveyMonkey). Experience with Microsoft Excel or Google Sheets is a bonus.
- Knowledge and understanding of local law and regulations with respect to social work and working with vulnerable children and adults.
- Native proficiency in Hindi. Business-level proficiency in English, including reading, writing, listening and speaking skills.
- Preference will be given to candidates who are based in Patna, Bihar or Allahabad, Uttar Pradesh where most of our NGO partners are located.

Payment terms

The consultant will be paid on a fixed day-rate, which should be inclusive of the following costs where relevant: working equipment, telecommunications, office space and travel within the consultant's own city.

Where necessary, and when agreed upon beforehand, long-distance domestic and international travel costs will be reimbursed by the Freedom Fund and should NOT be included in the fixed day-rate.

The proposed day rate should be quoted in USD and clearly stated in the last line of your cover letter. Proposed day-rate will be reviewed with respect to the qualification and experience of the candidate to complete the project in a timely and competent manner.

Application process and deadline

Applications should be submitted in English and include a one-page cover letter, CV and contact details of two past clients or equivalent referees. In the last line of your cover letter, please clearly state your proposed day-rate in USD and the city where you will be working from.

Please send applications by email in PDF format to jobs@freedomfund.org and use 'Consultant for India CMS project' in the email subject line. **Applications will be reviewed on a rolling basis until the position is filled, the recruitment process will close on 05 February 2018.**

Please note that only candidates selected for further consideration will be contacted. No phone calls please. No agencies please.