



OXFAM

**CONSULTANCY
TO CONDUCT A STUDY AND A WORKSHOP ON THE MOST
APPROPRIATE SOCIAL ACCOUNTABILITY MECHANISMS
ON SOCIAL PROTECTION FOR CAMBODIA**

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

Shaping a stronger Oxfam for people living in poverty.

Background Information

Oxfam in Cambodia is implementing the new initiative on **Fostering an Inclusive and Shock Responsive Social Protection System in Cambodia**. This project is aiming to strengthen national social protection systems through technical support, explorative research and capacity development, focusing on constructive dialogue between duty bearers and rights holders, citizens representation, encourage individuals to participate in the social protection system, and also hold the social protection providers to account. The project's focus is on supporting the government to strengthen and expand the national social protection system through activities towards more inclusive, rights-based and shock-responsive system in design and delivery. This initiative is funded by the European Commission, is being led by Oxfam and implemented by five co-implementing partners and six third parties.

In this programme, OXFAM in Cambodia works with partners and Civil Society Organizations (CSOs) to strengthen their ability and coordination to meaningfully engage in national social protection dialogues and discussions with governments and partners on social protection design with the goal of making progress towards universal social protection.

To ensure the accountability and quality of the service delivery of the social protection system, the project intends to influence the government to put in place various social accountability mechanisms on social protection that are easily accessible and usable, depending on the target groups and their purpose, that consider the various needs and concerns of individuals. The partners' capacity to represent the voices of the most vulnerable and their contribution to shape social accountability mechanisms in social protection will be instrumental to deliver the outcome.

Project Purpose

The project aims to:

- **Strengthen the social contract** between the Royal Government of Cambodia's social protection institutions and Cambodian citizens in the context of the current socio-economic insecurity
- **Increase the capacity, credibility and recognition of** representatives of target groups, in particular of women and girls, in social dialogue and other participation mechanisms



OXFAM

regarding the design and delivery of an inclusive, rights-based and shock responsive social protection system.

- **Increase awareness of target groups**, in particular women and girls, of and improved access to social protection benefits and (new) labour market schemes that increase their resilience against risks and shocks.
- **Ensure that the** social protection service delivery and social accountability mechanisms are more inclusive, transparent and accountable.

Job Purpose

One of the keys in the program's theory of change is ensuring better understanding of social protection mechanisms in the delivery of social protection and supporting the development of more inclusive and accountable structures adapted to the country context. Social Accountability is an approach to building accountability in which citizens are key actors; it refers to the extent and capacity of citizens to hold the state and service providers accountable and make them responsive to needs of citizens and beneficiaries¹. Social accountability is important for social protection to make sure the citizens have access to proper social protection schemes and services and have their space to make their voice heard which help in improve service delivery, as well as to improve policy design. It helps strengthen the relationship of citizens, service providers and policy makers.

Oxfam seeks to recruit a consultant to conduct a study on the most appropriate social accountability mechanisms in the delivery of social protection for Cambodia. In the design of any social accountability mechanisms it's essential to have a clear understanding about the political and economic context, and thus identifying for "the best fit" for Cambodian social protection system is critical. Different types of accountability mechanism are likely to be effective for different program functions and for different program designs, thus this consultancy intendeds to shed light on mapping the best social accountability mechanisms fit for the country and propose recommendations for potential interventions.

Job Responsibilities

Technical research questions:

Question 1: What different social protection mechanisms have been used in social protection schemes e.g. grievance redress mechanisms, score cards, social audits, citizen monitoring feedback etc. in Cambodia?

Question 2: To what extent and how do the voices and concerns of citizen (when heard) get acted upon in relation to the delivery of social protection programs/schemes?

Question 3: What can be learnt from other social accountability service delivery sectors in Cambodia about the use of different social accountability mechanisms (e.g. ISAF - The Implementation of the Social Accountability Framework)?

Question 4: What good practices from around the world can be identified and applicable to Cambodian social protection system? Are there particular types of social accountability mechanisms that are most appropriate to the delivery of social protection and that involve and represent traditionally excluded or marginalised groups?

Question 5: What recommendations and interventions can be proposed for the improvement of the social accountability for social protection in the country?

¹ Socialprotection.org-Social Accountability Webinar Series 2018

Apart from the study, the team will also be expected to organise a workshop on social accountability for the relevant partners. The objective of the workshop is to enable participants to understand the specific nature of Social Accountability Mechanisms in different countries and Cambodia's system, including key issues, stakeholders, challenges and opportunities to advocate for expanded and improve Social Protection.

Deliverables

Deliverables	Payment (subject to change after negotiation with the consultant)
An inception report will be prepared by the consultancy team and presented to the Oxfam team. The report should include a detailed methodology, including sample size, sampling plan, data collection tools, plan for field work, and data analysis.	30 % of total contract after the inception meeting
<p>Once feedback is provided, the consultancy team will prepare the final report. The report will include, at a minimum:</p> <ul style="list-style-type: none"> - executive summary, - list of acronyms, - introduction, - methodology, - findings, case studies, conclusions and recommendations. - Annexes should include the TOR, inception report, list of documents reviewed, list of persons interviewed or consulted and data collection instruments. <p>The consultancy team/consultant is expected to present the results of the study to other partners and stakeholders in a half day consultation meeting.</p>	50% of total contract after presentation submission of the final report.
<p>2 full days capacity building workshop on social accountability (with information presented in the report) for social protection to be delivered to CSOs partners.</p> <ul style="list-style-type: none"> - Production of presentation and materials outlining key themes, approaches and materials to be included in the workshop - Delivery of the 2 days workshop 	20% of total contract after the delivery of the workshop

The indicative budget for this assignment is between **15,000 USD - 20,000 USD (including tax)**

Timeframe

The consultant will work within a timeframe of **35 working days**, starting in January 2022

Job Requirements

Essential

- The consultancy should be conducted by an individual consultant or team of consultants with competency and sound understanding of the context of Social Accountability Mechanism in social protection.
- Knowledge and experience in social accountability and social protection related topics, policy influencing programs on social protection in Cambodia and global.
- Proven experience in conducting similar studies
- Experience working with programmes or projects related to inclusive development.

- Fluent in English language

Proposed methodology, approach and implementation plan

- Understanding of the task and assignment
- Clear conceptual framework
- Well defined scope of the task corresponding to the TOR
- Clear presentation and logical and realistic sequence of activities and to efficiently implement the assignment.
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles.

Key Attributes

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work.
- Commitment to Oxfam's safeguarding policies to ensure all people who come into contact with Oxfam are as safe as possible.

Organisational Values

- Accountability – Our purpose-driven, results-focused approach means we take responsibility for our actions and hold ourselves accountable. We believe that others should also be held accountable for their actions.
- Empowerment – Our approach means that everyone involved with Oxfam, from our staff and supporters to people living in poverty, should feel they can make change happen.
- Inclusiveness – We are open to everyone and embrace diversity. We believe everyone has a contribution to make, regardless of visible and invisible differences.

How to Apply

Interested consultants are invited to submit:

- CV/company profile with contact details for 3 references
- Examples of prior similar work (with links or attachment to the publication);
- Detailed technical proposal explaining methodology, scope of work and timeline.
- The financial proposal shall specify a total in **Net Fee** amount in US Dollars including consultancy fees and all associated costs i.e. travel cost, meal, accommodation...etc. (the consultancy fee should be mentioned in net fee and Oxfam will cover the tax on consultancy service. (If it is a consulting firm with VAT certificate, then please propose net fee + VAT)

Applying through the recruitment website:

<https://career2.successfactors.eu/career?company=OxfamNovibP> by 07 February, 2022

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED