

Attachment (1)
مرفق رقم (1)
Scope of Service
المهام المطلوبة من مقدم الخدمة

PURPOSE

To provide in-person support to the accountability unit

BACKGROUND

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and on working with local partners across its portfolio. Projects under these programs range from the provision of technical assistance and capacity building to partners, promoting gender transformative behaviors and cohesion and tolerance across groups, educational grants for refugees and assistance to refugee community schools, promoting protection and safeguarding of children, and technical support, start-up funds, and vocational training for refugee and vulnerable Egyptian entrepreneurs.

OBJECTIVES

- Support the operation of designated feedback and enquiry channels by receiving and relaying beneficiary communications to authorized CRS staff in accordance with agreed procedures.
- Facilitate the collection of beneficiary feedback and enquiries received through designated channels, including the hotlines and help desk, while maintaining confidentiality and safeguarding standards.
- Provide timely notification of feedback and enquiries requiring CRS review and action through established referral and escalation pathways.
- Ensure availability of feedback channels during the agreed consultancy period and maintain accurate records of communication transferred to CRS for follow-up.

ACTIVITIES

The selected consultant shall complete the following activities to achieve the above objective(s):

- Receive beneficiary feedback and enquiries through designated communication channels, including the hotline, and helpdesk during the agreed service period.

- Record beneficiary communications using the designated templates, scripts, and procedures provided by CRS.
- Transfer received feedback, enquiries, and complaints to designated CRS focal points through established communication channels.
- Immediately escalate urgent or sensitive feedback in accordance with CRS referral and escalation protocols.
- Maintain communication logs documenting beneficiary interactions and transfers made to CRS focal points.
- Adhere to CRS safeguarding, confidentiality, data protection, and code of conduct requirements while delivering the contracted services.

DELIVERABLES/OUTCOMES

Monthly timesheet signed by the supervisor (Accountability Field Officer) and budget manager (Risk and Compliance manager). The timesheet will be submitted along with the completion of the service certificate prepared by the supervisor at the end of each month.

SAFEGUARDING POLICY

CRS is committed to safeguarding program participants from exploitation and abuse. Based on CRS policies and procedure, the service provider may be expected to attend a safeguarding orientation. Based on CRS request, the service provider should comply. All CRS service providers and Suppliers are required to review, sign on, and adhere to CRS Safeguarding Policy and Code of Conduct. This will form part of the contract.

PLACE OF PERFORMANCE

Maadi Office, Cairo

PERIOD OF PERFORMANCE

From the date of contract signature until 31st of August 2027.

CONDITIONS

As applicable CRS issues payments to service providers, only if an electronic invoice reflecting the implemented activities is submitted by the service provider to CRS.