

Mercy Corps Indonesia

Scope of Work for Consultants

Project/Consultancy Title: Consultant to facilitate USAID IUWASH Pasar Internal Consolidation and Evaluation

Project Location(s): Jakarta

Finance Department Code: 8500-603-20127-01 BAPPENAS: Learning

Please use country or team department codes vs. grant codes for posting purposes.

Background

USAID IUWASH Pasar is a five-year cooperative agreement program funded by USAID with the overall goal is to catalyze and grow local markets for water, sanitation, and hygiene (WASH) products and services in Indonesia's vulnerable urban areas. USAID IUWASH Pasar has been implemented for one year, achieving notable advancements as well as facing several challenges. As the project reaches this milestone, it is important to conduct an internal consolidation and evaluation to reflect on progress, address challenges, and refine strategies for future implementation.

USAID IUWASH Pasar has been implemented for one year, working towards improving water and sanitation services for the underserved markets. As the project reaches this milestone, it is important to conduct an internal consolidation and evaluation to reflect on progress, address challenges, and refine strategies for future implementation. While the project has achieved notable advancements, several challenges have hindered smooth implementation. Many of them are strongly associated with project management, which is essential to ensure that the objectives are achieved on time, on budget, and on scope. Internal consolidation and evaluation are essential to ensure that the project team is well-coordinated, resources are used efficiently, and project purposes are achieved with high quality and effectiveness.

Given the importance of strengthening the collaboration team, USAID IUWASH Pasar will hold an internal consolidation and evaluation to enhance communication and teamwork. Internal consolidation and evaluation will focus on evaluating how the project has been implemented. This can begin by understanding the proper mechanisms and flow of coordination among staff, including national and regional teams, program teams, cross-cutting teams, and others. It is important to reduce overlaps and gaps in responsibilities as well as to maintain consistent roles across teams that lead to the project implementation more efficient and effective.

In the context of an internal consolidation session for the USAID IUWASH Pasar, a RACI matrix can be an effective tool for defining and clarifying roles and responsibilities. The RACI matrix outlines who is Responsible, Accountable, Consulted, and Informed for each task or deliverable associated with the session. Evaluating the RACI Matrix in project management helps refine role assignments, improve task clarity, and create a more organized, efficient, and accountable team, leading to better project performance and more successful outcomes.

Activity Objectives

The main objectives of USAID IUWASH Pasar Internal Consolidation and Evaluation are to:

1. Identify challenges and barriers of the project management during first year implementation.
2. Develop lessons learned of the current mechanism for future improvement.
3. Develop recommendations and action plans to ensure effective and efficient project management.
4. Strengthen internal communication, coordination, reporting mechanism, and sense of team spirit of USAID IUWASH Pasar team.

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Consultant Activities

The Consultant is expected to perform the following task:

1. Preparation/planning:

- Coordinate and communicate with USAID IUWASH Pasar team to make a timeline for preparation, design a customized two-day internal consolidation and evaluation focusing on evaluating first year project implementation and developing workplan for project year 2 implementation.
- Prior to this, the USAID IUWASH Pasar team will organize an inception meeting to familiarize the Consultant with specific USAID IUWASH Pasar structures, outcomes and objectives, and related Mercy Corps Standards on Safe Diverse and Inclusive (SDI) covering GESI, CARM, and Safeguarding.
- Prepare a presentation. After coordinating with the USAID IUWASH Pasar Team, the consultant must present the final plan for the two-day activities, which should include an overview of the sessions, the event flow, timing, methods, and tools used.
- Prepare interactive, participatory, and flexible facilitation tools and materials prior to the event.

2. Facilitation of internal consolidation and evaluation:

- Facilitate two-day internal consolidation and evaluation which consists of evaluating project Year 1 implementation between program and cross-cutting as well as between national and regional team and facilitate work planning process for Year 2 implementation.
- Provide consecutive interpretation (translating after the speaker has paused) from Bahasa to English or vice versa during meetings and team building activities to ensure clear and accurate communication.
- Utilize the RACI matrix as a tool to help participants map out their roles and responsibilities in relation to the project's structure.
- Record and document all sessions. There should be notes on the entire session to be reported to USAID IUWASH Pasar, including questions, inputs, and feedback from USAID IUWASH Pasar team members and facilitators.

3. Feedback and evaluation:

- Collect, analyze, and convey participant's feedback to ensure the activity and delivery meet the needs of the participants and help create the impact in line with the USAID IUWASH Pasar team goals.

4. Travel

The consultants are responsible for arranging their own travel, including transportation (airfare ticket and local transportation), accommodation, and meals. The costs will be included in the total fee proposed by the consultants for this activity. All travel is conducted in accordance with YMCI travel rules and regulations.

Consultant Deliverables:

- A detailed agenda and plan in PowerPoint format, including information on the consultant personnel and the two-day sessions using interactive, participatory, and creative approach or methods
- Two-day internal consolidation and evaluation facilitation
- Consecutive interpretation from Bahasa to English or vice versa
- Activity proceeding covering summary of all sessions and the agreed action plans
- Documentation (photos/videos/audio recording, etc.)
- List of participants' feedback.

Timeline and Location:

Activity	Venue	Day/Date	Time
Two-day internal consolidation and evaluation	Sheraton Mustika Hotel Yogyakarta	Tuesday-Wednesday, 24- 25 September 2024	08.00 – 17.00 WIB

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The Consultant will report to:

The Consultant will report to the USAID IUWASH PASAR MEL Manager and consult USAID IUWASH Pasar Team Building Committee Team.

Required Experience & Skills:

- Possess a degree or equivalent in Social Sciences, Management, Communications, and/or relevant field;
- At least 5 years of relevant work experience, with a focus on team building, events management, monitoring and evaluation, knowledge sharing workshops, and conducting creative events;
- Expertise in designing and implementing a wide range of interactive, engaging methods to strengthen teams and improve interpersonal communications skills in the workplace including problem-solving abilities, proactivity, and initiative;
- Expertise in project management with focus on designing, implementing, monitoring, and evaluating RACI (Responsible, Accountable, Consulted, and Informed) Matrix;
- Cultural sensitivity and experience in moderating meetings of culturally diverse group;
- Demonstrate knowledge of team building and monitoring and evaluation for international organizations;
- Fluent in both English and Bahasa Indonesia;
- Excellent analytical, writing, and communication skills; and
- Computer literate

How to Apply

Prospective candidates shall email their Curriculum Vitae and Price Offered to procurement@id.mercycorps.org before **13 September 2024**. Only shortlisted candidates will be contacted.

Diversity, Equity & Inclusion

Achieving our mission begins with how we build our team and work together. Through our commitment to enriching our organization with people of different origins, beliefs, backgrounds, and ways of thinking, we are better able to leverage the collective power of our teams and solve the world's most complex challenges. We strive for a culture of trust and respect, where everyone contributes their perspectives and authentic selves, reaches their potential as individuals and teams, and collaborates to do the best work of their lives. We recognize that diversity and inclusion is a journey, and we are committed to learning, listening and evolving to become more diverse, equitable and inclusive than we are today.

Equal Employment Opportunity

We are committed to providing an environment of respect and psychological safety where equal employment opportunities are available to all. We do not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability (including HIV/AIDS status), marital status, military veteran status or any other protected group in the locations where we work.

Safeguarding & Ethics

Mercy Corps team members are expected to support all efforts toward accountability, specifically to our stakeholders and to international standards guiding international relief and development work, while actively engaging communities as equal partners in the design, monitoring and evaluation of our field projects. Team members are expected to conduct themselves in a professional manner and respect local laws, customs and MC's policies, procedures, and values at all times and in all in-country venues.