

Establishment and Strengthening of Helplines to Protect the Rights of Women and Children Project

Terms of Reference

Project Officer (National) - 24 months

A. Background

The National Commission for Women and Children (NCWC) is implementing a two year (April 2017-March 2019) project “Establishment and Strengthening of Helplines to Protect the Rights of Women and Children Project” funded by the Save the Children (SC). The overall objective of this project is to provide emergency outreach services to women and children in need of care and protection through 24 hours emergency phone outreach services and linking them to support program for their rehabilitation, repatriation and reintegration.

Under this project, the NCWC will utilize the 1098 toll free helpline, a common toll free number that is being used across the eight SAARC Members States. The helpline would be a 24-hours free telephone help-line service, which can be accessed by a child/woman in distress or an adult on his/her behalf, by dialing the number 1098. There will be a team of trained operators and counsellors, who will respond to calls on a 24 hours basis. It will respond to a contact by counselling the child/woman or by guiding the child/woman into making a decision by him or herself. When the child/woman has specific problems or needs which the helpline is not equipped to address, the helpline would then refer them to the appropriate services within the child protection system for long-term rehabilitation, follow up and care. Existing helpline will be linked to the toll free helpline for which a new software will be developed.

The Project Management Unit (PMU) will comprise of the Chief Program Officer and Program Officer of the NCWC Children Division and a Project Officer. The role of the PMU is to facilitate and ensure the smooth, efficient and effective implementation of the project, coordination among implementing agencies and consultants (national and international) and the prompt submission of reports (narrative and financial) of project progress and status to the Royal Government of Bhutan and to the SC.

C. Scope of Work

The Project Officer will:

1. Work under the supervision of (and report to) the CPO, Children Division;
2. Oversee the implementation of the activities in the Work Plan;

3. Prepare monthly financial and quarterly physical reports on the progress of the implementation of the project components and other reports as may be required by the Royal Government of Bhutan and the SC;
4. Ensure preparation and logistical planning of various events (meetings, conferences, seminars, workshops, etc.), including the preparation of agenda and minutes of meetings and reports;
5. Ensure timely and proper audit of all project books of accounts by the Royal Audit Authority according to standards acceptable to the SC;
6. Draft ToR for expert(s)/consultant (s) and participate in selecting experts; provide administrative and logistical support to Consultants in the conduct of their assignments;
7. Liaise with development partners and organizations working for protection and promotion of child rights on behalf of the project;
8. Maintain project documents and other files (both paper and electronic) up to date; and
9. Perform other tasks assigned by the Supervisor.

Qualification Criteria

The Project Officer must possess:

1. Minimum of Bachelors degree or equivalent, preferably in project management, administration or other relevant disciplines;
2. At least two to three years of experience in planning, implementing, and managing projects funded by multilateral development partners and working with multiple stakeholders, including government, the private sector, and NGOs; experience with development projects;
3. Demonstrated experience in organizational skills with demonstrated ability to work independently, handle a variety of concurrent activities, rank priorities, organize work efficiently, and deliver assignments in a timely manner often under time constraints;
4. Analytical and practical problem-solving skills;
5. Good communication skills in both writing and orally, in English and Dzongkha; and
6. Basic computer skills, with proficiency in the use of standard office software applications (e.g. Microsoft Word, Excel and PowerPoint);