



TERMS OF REFERENCE

CONSULTANCY TO CONDUCT AN EVALUATION OF THE JRS BANGKOK URBAN REFUGEE PROGRAM

1. Context

The Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate on behalf of refugees and other forcibly displaced persons. JRS undertakes services at national and regional levels with the support of an international office in Rome. Founded in November 1980 as a work of the Society of Jesus, JRS was officially registered on 19 March 2000 at the Vatican State as a foundation. JRS is present in 51 countries providing assistance to refugees in camps and cities, IDPs, urban asylum seekers, and to those held in detention centres. In the Asia Pacific region, JRS is present in seven countries: Thailand, Cambodia, Singapore, Myanmar, Philippines, Indonesia and Australia.

Thailand is not a signatory to the 1951 Refugee Convention and its 1967 Protocol and does not have specific legal and administrative policies on refugee protection. Refugees and asylum seekers in Thailand are vulnerable to arrest, detention, and deportation as the Thai Immigration Act, B.E. 2522 (1979) does not distinguish between them and other undocumented persons. They also have limited access to healthcare, education, legal protection, and other social services. Many suffer from extreme anxiety and mental health problems due to the myriad challenges of living in Bangkok. As of May 2018, there were 4,800 refugees and 1,200 asylum seekers registered by UNHCR in Bangkok with Pakistani, Vietnamese, and Cambodian as the primary nationality groups.

The Bangkok Urban Refugee Program focuses on assisting asylum seekers in Bangkok through intensive casework with psychosocial and counselling services. JRS also assists in emergencies to ensure basic survival needs are addressed. Since 2014, JRS has been supported by the Bureau of Population, Refugees and Migration (PRM) within the US Department of State. This evaluation is commissioned through BPRM funding.

2. Objectives of the consultancy

- Conduct an evaluation of the JRS Bangkok Urban Refugee Program using the following recommended criteria: relevance, effectiveness, efficiency, impact and sustainability
- Provide concrete recommendations to improve the program

3. Chronogram

Date	Activity	Location
06-24 August	Recruitment and hiring of the consultant	
24 August	Planning meeting (JRS and consultant)	Bangkok
27-31 August	Conduct of the evaluation	Bangkok
03-07 September	Writing of the draft Evaluation Report	
06 September	Presentation of the draft Evaluation Report	Bangkok
14 September	Submission of the Final Evaluation Report	

The consultancy period will be for a total of 12 working days.

4. Reporting line

The consultant will report to the JRS Director and/or his delegate assigned during the evaluation period.

5. Requirements and qualification

The successful candidate should have the following qualifications:

- Graduate degree or equivalent qualification in human rights, social work, international development, political science and relevant areas. Other academic qualifications in monitoring and evaluation, research will be an advantage.
- Strong experience, knowledge and understanding of refugee issues, especially in urban context, internally displaced persons or humanitarian work.
- Demonstrated experience in conducting evaluation of refugee programs and humanitarian projects.
- Knowledge and experience of Thailand and the region will be an asset.
- Language skills in any of the refugee population in Bangkok will be an advantage.

The successful candidate must be able to:

- Legally stay in Thailand for the duration of the consultancy
- Provide equipment (laptop) and additional materials for the evaluation
- Sign the JRS Code of Conduct and confidentiality agreement

JRS will provide logistical support, assistance in interview appointment and interpreter services, among other things. Any special requests or requirements must be stated by the candidate during the application.

6. Sending an application

All applications must be sent to the address hr@jrs.or.th and programme@jrs.or.th with all the documents below by **20 August 2018, 1700**(Bangkok time). Incomplete applications or applications sent to another email will not be considered.

- CV/Resume
- Sample of evaluation report
- One-page description of evaluation plan and methodology
- Professional fee (USD/day) quote

ANNEX I PROJECT DESCRIPTION

The overall objective of the program is for vulnerable asylum-seeking families and individuals in Bangkok to have improved protection and well-being. By December 2018, 2,500 refugees and asylum seekers should have been received by the program. In addition, 300 very vulnerable individuals will have been incorporated into the URP ongoing case load. Furthermore, 700 individuals should have received emergency assistance e.g. medical, food, transportation and financial needs with an 80% level of satisfaction based on assessment from surveys. Regarding the mental health needs of clients, 500 individuals should have received counselling services and up to 350 should have received psychosocial outreach assistance through community and home visits. In addition to this, JRS maintains a focus on advocacy efforts with at least 3 publications highlighting the struggles of urban refugees to be published within the program funding period.

Based on the above objectives it can be summarised the key activities of the program are improved access to health care, housing, food and other essential life needs. Additionally, improving and maintaining the mental health of clients through the psychosocial activities and outreach and maintaining a focus on advocating for the rights of the individuals served are the other key areas of the program. Currently there are 13 staff consisting of a project director, 5 case workers, 2 psychosocial counsellors and 1 administrative assistant. The program has 4 volunteer staff with 2 working in the reception unit and 2 psychosocial community assistants.

ANNEX II EVALUATION QUESTIONS

Relevance: A project is deemed to be relevant when the project work is in line with local needs and priorities. An analysis will focus on the appropriateness and relevance of the project design in relation to the identified needs or problems at two points of time: when the project was designed, and at the time of evaluation. The evaluation will also include identification of real needs or problems, correct beneficiaries, and how well the project's initial design addressed them. The evaluation does not analyse the relevance of the project in global and regional terms. The evaluation should take into account the following specific questions:

- *To what extent are the problems identified in the proposal still applicable? To what extent have the assumptions in the proposal been valid?*
- *How did JRS adapt to socio-cultural, economic and political developments in Bangkok during the project period? What do these changes mean regarding future focus and need for innovation in JRS program and strategy?*
- *How well does JRS identify the specific needs of the targeted community, including gender aspects and to what extent have they been addressed?*
- *Were the most relevant actors in the field of refugee issues approached and involved by the project?*
- *What lessons can be learned and what recommendation could be generated?*

Effectiveness: An effective project achieves its purpose defined together with stakeholders and meets its stated intervention objectives. Or if results indicate that the stated outcomes can be expected. The evaluation should consider the following specific questions:

- *How does the project contribute to the promotion of refugees and asylum seekers' wellbeing and protection taking into account the gender dimension?*
- *To what extent were the objectives achieved and/or likely to be achieved? Were they appropriate indicators for the achievement of project objectives?*
- *To what extent are the program design and methodologies adequate to achieve the intended objectives?*
- *What lessons learned and recommendations could be generated from the project strategy and approach, in relation to the achievement of the objectives?*
- *What were the major factors influencing the achievement or non-achievement of the objectives?*
- *Are there any unforeseen impacts, whether positive or negative? How did JRS deal with negative outcomes?*

- *To what extent are the staff capacities adequate to manage issues at the implementation and management level and to achieve project objectives?*

Efficiency: The efficiency of a project is measured based on the ratio of outputs to inputs. Above all, it is important to determine whether similar outputs could have been achieved with other approaches requiring fewer inputs. An audit was not part of this evaluation. The evaluation should take into account the following specific questions:

- *Has the project been implemented in an economically justifiable way under the given circumstances?*
- *How well does JRS manage the available resources (human, financial, time) to implement the project and to attain quality results?*
- *Which are the challenges for the PME system (planning, monitoring and evaluation) and how can it be reliable and flexible to a changing context at the same time?*
- *Are there any alternatives for achieving the same results with less inputs and/or funds?*
- *Is financial spending in line with the plan? What is the reason for deviation of budget expense and is it appropriate and justifiable?*

Impact: The impact of an intervention refers to the positive and negative changes caused by the project, directly or indirectly, intended or unintended. The evaluation should take into account the following specific questions:

- *How does the project create opportunities for the refugees and asylum seekers to become empowered and resilient given their limited living and legal situation in Thailand?*
- *How does the project contribute to wider practices and involvement of networks and civil society organisations in addressing refugee rights and protection issues in Thailand?*
- *What are the effects of Lobby and Advocacy work?*
- *What examples for good practices can be found? What are the main factors of success?*
- *To what extent has the project empowered the urban refugees (e.g. women groups, communities, groups with specific needs)? Empowerment can be measured through an increase in: knowledge and skills of the community on self-reliance; ability of the people served and/or JRS partner to map out and carry out their plans; access to basic need, emergency response, education of the urban refugees*

Sustainability: This is defined as the likelihood of the effects to continue after the intervention ends. The criterion of *sustainability* must be differentiated like the *impact* criterion: The humanitarian part of JRS' work cannot be sustainable because refugees and asylum seekers without any resources will not be sustainable. And financial as well as emergency support for those most in need is per se not sustainable. Even if sustainability cannot be achieved, any humanitarian intervention should take into account more long-term developments without unnecessarily complicating them. The following specific questions can be considered:

- *To what extent are the positive impacts, achievements, or changes resulting from the programme likely to continue without further support of JRS?*
- *To what extent are the criteria used to end services appropriate to ensure continuity of positive impacts at individual and project levels?*
- *What lesson learned could be generated from project's counselling and casework planning towards exiting assistance?*
- *To what extent has JRS been able to develop local structures and capacities? Is there a suitable knowledge management system in place that helps to maintain stability in the organisation, even in times of frequent staff changes?*
- *What are the main factors that influenced the sustainability of the project, both in positive and negative way?*