



Care Reform Consultant - Ghana

Scope of Work

Period of Performance: September – December 2020

Contract Type: Time & Materials

Location: Accra, Ghana
Reports to: Innovation Director, Pact
Expected LOE: 10 days

About Pact:

Pact is the promise of a better tomorrow for communities challenged by poverty and marginalization. We serve these communities because we envision a world where everyone owns their future. To do this, we build systemic solutions in partnership with local organizations, businesses, and governments that create sustainable and resilient communities where those we serve are heard, capable, and vibrant. On the ground in nearly 40 countries, Pact's integrated adaptive approach is shaping the future of international development.

Background

USAID's assistance to Ghana's Care Reform Initiative aims to help the Government of Ghana to strengthen its social welfare workforce, formalize the alternative care system, develop structures to prevent family separation, and strengthen community institutions to protect children and engage more with social welfare. Under this initiative, USAID/Ghana seeks participants to co-design scalable and sustainable approaches that enable children to grow up in safe, permanent families who can ensure their well-being. Pact has been chosen to lead a participatory co-creation event that engages stakeholders across the public and private social service sectors to collaboratively design quality and immediately actionable interventions that can be sustained within the existing country context. Through this event, USAID aims to collaborate with national stakeholders and potential partners to identify the most critical barriers to care reform, solutions, and potential financing that could address care reform challenges; and inform future USAID investments. The event will use a human-centered design approach to stimulate solutions that involve the human perspective throughout the problem-solving process.

Summary of Role:

Pact is seeking a team of local consultants (2 care reform consultants and 2 human-centered design consultants) to assist with this project. While we will evaluate each candidate for the position requirements, we will also give preference to consultants who have experience working together previously as the consultant team will work closely together. (Please see the other job descriptions for more details of all roles on the consultant team.)

For this position, the care reform consultant will lead the scoping, mapping and qualitative research to inform the design of the co-creation event. The consultant will also support the execution of the event and the development of the concept notes (though these activities will be led by the 2 human-centered design consultants). The consultant will work for a period of performance up to 10 days' LOE starting on September 15, 2020. Reporting to Pact's Innovation Director, the consultant will be responsible for:

1. Conducting stakeholder analysis and systems mapping to advise Pact in identifying the most critical in-country stakeholders to participate in a virtual co-creation event in late 2020;
2. Consulting key in-country stakeholders to inform the design of the co-creation event, which will include refinement of the challenge statements, as needed; develop the co-creation event structure; and design of facilitation approaches;
3. Share and discuss with Pact, USAID and the Government of Ghana the findings from the background research, stakeholder mapping and in-country consultations to facilitate collective decision-making on the co-creation event design.

Duties and Responsibilities

Specific responsibilities include:

- Review the relevant desk research and literature review produced by Pact
- Participate at a kick-off workshop with Pact and USAID
- Conduct a rigorous scoping process across the alternative care reform landscape in Ghana. When appropriate, in-person contact is preferable. Virtual contact can also be made with locals through Skype, WhatsApp, email and other relevant technology platforms.
- Provide critical data for the construction of an electronic systems map that describes the underlying dynamics in Ghana's Care Reform sector.
- Utilize, as needed, relevant survey tools such as survey monkey, mail chimp, other platforms such as LinkedIn surveys.
- Undertake a rigorous scoping process (as described previously) in order to map stakeholders along a spectrum of organizations so that there is equitable attendance and representation at the co-creation event from all relevant voices in the Ghanaian care reform space.
- Identify potential in-country attendees who will be critical to the success of project objectives. One of the critical components of HCD is ensuring that participants in the design process bring disparate, multi-disciplinary views on the problem and, thereby, to developing solutions.
- Advise and inform on the key problems in the care reform space and which problems should be the focus of the co-creation event
- Support the design of innovation mechanism(s) to generate solutions at the fall co-creation event
- Participate in, and support the execution of, new mechanism(s) to generate

- solutions to care reform challenges
- Support the writing and publication of the co-creation concept notes generated at the event

Requirements:

- Knowledge of, and experience working on social welfare and/or health programs in Ghana;
- Innovation training or some understanding of innovation approaches, including human-centered design, agile methods, systems mapping, etc.;
- Strong and proven qualitative research experience conducting successful key informant and stakeholder interviews/FDG;
- Ghanaian citizen/resident, or existing work permit to carry out this work in Ghana.

Physical Effort

- This is a remote based consultancy
- The consultant can expect to travel within Ghana to conduct relevant interviews, discussions and stakeholder mapping exercises

Deliverables

Milestones	Deadline	Expected LOE for Invoicing
<ul style="list-style-type: none"> • Review the relevant desk research conducted by Pact • Participate in a kick- off workshop and produce any relevant deliverables 	September 24th	1 Day
<ul style="list-style-type: none"> • Produce a Problem Refinement and Scoping report which clearly captures: <ol style="list-style-type: none"> 1) The landscape and mapping of the Care Reform Space in Ghana 2) Completed Systems Map 3) List of Key Problems/Challenges in the Care Reform space and recommendations on which challenges to explore at the co-creation event. 4) Recommendations for realistic innovation mechanisms to co- 	October 23rd	4 Days

<p>create solutions (virtual workshop, hackathon, virtual HCD event, open innovation tools, etc)</p> <p>5) Recommend list of participants for the co-creation event</p>		
<ul style="list-style-type: none"> Support and advise the development of a new virtual co-creation event(s). 	November 20th	1 Day
<ul style="list-style-type: none"> Execute on the new co-creation event 	November 27th	3 Days
<ul style="list-style-type: none"> Support and/or lead writing and publication of concept note(s) generated at the co-creation event 	December 11th	1 Day

Application Requirements

- CV
- Daily rate
- Writing Sample
- USAID BioData

Proposal submission deadline 04 September 2020. Submit applications electronically to Kelly Herman at Kherman@pactworld.org. Documents must be submitted in Microsoft Word, Excel or Adobe PDF. Please state “Care Reform Consultant - Ghana” in the e-mail subject line.

At Pact’s discretion, any application received after the exact date specified for receipt may be considered ineligible for consideration.