DANISH REFUGEE COUNCIL

DRC

Terms of Reference (ToR)-Annex F

for

Research on the links between social work in social protection and relevant aid programmes in Middle East

1. Who is the Danish Refugee Council?

Founded in 1956, the Danish Refugee Council (DRC) is a leading international NGO and one of the few with a specific expertise in forced displacement. Active in 40 countries with 9,000 employees and supported by 7,500 volunteers, DRC protects, advocates, and builds sustainable futures for refugees and other displacement affected people and communities. DRC works during displacement at all stages: In the acute crisis, in displacement, when settling and integrating in a new place, or upon return. DRC provides protection and life-saving humanitarian assistance; supports displaced persons in becoming self-reliant and included into hosting societies; and works with civil society and responsible authorities to promote protection of rights and peaceful coexistence.

Operating since 2003 in the Middle East region, DRC has addressed the needs and rights of vulnerable populations, working with both host and displaced communities, in Syria, Jordan, Lebanon, Turkey, Iraq and Yemen.

DRC in the Middle East is delivering programming in several sectors across its countries of operations, among which Protection, Economic Recovery, WASH, Shelter, Camp Coordination and Camp Management and Humanitarian Disarmament and Peacebuilding.

2. Purpose of the consultancy

The Danish Refugee Council in the Middle East region seeks proposals from a consultant to research the role of social work within social protection systems in the Middle East and how humanitarian aid programmes (including through coordination architectures), in particular case management services within protection sector programmes, have and could interact with them. The research would inform both DRC's programme strategy and design, alongside continuing advocacy efforts in the region.

3. Background

DRC is increasingly aligning and linking its programming in the Middle East region to national social protection systems (SPS), considering do-no-harm to both systems and the populations using them. Over several regional pieces of work (research, events, etc.), DRC has been exploring specific contributions to the SPS from its programming and advocacy, in an effort to engage with and hold duty bearers to account.

Social protection systems are of varying capacities across the region. However, they represent an opportunity for DRC to meaningfully engage in long-term programming, in alignment with organisational strategy. Thus the aim is to move beyond short-term humanitarian programming and sustainably address and work to address the challenges of protracted displacement and associated needs across the region. DRC's mandate focuses on the most vulnerable and marginalised populations, specifically people affected by forced displacement (including host communities).

Throughout its engagement in SPS in the Middle East region, DRC analysed that the social work component (social welfare pillar) has been overlooked and that the different forums focus on various social protection aspects but not social work.

Due to its protection work, and particularly case management, DRC sees the social welfare pillar as critical for enabling the most marginalised and vulnerable people to access and benefit from social protection. As such, DRC is interested in understanding further the social work state of play within the existing SPS, to identify programming entry points and policy reforms to enhance its efficiency. DRC would like to explore how the social work constitutes a red thread within the SPS and across all pillars, and how its strengthening could support people of concerns to navigate the different pillars and services, and ultimately reaching self-reliance.

4. Objective of the consultancy

DRC's objective is to better understand how social work systems in the Middle East are operating as part of social protection systems, and how protection programmes – and in particular case management run by aid response actors – has linked with these systems over the last decade, including within cluster/sector strategies. The consultancy would be able to identify the impact of that linkage (or lack thereof) on social protection systems and make recommendations for enhancing linkages, through improved programme models and advocacy efforts, with a focus on Jordan, Lebanon and Türkiye.

5. Scope of work and Methodology

The Consultant will be required to prepare a detailed methodology and work plan indicating how the objectives of the consultancy will be achieved, and the support required from DRC.

1) Build on DRC's existing work on social protection in the Middle East (including capacity statement, programme model, previous assessments of social protection systems in Jordan, Iraq, and Yemen), summaries of policy discussions; to provide DRC with a detailed understanding of how state-led social work systems link with social protection systems in focus countries.

2) Support DRC in understanding how social work within social protection is or can support people, including those in displacement, on pathways to self-reliance; including which population groups are at risk of exclusion from social work systems and what the barriers are

to expanding systems.

3) Through engagement with practitioners, including through DRC's case management programme, analyse how aid actors have sought to link interventions with state-led social work systems, including how this has been part of protection cluster/sector strategies within humanitarian aid responses.

4) Provide recommendations for programmatic and advocacy responses where aid actors, with a focus on NGOs, can add value in making social work services more accessible and contribute to strengthening state-run social protection systems to be more inclusive and effective.

6. Deliverables

The Consultant will submit the following deliverables as mentioned below:

1. Inception report outlining actions as part of the mapping and review process (incl. list of reviewed documents, interviews with key staff, etc) and main outcomes of that process.
2. Interim report detailing the state of social work in the social protection systems in Jordan, Lebanon and Türkiye, covering all aspects mentioned under 'Consultancy Objective' above, with programming and advocacy recommendations.
3. Validation workshop with DRC regional and country level programme and advocacy teams, presenting the outcomes of mapping, review and recommendations for feedback.
4. Final report outlining the state of social work in the social protection systems in Jordan, Lebanon Türkiye, and with actionable recommendations, including a one pager per country for external purposes.

Phase	Expected deliverables	Indicative description tasks	Maximum expected timeframe
Phase 1 Review	**Inception Report**	A short report outlining the methodological approach for the consultancy, including potential secondary sources and key informant interviews	**2 working days**
Phase 2 Production on interim report	**First Draft Interim Report**	Informed by analysis of available documents (public, and DRC programme documents), and conversations with relevant state and aid stakeholders, produce a report that contributes to the objectives of the consultancy listed above.	**10 working days**
	Second Draft Interim Report		**5 working days**
Phase 3 Briefing to key DRC staff	**Slide deck and briefing**	Prepare presentation of report findings Verbal (online) briefing to DRC staff (length of briefing to be agreed)	**3 working days**
Phase 4 **Final report**	**Final Report**	Building on questions and information from the staff briefing and any further analysis or KIIs, provide a final report meeting the consultancy objectives	**5 working days**

7. Duration, timeline, and payment

The total expected duration to complete the assignment will be no more than ***25 working days.***

The consultant shall be prepared to complete the assignment no later than ***30 September 2024.***

Payment will be provided on completion of the deliverables.

8. Proposed Composition of Team

The consultant is expected to be an individual (or individuals) meeting the experience requirements listed below.

9. Eligibility, qualification, and experience required

- Advanced university degree (master and above) in Public Policy (Social Policy) or International Development or a related field.
- At least eight to ten years of relevant operational experience in the development field, preferably in the social work in the Middle East with emphasis on social protection.
- Experience in engaging with stakeholders, specifically Government and donors, in regards to social protection policies.
- Extensive knowledge of social work and social safety net systems.
- Sound understanding of the tools and techniques (including international models) of social work and social protection system.
- High capacity for organization and coordination, as well as an ability to work with a high degree of independence in a team environment.
- Experience of working on social work and social protection in the Middle East will be an advantage.
- Fluency in English is required, and Arabic strongly preferred.
- Candidates should have excellent written and oral communication skills.
- Ability to work in cross cutting team and a wide variety of stakeholders.
- Excellent analytical and report writing skills are important.

10. Technical supervision

The selected consultant will work under the supervision of:

- Regional Protection Coordinator, DRC Middle East

Who will have the support of:

- Regional Advocacy and Communications Manager, Middle East
- Regional Economic Recovery Coordinator, DRC Middle East

11. Location and support

It is expected that the consultant will be based in the Middle East region, ideally in a country with DRC operations.

The Consultant will provide her/his own computer and mobile telephone.

12. Travel

While it is expected the consultancy will be desk-based, DRC will assess proposals that include travel where a business case is provided as to how it will improve the outcomes of the consultancy. Travel budget lines should be included within the budget. DRC will not support with visas.

13. Submission process

Refer to the RFP letter invitation.

14. Evaluation of bids

Refer to the RFP letter invitation