

Prosthetics and Orthotics (P&O) technical advisor Consultancy:

Supporting Delivery of Quality P&O Services

1 CONTEXT

Handicap International is an independent and impartial international aid organization working in situations of poverty and exclusion, conflict and disaster. Working alongside people with disabilities and other vulnerable groups, our action and testimony are focused on responding to their essential needs, improving their living conditions and promoting respect for their dignity and their fundamental rights. Present in more than 55 countries, HI has been present in Jordan since 2012 and currently works to provide comprehensive rehabilitation services to vulnerable people in need.

1.1 Handicap International - Middle East Regional Programme

Handicap International's Middle East Regional Programme is now broad and ambitious, with projects and missions in 4 different countries (Egypt, Jordan, Lebanon and Palestine). The different projects and actions implemented at regional (multi-country) and mission levels are expected to continue and grow at different stages of the post-emergency-development continuum as well as across different sectors, including new ones for the region such as livelihood and education. Furthermore, with important expansion of intervention during the last 2 years, most of the missions are confronted to growing operations with relatively young teams, with limited disability and vulnerability related experience.

1.2 Jordan Mission and Approaches of Intervention

Jordan Mission is currently implementing various projects with a focus on Early Detection and Early Intervention, Inclusion of people with disabilities in humanitarian and development actions and physical and functional rehabilitation. The comprehensive package of physical and functional rehabilitation services that HI is implementing and promoting includes, based on the individual needs of the beneficiary, physiotherapy, occupational therapy, psychosocial support, assistive devices and prosthetic and orthotic services.

HI Jordan provides rehabilitation services through two parallel approaches:

1. Direct services provision: Delivery of comprehensive rehabilitation services through HI-managed rehabilitation centres (called "fixed points") in the 2 largest refugee camps in Jordan Za'atari and Azraq, and in Amman and Mafraq host communities. While there are other organizations also providing equivalent rehabilitation services in the camps, HI is the only actor supplying P&O devices for beneficiaries either referred by its own teams or by other organizations. Current P&O devices are procured from private business.
2. Indirect services provision: To support the transition from direct service delivery (see above) by HI to local service providers to sustain access to physical functional rehabilitation in the context of a protracted crisis. Currently being implemented with four local service providers (three Primary Health Centers and one local NGO), this approach includes capacity building, technical support, equipment and supplies and middle term accompaniment.

The above-mentioned modes of intervention, targeting on the one hand access to rehabilitation services for vulnerable people, and on the other hand strengthening rehabilitation system in Jordan, is implemented in close collaboration with the Ministry of Health. From early-2018, HI strategy is to continue the evolution towards a sustainable approach, through technical support, mentoring and

coaching of local partners for them to deliver a quality of services. In the frame of this consultancy, the key partners will be:

- Princess Basma Hospital in Irbid – this centre has a P&O workshop that HI aims at supporting in the frame of a broader collaboration to improve rehabilitation services.
- Our Lady Of Peace (OLP) – local NGO already delivering P&O services, identified by HI to take over the provision of devices for the camps but also host community, requiring technical support
- Noor Hussein Foundation (NHF) – local NGO implementing rehabilitation activities among others in the camps. HI and NHF are already collaborating with the objective for HI to hand over the fix points and outreach network in the camps by mid-2018. NHF does not provide P&O services but facilitated the identification of the need and the referral to providers such as OLP or private business.

At coordination level, HI has been facilitating a National Rehabilitation Platform, which brings together key actors in the rehabilitation sector with the aim to analyse the gaps and define recommendations for the Jordanian system of rehabilitation services to be sustainable. The outcomes of the Platform are expected to influence future policies and strategic orientations of the Ministry of Health, giving rehabilitation a stronger footing in Jordan.

2 OBJECTIVES OF THE CONSULTANCY

The objectives of the consultancy are:

- i) To support the provision of quality P&O services by HI partners (local organisations and private suppliers)
- ii) To explore opportunities for sustainable access to P&O services for the most vulnerable population and provide recommendations for HI future programming
- iii) To increase the capacity of HI partners and HI staff in relation to P&O (assessment of needs, linkage with P&O suppliers and follow-up with beneficiary), through training, coaching, assessments and proposal of action plans, recommendations

2.1 Tasks of the Consultant

1. To improve partner's technical documentations and recommend actions in order to enhance the quality of the services delivered to beneficiaries towards agreed standards.

- a) Map partners' technical documentation (procedures, protocols, tools and guidelines) for P&O services
- b) Develop and/or update technical guidelines and quality monitoring tools aimed at ensuring a harmonised approach in delivery of P&O services among HI partners
- c) Assess the process used by HI partners (technical assessment, determination of needs, and delivery of P&O devices) and recommend actions to improve quality, efficiency and sustainability.

2. To support the capacity strengthening of the local partners

- a) Assess the current organisational capacity, technical practices and skills of P&O personnel
- b) Develop for each partner, in a participatory manner, a comprehensive action plan, covering elements of service delivery and organisational capacity.
- c) Based on prioritization agreed with the partners, identify theoretical and practical training, on the job mentoring topics and coaching to be delivered by the consultant and HI after the end of the consultancy

- d) Facilitate a minimum of one workshop with OLP personnel and one workshop with Princess Basma Hospital P&O personnel

3. To provide technical guidance and support to HI team

- a) Create checklists and guiding notes for HI team to use for P&O service delivery
- b) Provide technical guidance to HI team on proper practices regarding the prescription of P&O devices
- c) Train the P&O technical officers on the process and tools developed to allow continued and autonomous support to programme and partners.
- d) Facilitate the development of a mechanism to monitor the use of P&O devices, record post-delivery needs and inform prescription modifications.
- e) Organize a minimum of two technical training sessions for HI personnel

4. To support the revision of HI P&O strategy in the areas of intervention

- a) Update existing mapping of P&O service providers and stakeholders in Jordan
- b) Provide a situation overview related to P&O in Jordan, including market analysis, demand for P&O devices and access for people in need
- c) Provide an overview of raw materials available for the production P&O devices and propose cost-efficient alternatives adapted specifically to the P&O workshop from Princess Basma Hospital Irbid.
- d) Propose recommendations to HI future programming to support access to affordable, sustainable, quality P&O services.

3 CONSULTANT'S PROFILE

- Prosthesis & Orthotics degree is compulsory, CAT 1 qualification is preferable
- Proven understanding of WHO guidelines on physical and functional rehabilitation, delivery of wheeled mobility and P&O devices.
- Proven experience in training needs identification, training development, mentoring and coaching in middle income countries
- Excellent spoken and written English is mandatory. Arabic would be a plus.
- Proven knowledge and experience in health and rehabilitation in refugee setting
- Proven experience in carrying out assessments and gap analysis.

4 DELIVERABLES, SERVICE DURATION AND LOCATION

4.1 Timeframe

The consultancy is expected to be carried in between **November 2017** and **March 2018**. The total duration of the input is estimated to **maximum 90 working days** subject to following restrictions:

- Reporting phase: maximum 5 working day (payable)
- Travel days in the country are considered working days, international travels are not working days
- Weekends are not working days, except when preliminary agreed

4.2 Work schedule

The consultant will propose a tentative work schedule for the performance of the requested services, according to the timeframe specified above, in his/her technical proposal.

4.3 Location

The consultant will be based in Amman, with travel to various project implementation areas in Zarqa, Irbid and Mafraq governorates and refugee camps.

4.4 Representation

The consultant will have to abide to all HI mandate and Code of Conduct, and is expected to preserve Handicap International image.

5 DELIVERABLES

The consultant will deliver to HI Jordan the following:

- a) Assessment report on partners (OLP and Princess Basma Hospital) technical and organizational capacity, including recommendations to meet expected quality and efficiency standards of P&O services and tentative action plan to implement and sustain them in the next future.
- b) Tool box for HI – guiding HI staff to assess and support P&O partners, including assessment methodology and tools, patient prescription and follow-up sheet templates, training materials.
- c) P&O technical package, including the developed tools, technical documentation, guidelines, templates, training materials and actions plans.
- d) Submit HI action plan regarding theoretical and practical trainings on the job, mentoring topics and coaching to deliver to partners after the consultancy. inserting technical guidance in proper practices regarding the prescription of P&O devices.
- e) Summary of strategic orientations to HI and partners to contribute to access to quality and sustainable P&O services. Presentation to HI management, including key outcomes and recommendations of the consultancy. Draft of consultancy report is to be submitted prior to departure.
- f) Final consultancy report to be submitted within 2 weeks after the end of the consultancy. The final report should include:
 - a. Detailed achievements of tasks and recommendations to be followed by HI P&O officers
 - b. Updated mapping of P&O service providers and stakeholders in Jordan
 - c. Situation overview related to P&O in Jordan, including market analysis, demand for P&O devices and access for people in need
 - d. Overview of raw materials available for the production P&O devices and propose cost-efficient alternatives adapted specifically to the P&O workshop from Princess Basma Hospital Irbid.
 - e. Recommendations to HI future programming to support access to affordable, sustainable, quality P&O services.

6 APPLICATION PROCEDURES

Interested candidates should send application before **31st of October 2017** to: lm.jord@hi-me.org, including:

- a) Expression of interest detailing the understanding of this assignment and suitability of the candidate,
- b) Personal CV detailing substantial experience in a similar assignment including 3 references
- c) Proposed methodology of implementation and work schedule
- d) Example of previous work done
- e) Financial proposal clearly stating consulting fees per day, including international travel, visa fees, accommodations costs, medical insurance and payment schedule

7 LOGISTIC ARRANGEMENTS

The consultant must supply professional equipment (laptop, phone).

HI Jordan will provide:

- Office space and resources (Wifi, printing, meeting room...),
- Communications package (SIMcard with communication call and data),
- in-country work-related transport, based on need and according to HI Jordan logistic procedures.
- Repatriation insurance

8 ADMINISTRATIVE REQUIREMENTS

The selected candidate will be requested to provide to HI the following documents at the time of contract signature:

- Extract from Register of Commerce less than 6 months old (or equivalent document proving registration)
- Evidence that government taxes have been paid
- Insurance certificate (third party liability)
- Banking identification (for payment)

9 PAYMENT

The consultancy fees will be paid, upon reception of invoice, by bank transfer. The payment tranches are to be proposed by the consultant as part of the application. In all cases, **at least 30%** of the agreed price will be transferred only upon validation of the final report by HI.

10 RESOURCE PERSON

Within the framework of the service provision, the Consultant will be asked to collaborate with Handicap International's teams and in particular with:

- Mrs. Fridah Kirema, Rehabilitation project manager - who will be the main point of contact for technical aspects
- Mrs. Melissa Adoum, Operations Coordinator – focal point for all other aspects

11 VALIDATION

Contractor (Last name Forename Position Date and Signature)		Consultant (Last name Forename Date and Signature)