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# Terms of Reference – Research Consultancy: Community Participation in the Community Engagement Forum

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## A. Background / Context

The Norwegian Refugee Council (NRC) is a non-governmental, humanitarian organisation with 75 years of experience in helping to create a safer and more dignified life for refugees and internally displaced people. NRC advocates for the rights of displaced populations and provides assistance within shelter and settlements, education, livelihoods and food security, information counselling and legal assistance, and water, sanitation and hygiene as well as protection from violence. We work in crises across 31 countries, where we help save lives and rebuild futures. In 2020 we assisted more than 11 million people.

The Community Engagement Forum (CEF) is an online community of practice (CoP), part of the Global CCCM Cluster, for humanitarian practitioners working in displacement responses. It was formally established in 2022 by NRC, funded by IOM, and has been moderated and managed by NRC since. It has been funded by UNCHR since 2023.

The objective of the CoP is to make resources on community engagement (CE) in displacement responses available through different platforms. These platforms include an interactive website, a LinkedIn profile, an Instagram account, a page on the Global CCCM website, as well as regular online sessions on different CE topics. Resources include existing and new guides, tools, research, webinars etc. as well as ones developed by the CEF to address specific gaps identified by the CoP members and/or Advisory Board.

The CEF is guided by a rotational Advisory Board whose role it is to advise the moderator on relevant topics, conversations, contributors, and resources gaps and needs. The board members volunteer their time and expertise to the CEF Advisory Board, and are from a range of agency, location and contextual backgrounds. See TOR for more details.

The current member composition (270 subscribers to the 'closed' interactive website, and 2,300 LinkedIn followers) is largely INGOs, NNGOs and UN staff, as well as the ICRC/IFRC movement, independent consultants, members of the academia and research organisations and host governments.

As part of the CEF's overall objective, the CEF intends to make the resources more accessible and relevant for displaced community members as well as responders. This intention is based on the assumption that displaced community members would get value from the CoP. It also assumes that to be valuable to displaced persons, the CEF would need to collect input on topics and resource gaps from them.

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## B. Objective

The overall objective of the consultancy is **to conduct a study on the value added for displaced community members in participating in the CEF**. In this regard, the consultant will be responsible for

- 1) Assessing whether the CEF's current platforms, modalities and structure (web sessions, Advisory Board, interactive digital platforms etc.) for interaction and sharing resources with the CoP can be accessed by and are useful to displaced persons.
- 2) Assessing if and how displaced persons can meaningfully participate in CEF's priority initiatives in 2025 (donor advocacy on CE in humanitarian responses, CE in CCCM trainings, developing e-learning material etc.).
- 3) Assessing if and how the CEF can support displaced persons to participate meaningfully in the CoP, without burdening them (financially, emotionally, their time etc).
- 4) Through interviews and a desk review, collecting and reviewing relevant examples on best practices of meaningful participation of displaced persons in similar CoPs and networks. The list of key informants and key research questions shall be agreed with the CEF moderator in advance.
- 5) Preparing the findings in a draft report for the CEF moderator and Global Site Management Specialist for review and feedback, with recommendations on if and how the CEF can facilitate meaningful participation of displaced persons in their activities.
- 6) Preparing and presenting the findings and recommendations, incorporating the feedback on the draft, during a CEF Community online Coffee and Chat session.

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### **C. Outputs**

The consultant will be expected to:

1. Assess whether the CEF's current platforms, modalities and structure for interaction and sharing resources with the CoP can be accessed by and are useful to displaced persons.
  - 1.1 Undertake a review of the different online platforms, webinars, meetings, conversations and work flows of the CEF, and their accessibility and relevance for displaced persons.
  - 1.2 Review the Advisory Board role, structure and modality and its accessibility and relevance for displaced persons.
2. Assess if and how displaced persons can meaningfully participate in CEF's priority initiatives in 2025.
  - 2.1 Assess the possibility for displaced persons to meaningfully participate in ongoing conversations with donors for developing information/advocacy material on CE in displacement responses.
  - 2.2 Assess the possibility for displaced persons to meaningfully participate in existing CE in CCCM training modules, and/or the development of new e-learning material.
  - 2.3 Assess the possibility for displaced persons to meaningfully participate in webinars and online workshops.
3. Assess if and how the CEF can support displaced persons to participate meaningfully in the CoP, without burdening them (financially, emotionally, their time etc).

- 3.1 Review the level of participation that would be possible in each of the above activities (objectives 1 and 2), based on input needed from the displaced person.
  - 3.2 Review what would be the minimum and the maximum level of meaningful participation.
  - 3.3 Undertake interviews with key stakeholders on how displaced persons can be realistically supported to participate (from minimum to maximum levels) in the CEF activities.
4. Through interviews and a desk review, collect and reviewing relevant examples on best practices of meaningful participation of displaced persons in similar CoPs and networks.
  - 4.1 Compile a list of relevant key informants (KI) to include in the desk research.
  - 4.2 Prepare a list of potentially relevant best practices to include in the research.
  - 4.3 Prepare KI interview process and questions.
5. Prepare the findings in a draft report for the CEF Moderator and Global Site Management Specialist for review and feedback, with recommendations.
  - 5.1 Undertake analysis of the findings from objectives 1 – 4.
  - 5.2 Develop a draft report (max 20 pages) with recommendations on if and how the CEF can facilitate meaningful participation of displaced persons in their activities.
6. Prepare and present the findings and recommendations, incorporating the feedback on the draft, during a CEF Community online Coffee and Chat session.
  - 6.1 Prepare a final report with feedback incorporated (max. 20 pages) including a report summary (max 1 page).
  - 6.2 Prepare and conduct a webinar presenting the findings, together with the CEF moderator.

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#### **D. Management**

The consultancy will be managed by the CEF Moderator in collaboration with the Global Protection from Violence/Site Management Specialist.

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#### **E. Timeline and Deliverables**

- The total number of days for the consultancy is 20.
- The consultant is expected to start the work as soon as possible after the application deadline (March 30<sup>th</sup>) and complete the work by May 30<sup>th</sup>, 2025.
- They are expected to manage their work independently within this timeframe.
- The consultant will work from home.
- The Consultant will cover their own insurance.
- Reporting is in English language.
- Payment of consultant's fee will be upon deliverables as agreed in their contract.

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## **F. Application Process**

An individual consultant will be recruited for this home-based consultancy. Expressions of interest must include:

- CV (max 2 pages, including links to previous research publications).
- Brief cover note (max 1 page) confirming the below key selection criteria and outlining their proposed timeline.
- Daily fees.

Please send expressions of interest to Kristin Vestrheim ([kristin.vestrheim@nrc.no](mailto:kristin.vestrheim@nrc.no)). We will review applications on a rolling basis with an application deadline of 30 March 2025. The latest expected start date is 21 April 2025 however, we may prioritise candidates who are available earlier.

### **Selection Criteria**

- Professional experience in community participation in humanitarian aid.
- Fluency in English (written and verbal) is required.
- Solid understanding of humanitarian contexts and community engagement and accountability.
- Proven research experience.
- An understanding of the IASC and CCCM coordination mechanism.
- Persons with lived displacement experience are encouraged to apply.