

Contract Number:

## Terms of Reference:

Technical Expert (TE) for Programme Development Support  
Caritas Switzerland in Vietnam

<b>Organisation/Programme:</b>	<b>Caritas Switzerland in Vietnam</b>
<b>Place of Work:</b>	<b>Hanoi</b> (with travels to project sites if needed)
<b>Period:</b>	<b>1 Sept. 2013 – April (or May) 2014</b>
<b>Work time:</b>	<b>50% (5 * 1/2 day/week)</b>
<b>Reporting to:</b>	<b>Country Director Ad-Interim/Managing Director</b>

### 1. Background and Goal

Caritas Switzerland in Vietnam (Caritas) has been operating in Vietnam since 1996. Since starting its activities in Vietnam, Caritas has been committed to improve the livelihoods of poor marginalized people, focusing on ethnic minority communities, who live in remote areas and benefitting least from national economic growth. Current Caritas themes include humanitarian and development assistance activities in the fields of (1) Sustainable Livelihoods; (2) Water, Hygiene and Environment; (3) Social Issues and Human Rights; (4) Climate Change Adaptation and Disaster Risk Reduction and Emergency Relief, incl. Humanitarian Aid. Besides cooperating with Government agencies at all levels, Caritas promotes the development of civil society organisations in policy dialogue and social issues. Caritas works result-oriented and enters new projects always with the ambition to pull out once results are achieved and sustainability secured. For more information on Caritas Switzerland work in Vietnam, see the Caritas Country Programme 2012-2016.

The Technical Expert on Programme Development Support has the task to support the Caritas Managing Director in the implementation of his tasks. The Managing Director will replace the Country Director during her maternity leave, which will mean a lot of additional work load. The Technical Expert therefore will support the Managing Director in his work to carry out specifically designed technical tasks that support the overall programme development and organisation.

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## **2. Scope of Work and General Responsibilities**

### 1. General

- Support quality assurance of the implementation of the overall country programme and the country office management of Caritas Switzerland in Vietnam;
- Work in close cooperation and mutual agreement to support the Managing Director in the implementation of his tasks.

### 2. Programme Development, Strategic Planning and Quality Assurance (overall Caritas)

In mutual agreement with the Managing Director (MD):

- Support the Caritas Management Team with project implementation, monitoring and reporting in order to remain a competitive INGO in Vietnam.
- Revise and improve English language/style in important project documents, if required, as requested by the MD;
- Support the MD by monitoring the monthly M&E project plans.
- Review annual project reports due February/March 2014, and help editing and making necessary revisions.

### 3. Representation, Public Relations, and Fundraising (overall Caritas organisation)

In mutual agreement with the Managing Director (MD):

- Identify and develop cooperation and partnerships with international organisations and partners to strengthen Caritas in their work;
- Identify potential new programme initiatives, where Caritas could become active, and share with the MD;
- Promote and represent values of Caritas Switzerland in development work through active participation in the NGO working groups for specifically agreed themes;
- Pro-actively promote and represent Caritas Switzerland in Vietnam towards the international community together with the MD;
- Explore new opportunities for funding, and draft project proposals in agreement and discussion of the MD.

### 4. Human Resources, Staff Development Policies, and Communications

Together with the Head of Finance and Administration, cum HR (HFA):

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- Develop a training policy and HR motivation system (together with the HFA) and support its integration into the Caritas Handbook Policy and/or Staff Regulations;
- Support the HFA in the revision of the Caritas Handbook Policy and Staff Regulations (Oct.-Dec 2013);
- Support and strengthen local staff in their development, capacity and responsibility, if required/requested by the HFA;
- Attend (and contribute to) regular team meetings (usually 3-weekly).

Together with the Managing Director (or Communications Coordinator, CPD):

- Review English language/style and appropriate information of the revised factsheets of Caritas Switzerland in Vietnam and support its finalisation (by Sept. 2013).
- Review Draft Communication Plan developed by the CPD and suggest adjustments/revisions to the MD, if necessary.

5. Social Issues/Human Rights Programme Component (tog. with the Project Officer)

In agreement with the Managing Director:

- Monitor, guide and support the *Project Officer – Social Issues/Human Rights* in the implementation of the current Caritas Social Issues/Human Rights programme component, which currently has three projects.
- Support the strategic planning of the further development of this component, incl. potential development of new proposals within the theme.

6. Other

- Any other tasks on request and in mutual agreement with the Caritas Managing Director; or the Caritas Switzerland Headquarters in Lucerne, Switzerland (Barbara Dietrich)

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### 3. Specific Tasks and Deliverables

The consulting period includes approx. 8 months. The below table gives a rough overview of outputs to be delivered, not limited to these outputs. Concrete tasks shall be defined monthly with the Managing Director at the end of each month for the following month (within the official Caritas Workplan/Timeplan format).

<b>Monthly Activities – Expected Outputs</b>	<b>Remarks</b>	<b>Deadline</b>
<b>September 2013</b>		
<i>New Factsheets of Caritas Switzerland - reviewed, discussed (and revised by the CPD, if necessary) – and submitted to HQ for final approval</i>	<i>Factsheets 2012 will be revised by the CPD by end of August. They will need to be reviewed by the TE in agreement with the MD, and revised by the CPD, before submission to the HQ for final approval.</i>	<i>30 Sept. 2013</i>
<i>Review Communication Plan drafted by the CPD and suggest improvements, if any</i>		<i>30 Sept. 2013</i>
<i>Review Audit 2012 Recommendations together with the HFA – and suggest concrete actions, if necessary</i>	<i>The Audit 2012 gave concrete recommendations for follow-up. The TE should review those recommendations and make a plan together with the HFA for proper follow up (if necessary).</i>	<i>30 Sept. 2013</i>
<b>October 2013</b>		
<i>HR Motivation system – developed together with the HFA (as part of the Staff Regulations) and submitted to HQ for final approval</i>	<i>The HR Motivation ‘System’ should be an integrative incentive approach for Caritas staff. It should be developed by the HFA (with TE support) and discussed and approved by the Management Team, before submission to the HQ for final approval.</i>	<i>31 Oct. 2013</i>
<i>Staff Regulations including training policies – reviewed, discussed, revised (together with the HFA)</i>	<i>The Staff Regulations should be updated by the HFA (with TE support) and discussed and approved by the Management Team</i>	<i>31 Oct. 2013</i>
<b>November 2013</b>		
<i>Caritas Handbook Policy – reviewed, discussed revised (together with the HFA)</i>	<i>The Caritas Handbook Policy should be updated by the HFA (with TE support) and discussed and approved by the Management Team</i>	<i>30 Nov. 2013</i>
<b>December 2013</b>		
<i>Caritas Handbook Policy and Staff Regulations – effective from 1 January 2013, submitted to HQ for final approval</i>	<i>Staff Regulations and Handbook Policy should be brought into appropriate and consistent style and form (by HFA or CPD (with TE support) before submission to the HQ for final approval.</i>	<i>31 Dec. 2013</i>

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<b>January 2014</b>		
<i>Audit Contract for the year 2013 (incl. recommendations of the HQ for 2013) developed (together with HFA/MD), and submitted to HQ for final approval</i>	<i>The TE should review/revise the Audit Contract for 2013 and ensure that it includes all recommendations of the HQ given for 2013, before submission to the HQ for final approval.</i>	<i>31 Jan. 2013</i>
<b>February 2014</b>		
<i>Review website, PR, and information materials about Caritas Switzerland and suggest necessary revisions and adjustments to the MD</i>		<i>28 Febr. 2014</i>
<b>March 2014</b>		
<i>Narrative Annual Report Quan Ba – reviewed, refined (content and English language) and final version submitted to MD</i>	<i>The final report has to be submitted to the HQ by the MD by 25 March 2014 – for submission to donors by 31 March 2014.</i>	<i>20 March 2014</i>
<i>Narrative Annual Report An Phu – reviewed, refined (content and English language) and final version submitted to MD</i>	<i>The final report has to be submitted to the HQ by the MD by 25 March 2014 – for submission to donors by 31 March 2014.</i>	<i>20 March 2014</i>
<b>April 2014</b>		
<i>Review of Audits 2013 and plan for follow up of recommendations together with the MD and HFA</i>	<i>The Audit 2013 will concrete recommendations for follow-up. The TE should review those recommendations and make a plan together with the HFA/MD for proper follow up.</i>	<i>30 April 2014</i>
<b>Continuous Activities Sept. 2013 - April 2014 (see Section 2 above):</b>		
<i>Monitoring, guidance and support of the Caritas Project Officer – Social Issues/Human Rights – regarding all related projects, incl. reviewed M&amp;E plans submitted to the MD.</i>	<i>The TE ensures that all requirements regarding projects within the Caritas Theme ‘Social Issues/Human Rights’ are carried out in good time and high quality. Thus, the TE supports the MD in the supervision/guidance of the HIC Caritas Project Officer.</i>	<i>M&amp;E Plans: Monthly  Other activities continuous</i>
<i>Drafting and support to proposal development, on request by the MD</i>	<i>As in mutual agreement with the MD in monthly workplan/timesheet</i>	
<i>Reviewing of contracts, donor reports TORs, and outgoing calls</i>	<i>As in mutual agreement with the MD in monthly workplan/timesheet</i>	
<i>Ad-hoc support to Managing Director if urgency arises</i>	<i>As in mutual agreement with the MD in monthly workplan/timesheet</i>	

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#### **4. Contract Duration**

Period of Assignment: September 2013 – April 2014

The working period: 50% (5 \* ½ day)

#### **5. Payment and Reimbursement**

Consultants are asked to send their financial proposal.

#### **6. Required Entry Qualifications and Competencies**

##### ***Formal Education***

- Masters or PHD degree in relevant field.

##### ***Professional Experience***

- Minimally 6-8 years of professional working experience in project management in the field of International Cooperation, incl. field-working experience;
- Several years of working experience in INGO;
- Field experience in Vietnam;
- Excellent understanding of the international donor community;
- Excellent understanding of rural development, and Caritas working themes.
- Proven background and experience in the Caritas working theme *Social Issues/Human Rights*.

##### ***Further Knowledge and Qualifications***

- Excellent English language, reporting and writing skills;
- Very good intercultural communication and negotiation skills;
- Firmness, team spirit, and a bit of humour;
- Ability and willingness to cope with situations of pressure;
- Interest and motivation to actively engage in the themes that Caritas engages; incl. interest in the exploration of new potential fields;
- Excellent command of MS-Office;
- Thorough understanding of Vietnamese culture (Vietnamese language skills an advantage).

#### **7. Annex/Materials – Reference Documents**

Caritas Switzerland in Vietnam, Country Programme, 2012-2016  
Caritas Switzerland Handbook Policy and Staff Regulations  
Caritas Switzerland Factsheets 2012

#### **8. Application**

Interested consultants are invited to send their motivation letter and CV, incl. financial and reference details, to Caritas Switzerland at the following email address: [BDietrich@caritas.ch](mailto:BDietrich@caritas.ch) by **10 July 2013**.

For any further information, please contact the Caritas Country Representative, Barbara Hertzman-Schichler, at [BSchichler@caritas.ch](mailto:BSchichler@caritas.ch).

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