

Terms of Reference

Consultancy For Disability Services Capacity Enhancement

About Taawon

Taawon (Welfare Association) is an independent non-profit organisation established in 1983. Taawon strives to make a distinguished contribution toward furthering the progress of the Palestinians, preserving their heritage and identity, supporting their living culture, and building civil society in the different working areas it serves: the West Bank (including Jerusalem), the Gaza Strip, the 1948 Areas, and the Palestinian communities in Lebanon.

Taawon works closely with local, grassroots organisations to address the specific needs of the Palestinian refugees living in difficult circumstances throughout the country. We support the implementation of a range of initiatives under three specific programs: Education, Community Development (including health and relief), and Culture. We work in close partnership with more than 40 local partners and touch the lives of more than 100,000 Palestinian refugees annually.

About the Consultancy

The project *“Enhancing the quality of life of Palestinian people and children with disability (PWD/CWD) in Lebanon”* funded by GIZ and implemented by Taawon in collaboration with the Palestinian Disability Forum aims to contribute to enhancing the quality of life of Palestinian PWDs and CWDS in Lebanon through achieving two objectives 1) Ensure increased PWD/CWD access to professional and specialized care, and 2) Strengthen and expand community knowledge and support of PWD/CWD health, development, and inclusion.

Building the capacity of those organizations serving PWD/CWD to become more capable and empowered individually and collectively to advocate for, protect and serve people with disabilities is one important step towards the achievement of the project’s goals.

This consultancy aims to conduct a comprehensive field assessment of 2 to 3 partner organizations operating within Palestinian camps in the north and south of Lebanon. These organizations provide rehabilitation and educational services in the field of disability. The objective is to assess their operational effectiveness, identify areas for improvement, and develop strategic improvement plans for each organization, thereby enhancing their capacity to deliver impactful services and support to PWD/CWD.

Objectives

The primary objectives of this consultancy are:

- Conducting a comprehensive field assessment of 2 to 3 partner organizations operating within Palestinian camps in the north and south of Lebanon, focusing on their provision of rehabilitation and educational services in the field of disability.
- Assessing the operational effectiveness of each organization, with a specific focus on understanding their administrative, educational, and therapeutic practices.
- Identifying areas for improvement and developing tailored strategic improvement plans for each organization to enhance service delivery and impact.
- Preparing detailed and insightful reports for each organization that summarize key findings, highlight strengths, and outline actionable recommendations aligned with the strategic improvement plans.

- Providing necessary support to the organizations based on the assessment findings, with a commitment to fostering their capacity to effectively serve individuals with disabilities in the Palestinian camps.

Responsibilities

The consultancy will include, but not necessarily be limited to, the following tasks:

Field Assessment:

- Study the structure and physical environment of each partner organization, including administrative, educational, therapeutic departments, and additional facilities within Palestinian camps.
- Conduct individual interviews with the administrative teams at each organization to understand operational mechanisms such as recruitment, work procedures, monitoring, etc...
- Review employee files to gather insights into staff backgrounds, specialties, experiences, and training.
- Interview educational and therapeutic teams at each organization to assess rehabilitation services, methodologies, curricula, interventions, student placement criteria, and communication with stakeholders.
- Review assessment and documentation tools used at the organizations.
- Review students and patients' files and associated documentation.
- Assess additional services available at each organization.
- Conduct extended observations across relevant programs and services.

Preparation of Comprehensive Report:

- Summarize findings from the field assessments of each partner organization, highlighting key observations.
- Analyze collected data to identify strengths and areas for improvement at each organization.
- Develop a strategic improvement plan for each organization:
 - Short-term goals addressing urgent and critical needs.
 - Long-term objectives aimed at enhancing organizational effectiveness and service delivery.
- Present recommendations and practical solutions to support the implementation of the improvement plans.

Support as per Assessment:

- Upon agreement, provide necessary support to the partner organizations in implementing the improvement plans developed during the consultancy.

Deliverables:

- Conduct field visits to each organization to implement the assessments.
- Prepare a Comprehensive Assessment Report for each partner organization, summarizing key findings, strengths, areas for improvement, and the strategic improvement plan.

- Provide ongoing support to the partner organizations in implementing the improvement plans developed during the consultancy

Timeline

The expected time frame for conducting this assignment is estimated between 4 to 6 months after signature of contract. A detailed timeline for each phase of the consultancy will be mutually agreed upon between Taaawon and the selected consultant.

Qualifications and Experience

Ideal candidates should possess the following qualifications and expertise:

- A bachelor's degree or higher in a relevant field, such as Occupational therapy, disability studies, or a related discipline.
- Familiarity with current best practices in disability rehabilitation, educational methodologies, and effective service delivery strategies.
- Extensive experience in conducting thorough organizational assessments, with a strong emphasis on disability services or related sectors.
- Demonstrated ability in developing comprehensive strategic improvement plans tailored for nonprofit organizations or educational institutions.
- Strong analytical skills to gather and interpret data effectively, coupled with the capability to articulate findings clearly and concisely in reports and presentations.

Evaluation Criteria:

Candidates will be assessed based on:

- The relevance of their expertise in conducting organizational assessments, particularly in disability services or related sectors.
- Their comprehensive knowledge and understanding of inclusive education and rehabilitation principles and practices.
- Their proficiency in developing and implementing effective service delivery strategies in nonprofit organizations or educational institutions.

Remuneration:

The consultancy fee for conducting the assessment and providing support for each organization is anticipated to range between 4000 and 5000 USD. The exact amount will be determined based on the scope of work, complexity of the assignments, and the consultant's experience and qualifications.

Submission Guidelines:

Interested candidates are invited to submit their CVs on recruitment@taawon.org detailing their qualifications and relevant experiences, along with a cover letter summarizing their qualifications and interest in this opportunity.

Upon selection, Taawon will reach out to the chosen candidate, and a contract will be offered and signed based on the agreed terms.