



Human-Centered Design 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: 15 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 human-centered design consultants and 2 care reform 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.)

We are looking for two Human-Centered Design consultants to lead the design and facilitation of the co-creation event and the development of the concept notes. In addition, the HCD consultants will provide some additional support during the scoping activities prior to the event (though these activities will be led by the 2 care reform consultants). The two HCD consultants will work for a period of performance up to 15 days' LOE each starting on September 15, 2020. Reporting to Pact's Innovation Director, the consultant will be responsible for:

1. Designing and facilitating the co-creation event;
2. Reviewing the stakeholder analysis and systems mapping materials in developing the design of the event;
3. 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;
4. 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.
5. In collaboration with Pact staff, draft the concept notes following the co-creation event.

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
- Support the scoping process across the alternative care reform landscape in Ghana.
- Support the design of co-creation event in conjunction with Pact
- Lead and facilitate the co-creation event 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 expertise, in human-centered design, co-creation, and systems approaches;
- Strong and proven facilitation experience leading successful in-person events for groups of 30-40 people;
- Ghanaian citizen/resident, or existing work permit to carry out this work in Ghana.

Physical Effort

- This is a remote based consultancy based in Accra, Ghana.

Deliverables

Milestones	Deadline	Expected Amount 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"> • Support the creation of and review 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-create solutions (virtual workshop, hackathon, virtual HCD event, open innovation tools, etc) 5) Recommend list of participants for the co-creation event 	October 23rd	1 Day
<ul style="list-style-type: none"> • Support and advise the development of a co-creation event 	November 20th	8 Days
<ul style="list-style-type: none"> • Execute on the 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	2 Days

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 “Human-Centered Design 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.