

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

PURPOSE

To provide in-person support to the accountability and referrals 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

- Assess and strengthen referral processes and coordination mechanisms.
- Enhance staff capacity for referral procedures and service mapping.
- Analyze referral trends and identify opportunities to improve service access and referral quality.
- Provide technical recommendations to improve referral tools, workflows, and coordination practices.
- Support community engagement is activated across different projects through community-based organization mapping and communication with community leaders.

ACTIVITIES

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

- Review referral processes, tools, and workflows and identify areas for improvement.
- Act as the referral focal point between the Country Program Team and partner organizations, facilitating coordination and follow-up on referrals as appropriate.
- Receive protection referrals through YouTrack and facilitate referrals in accordance with the updated service mapping and referral pathways.
- Provide consultation and technical support to the Country Program Team, as needed, on referral pathways and appropriate referral options.
- Conduct stakeholder consultations to assess barriers and challenges affecting referral services.
- Analyze referral data and prepare trend analyses and recommendations.
- Develop or update referral guidance materials, SOPs, and training resources.
- Develop or update a map with community-based organizations and active community leaders
- Design and facilitate referral capacity-strengthening sessions for staff and partners.
- Participate in selected coordination meetings to gather information and provide technical input on referral-related issues with SDP officer.
- Produce technical briefs and recommendations for strengthening referral quality and efficiency.
- Submit monthly reports on protection referrals, including relevant referral trends and updates.

DELIVERABLES/OUTCOMES

Monthly timesheet signed by the supervisor (Accountability Field Officer). 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 procedures, the service provider may be expected to attend a safeguarding orientation. Based on CRS requests, 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 date of contract signature until 31st of September 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.