

Terms of reference

Audiologist Consultant - Service Provider

Project: TECHNICAL ASSESSMENT OF COMMUNITY BASED REHABILITATION SERVICES

1. Background

1.1 About Federation Handicap International

Federation Handicap International, runs its projects under its operating name Humanity and Inclusion, hereinafter referred to as (HI).

HI is an independent and impartial international aid organization working in situations of poverty, exclusion, conflict, and disaster. Working alongside people with disabilities and other vulnerable groups, our actions and testimony are focused on responding to their essential needs, improving their living conditions, and promoting respect for their dignity and their fundamental rights. HI is currently implementing projects in more than 60 countries worldwide, including Lebanon.

1.2 Presentation of the project within which the consultancy will take place

HI as an expert organization on disability-focused rehabilitation is applying for a call disseminated by UNRWA- *Relief & Social Services Division* to conduct technical assessments on the type and quality of rehabilitation services offered by a select number of Community Based Rehabilitation Centers (CbRCs) across three (3) UNRWAs field sites. The main interventions provided by CbRCs include i). rehabilitation including (but not limited to) physiotherapy, speech therapy, occupational therapy and ii). provision of assistive devices including (but not limited to) walking canes, crutches, wheelchairs, hearing aids, and glasses. Most of the assistive devices are donations to the CbRCs.

The technical assessment aims to map the types of services being offered within the CbRCs; to gain better insight into the possible gaps in the rehabilitation services provided, in accordance with the minimum standard in quality rehabilitation; and to provide concrete recommendations on the nature of the capacity building and support each assessed CbRC requires.

2. Description of the required tasks

The purpose of the consultancy service is to support HI in the technical assessment of 10 CbRCs in Lebanon based on your area of expertise: Audiology.

The expected results of the consultancy are:

- to determine **types, methods, approaches**, and **quality** of audiology service delivery followed at CbRCs;
- to **identify and analyze gaps and good practices** in the technical capacity and audiology service delivery of CbRCs across UNRWA areas of operation;
- to **recommend the specific nature of technical and financial support required** to build the capacity of the assessed CbRCs.

The findings of the consultant assessment will be compiled into one final report to be delivered to UNRWA describing the quality of rehabilitation services provided by the assessed CbRCs.

The list of CbRCs to be assessed by the consultant will be defined at the beginning of the consultancy. Tentatively, the CbRCs will be located near the following locations: Beirut, Saida, Tripoli, Bekaa, and Tyre.

3. Methodology required

As part of the deliverables of the consultancy, the consultant will propose a **detailed technical framework** for the technical assessment of audiology services at the beginning of the consultancy.

The technical framework will include:

- Proposed **minimum quality standard** for audiology service provision, in line with recognized national or international standards;
- Criteria based on which the methods and the approaches of audiology service delivery of the CbRCs will be assessed;
- Criteria based on which the technical capacity of the CbRCs' professionals providing audiology services will be assessed;
- The tools that will be used for the assessments.
- The methodology through which the assessment will be carried out.

The methodology proposed by the consultant must include (for each CbRCs assessed):

- Semi-structured interview with the CbRC's director to collect data about the type of services, staffing, and financial resources that contribute to the provision of audiology services;
- Semi-structured interviews with the audiologists to assess their technical capacity;
- Observations of service delivery and performance of audiologists,
- Documentation and review of the assessment tools used by audiologists, in addition to the quality of documentation on beneficiaries' files.

- Focus group discussions with the beneficiaries or individual meetings to assess the quality of audiology services and its impact on their lives/ participation.

The consultant will assess each CbRCs in autonomy. She/he will organize the schedule of the assessments, within the timeframe decided by HI and in coordination with HI, and arrange the transportation to each center at her/his cost (the consultant will include the cost of transportation in the financial offer).

4. Deliverables

- A set of **minimum quality standard** for audiology service provision, in line with recognized national or international standards
- A technical framework for the assessment of the CbRCs audiology services (see chapter 3)
- A template on which data collected are organized and analyzed and conclusion are drawn;
- Production of synthetic 10 assessment reports, one per CbRCs assessed, in English languages that:
 - a. Outlines the types of audiology services offered by each assessed CbRC
 - b. Outlines the technical gaps and strengths in delivery of audiology services by each CbRC
 - c. Flags alarming deviations from minimum standards of audiology service provision
 - d. Identifies good practices
 - e. Details the specific type of financial and/or technical support and capacity building required by each assessed CbRC related to audiology service provision and multidisciplinary rehabilitation intervention.

5. Expertise required

- Education Degree in Audiology, minimum Bachelor degree
- Safe delivery of assistive devices for people with Hearing impairments
- At least 3 years' experience in conducting technical assessments of rehabilitation/audiology service providers, especially with refugees and/or humanitarian agencies
- Strong knowledge/ understanding of the rehabilitation actors and networks in each country
- Experience in training and supervising enumerators
- Comfortable using statistical package/programs, data cleaning and processing;
- Able to support team leader in data analysis and report writing.
- Good background in disability and inclusion.

- Relevant knowledge of gender and protection and their intersections with disability
- Willingness to travel to the field
- Excellent communication, interpersonal skills.
- Ability to work under pressure and within a team
- Ability to handle multiple assignments and meet deadlines.
- Having positive, innovative, inspirational and problem-solving attitude.
- Fluency in Arabic Language
- Excellent English writing skills.

6. Indicative schedule

The consultancy service provision contract is for a maximum of 15 days (full time equivalent), to be provided during 10 weeks in the following, provisional, timeframe (exact dates will be defined at the beginning of the consultancy): from 15th December 2022 to 28th February 2023.

The provisional allocation of the 15 days of consultancy is the following:

- Week 1: 2 days to provide:
 - The set of **minimum quality standards** for audiology service provision;
 - The complete technical framework for the assessment of the CbRCs audiology services (see chapter 3);
- Week 6-9: 10 days for the field assessment of the CbRCs
- Week 10: 3 days for the final reports.

7. Applications procedures

Candidates should submit the following information with their application:

- Curriculum vitae of the consultant/team
- A technical proposal that includes:
 - Understanding of the deliverables of the consultancy
 - Understanding of the methodology required
 - Brief description of the technical framework the consultant will propose (applicants are expected to know which technical framework they will propose; for application, only brief description is sufficient):
 - Main **minimum quality standard** for audiology service provision;
 - Main criteria based on which the methods and the approaches of audiology service delivery of the CbRCs will be assessed;
 - Main criteria based on which the technical capacity of the CbRCs' professionals providing audiology services will be assessed;

- Tentative work plan (tasks and # days)
- Statement of availability in the tentative timeframe of the consultancy.
- Financial offer must be submitted in USD (Fresh Dollar) that covers all anticipated costs (taxes, transportation to the field (CbRCs), communication, insurance, etc.).

Complete applications should be sent to the designated email: tenders@lebanon.hi.org

Applications submitted by email should indicate as subject: **Audiologist consultant – service provider**

Applicants shall enclose reference/ recommendation letters that reflect previous research services/assessments provided.

Deadline for submission of applications: 19th November 2022

Applications submitted after the deadline will not be considered.

Selected applicants may be invited for interview.

8. Professional Standards

“HI is committed to protect the rights of children and opposes to all forms of child exploitation and child abuse. HI contractors must commit to protect children against exploitation and abuse”.

Handicap International is an equal opportunity employer and particularly welcomes applications from persons with disabilities.