

Terms of Reference For CLM Coordinator

Title	Consultancy service to support the implementation of Community Led Monitoring (CLM)
Duration	6-12 months (15 days of engagement per month)
Initial period	January 2023 till June 2024
Location	SC-Bhutan Office
Supervisor	Dr. Tashi Dendup, Sr. Health Program Manager
Project	Sustainability of HIV Services for Key Populations in Asia Program – 2

1. Background

The Sustainability of HIV Services for Key Populations in Southeast Asia (SKPA-2) program aims to improve the sustainability of evidence-informed, prioritized HIV services for key populations in Bhutan, Mongolia, the Philippines, and Sri Lanka.

SKPA-2 is a three-year, USD\$12.5m program funded by the Global Fund to Fight AIDS, Tuberculosis, and Malaria for the period 1 July 2022 to 30 June 2025. AFAO is the Principal Recipient and works with local sub-recipients in each country. There are four program objectives:

1. Accelerate financial sustainability
2. Improve strategic information availability and use
3. Promote programmatic sustainability
4. Remove human rights and gender-related barriers to services.

In line with the Theory of Change, the aim of this workstream is to ensure that the barriers to the sustainability of key population services are removed or minimized and that the most affected communities and people living with HIV are meaningfully engaged as partners in their national HIV response.

Community-Led Monitoring (CLM) was introduced, piloted and implemented in Bhutan originally as Community Based Monitoring since 2020 under the SKPA-1 program. Recently, in 2022, SKPA-2 launched a new CLM Toolkit for Key Populations accessing HIV Services: Paving the way towards sustainable CLM developed by the Health Equity Matters and partners and has been adopted in Bhutan. The purpose of this CLM Toolkit is to provide guidance to communities of key populations and national HIV programs on how to set up and implement a simple yet robust system to monitor the availability, accessibility, acceptability and quality of HIV services as perceived by key populations (KP) themselves. The aim of such a system is to generate feedback to health service providers and to advocate for improved HIV services. Such improvements, in turn, are expected to lead to improvements in key populations’ access and adherence to HIV services, which then improves their health and life expectancy.

Conceptual framework of the CLM includes the following interconnected dimensions of the “Availability, Accessibility, Acceptability, Quality” (AAAQ) framework. Community-led monitoring is an ongoing process in which service users or local communities gather and analyze information

to support quality improvement of health services and advocacy efforts with policy makers/HIV programme managers/ health facility managers /health care providers in order to increase uptake of and retention to HIV and related health services and, ultimately, to improve health outcomes for key populations. Based on the toolkit, a country specific CLM guideline was developed. The revised CLM toolkit was implemented in 2023 to test the acceptance of the data collection tools. A Technical Working Group (TWG) responsible for managing and organizing the CLM was also established in 2023.

Save the Children Bhutan is looking to recruit a *CLM Coordinator* who will support the implementation of CLM activities under Objective 2 of the SKPA-2 in Bhutan at a national level and ensure lessons learned from the pilot project is used to implement CLM scale up. The CLM coordinator will be responsible for leading day-to-day management and design of all CLM HIV activities under the SKPA-2 project in Bhutan including management of serious incident follow-up protocols, coordination between CLM implementers, ensuring availability of CLM data, ensuring data from CLM results in CLM action planning and informs quality improvement plans at facility level and informs advocacy plans, under the guidance of Save the Children Bhutan Office.

2. Key Responsibilities

- Coordinate the day-to-day implementation of the CLM workstream with technical support from Save the Children, CLM TWG, and Health Equity Matters.
- Monitor the implementation of the activities by partners including CSOs implementing CLM and other CLM community partners.
- Ensure proper coordination with and buy-in of relevant decision makers and CLM participants.
- Coordinate, organize, participate and play an active role in the CLM TWG.
- Ensure data quality of CLM data collection reports and the CLM database.
- Oversee the development of a digital dashboard of CLM data in consultation with community members with support from a specialized IT consultant.
- Lead the implementation of Serious Incident Follow-up Protocols and ensure timely follow up of incidents and communication.
- Ensure coordination across of CLM activities with other SKPA-2 strategic and programmatic objectives including financial and programmatic sustainability, and mitigating HRG issues.
- Support key population CBOs in implementing CLM and capacity building programs.
- Support with conducting and organizing relevant CLM workshops and/or events.
- Advocate for greater support and buy-in to CLM from key stakeholders.
- Ensure utilization of the data gathered from CLM feedback for advocacy.
- Assist in developing materials to generate CLM demand generation materials and support the integration of CLM form into social media platforms and relevant websites.
- Prepare and present regular progress reports for CLM milestones.
- Support with analyzing information and drafting the findings from CLM activities and that it is included in CLM action planning and informs quality improvement and advocacy plans.
- Coordinate with health facilities to implement quality improvement plans and improve key-population friendly services.
- Support with ensuring privacy and confidentiality of CLM participants at all stages.
- Contribute to the development of advocacy messages and materials derived from the findings of CLM including supporting CLM action planning with the sites and TWG.
- Other tasks as assigned by Sr. Health Program Manager, Save the Children Bhutan.

3. Qualifications and requirements

- Bachelors degree in public health, social science, medicine, statistics, demography, or a related field + 2 years of experience (public health and M&E experience, preferably in HIV and related field)
- Higher secondary level education (12 Pass) + at least 5 years of public health and M&E experience, preferably in HIV and related field
- Ability to communicate written and oral in English
- Sound knowledge of HIV key populations programs
- Understanding of CLM and data for decision making and to improve health programing
- Ability to interpret data and key indicators into proper action plans
- Ability to keep sensitive information confidential
- Demonstrated experience in collecting, interpreting, organizing and analyzing data
- Demonstrated clear and concise oral and written communication
- Skills in technical document development
- Understanding of human rights and patient rights in the context of health services and health data

Desirable

- Member of Key Population community member and lived experience as a key population in Bhutan
- Knowledge and experience of LGBTQI+ specific healthcare and related issues
- Demonstrated experience in working with HIV key community and general healthcare
- Tertiary qualifications or equivalent experience in LGBTQI+ movement and human rights movement, or a similar field.

4. Duration

The duration of the assignment will be initially for 6 months (approximately 15 days of engagement per month) that will be spread from January 2023 till June 2024. The contract may be extended based on the performance, availability, and need for continued support.

To apply, please use the annexure 4 in the last page of this document.

ANNEXURE 4: Proposal Form Template

Proposal Form

<Insert Consultancy Title Here>

Submission Date:

1. **Covering Letter**
2. **Basic Information (1 page)**

Consultant's name and full address:	
Consultant's date of birth in dd/mm/yyyy:	
Landline No.:	
Mobile No:	
Email address:	
Post Box No:	
Fax No:	
TPN No:	

3. **List the relevant work experience of the Consultant.**
4. **Express your understanding of the Terms of Reference for this consultancy.**
5. **Technical Proposal: Explain how you propose to undertake this assignment with clear methodology and timeline.**
6. **Financial Proposal: Provide a clear breakdown of your proposed consultancy fees in Bhutanese Ngultrums only chargeable to Save the Children on a monthly Basis. The proposed cost should be inclusive of taxes. (The financial proposal should be submitted in a separate sealed envelop clearly titled as "Financial Proposal for <add title of the consultancy assignment>".**
7. **Supporting documents mandatorily required:**
 - 7.1. TPN numbers
 - 7.2. ID copy of the Consultant
 - 7.3. Individual Bank Account Number of Individual Consultants
 - 7.4. Latest CV of the Consultant with Name and Contact details of at least Three professional Referees.
 - 7.5. Address and contact details.