

## **Term of Reference (ToR) for Online Outreach Worker Consultancy**

Consultancy to provide Technical Assistance to the KP-STAR Project to use QuickRes, an online application used to make reservations for sexual health services using a smartphone, tablet, or laptop, in Namibia (October 2023 – September 2024)

### **1. BACKGROUND**

QuickRes is an online platform that enables clients to assess their service needs, book health services and receive virtual support. The platform was introduced to local partners through IntraHealth Namibia (IHN) in 2020 and to date used by case management staff among 70 sites across 11 provincial regions.

Through QuickRes, 19,752 appointments were booked for HIV services between October 2020 and September 2022. Outside of booking appointments, first-time users may assess their service needs, start chats with virtual support staff who, along with case managers, provide follow up and tracking on the back end. Enhanced case management functions on the back end have proven useful for staff providing support clients requesting routine HTS or enrolled in PrEP and ART. Staff can follow each client's longitude record of service access and use real-time data to track retention and further tailor support.

FHI360 has been providing technical support to IHN on the use of QuickRes since inception. However, due to limited funding in FY23, this support is no longer available hence the need to find a local consultant who can continue to provide technical support to the project in implementing QuickRes.

### **2. PURPOSE**

IntraHealth Namibia with funding from USAID KP-STAR is seeking the services of a local consultant to provide technical assistance on the use of QuickRes and online outreach.

### **3. SCOPE OF WORK/FUNCTIONS**

In FY23, IHN ended the partnership with FHI 360 for technical assistance and standard backstopping support necessitating the recruitment of a local consultant to provide technical support including backstopping and supportive supervision of sites using QuickRes. The table below shows the deliverables for the consultant.

DIRECTORS: Armin Wieland (Chairperson), Gladwin Groenewald, Dr Nestor Shivute, Munolwiso Ipangelwa, Shamani Shikwambi Ed. D, Maqsooda Maqsoodi (US), Rob Murphy (US)

**Table 1: Activities and deliverables (October 2023– September 2024)**

<b>Activities and Deliverables</b>	
<b>1</b>	<b>Routine support to IHN to provide on-the-ground support to local partners for using QuickRes for virtual case management</b> <ul style="list-style-type: none"><li>• Bi-weekly program management meetings- Provide reports.</li><li>• Bi-weekly meetings with Case Managers and Regional Coordinators-and encourage data learning use for improvement - Provide reports.</li><li>• Issue token to new QuickRes users</li><li>• Provide ongoing assessment on the individual usage of QuickRes and provide group/one-on-one mentorship on QuickRes use.</li><li>• Provide reports on the individual use and by the Implementing Partner use of QuickRes</li><li>• Conduct as assessment of general use and provide Quarterly On-line refresher training.</li><li>• Provide Bi-weekly report on the usage of QuickRes to the Program Management Team</li><li>• Responding to requests for moderate demos/troubleshooting</li><li>• Updating user SOPs to reflect QuickRes upgrades, advising and report on progress.</li><li>• Supporting data analysis and storytelling (technical reviews for blog entries and conference presentations/abstracts)</li><li>• Addressing bugs and unexpected errors on QuickRes and report to the Chief of Party</li><li>• Attend meetings with the FHI360 Implementers representing KP-STAR</li><li>• Work with DCOP on rolling QuickRes to Ministry of Health and Social Services in phases</li></ul>
<b>2</b>	<b>Support use of client feedback and complaint tracking on QuickRes</b> <ul style="list-style-type: none"><li>• SOPs for managing client feedback on QuickRes</li><li>• Convening one (1) webinar to support knowledge sharing between implementing partners using QR for client feedback and complaint tracking.</li><li>• Work with Senior Advisor for Community Engagement on monitoring the KP complaints and reports of GBV</li><li>• Compile report on feedback from health facilities services to KPs</li></ul>
<b>3</b>	<b>Preparatory work on developing a Namibia-specific QuickRes Instance</b> <ul style="list-style-type: none"><li>• Engage FHI360</li><li>• Work with FHI 360 to Namibianise QuickRes</li></ul>
<b>4</b>	<b>Conduct online outreach services</b> <ul style="list-style-type: none"><li>• Leverage virtual networks to find KPs at risk for HIV online and engage them in one-on-one chats that eventually lead to offline uptake of HIV services.</li><li>• Provide KPs with accurate and timely information that addresses their concerns and needs and making referrals for offline HIV services.</li><li>• Share and post content developed by the project as well as promote QuickRes to KPs reached online and provide support with using QuickRes).</li></ul>

- Work closely with care team members (peer educators and case managers) to provide support to clients when accessing services offline as well as on an ongoing basis for treatment and prevention services.
- Data entry in appropriate tools and systems and compile reports as per KP-STAR Monitoring, Evaluation and Learning (MEL) guidelines
- Distribute relevant commodities to KPs when available.
- Contribute to planning and modifications to the online outreach strategy and activities.

#### **4. PAYMENT SCHEDULE:**

- The consultant will receive a fixed monthly allowance of .....till the end of September 2024 when a review will be done with a possible extension of the contract if funds permit.

#### **5. WORKING ARRANGEMENTS**

The consultant will work under the overall supervision of the Chief of Party for KP-STAR project.

IntraHealth Namibia will cover all training-related expenses including printing of materials; participants' travel, accommodation, and other related expenses; food; venue expenses; etc.

#### **6. SKILLS AND COMPETENCIES**

The consultant should possess the following in addition to a detailed CV:

- Degree in Communication/ Marketing or related field
- Two years of working experience in managing social media marketing
- Good analytical and documentation/report-writing skills
- Experience in data collection, analysis, and presentation
- Proven communication and facilitation skills
- Familiarity with the Key Population programming and experience in public health will be an advantage

#### **7. INSTITUTIONAL FRAMEWORK AND TEAM CONTACTS**

<b>Responsible person</b>	<b>Function</b>	<b>Contact</b>	<b>Email</b>
Isabel Mendes-Siyamba	Chief of Party	+264 812445831	<a href="mailto:imendes-siyamba@intrahealthnamibia.org">imendes-siyamba@intrahealthnamibia.org</a>

Applications should be sent to [sshiwaya@intrahealthnamibia.org](mailto:sshiwaya@intrahealthnamibia.org) by **15 September 2023**.