

TERMS OF REFERENCE (ToR) Gender Analysis and Action Plan

 Federal Ministry
Republic of Austria
Social Affairs, Health, Care
and Consumer Protection

A) Consultancy Information

Project title:	Community Advocacy and Resilient Mobile Care Services (C.A.R.E.S.)
Project Number:	Caritas Austria: 2409101 BMSGPK: 2024-0.452.689
Country:	Bosnia and Herzegovina, Kosovo, and Ukraine
Partner organizations:	Caritas Austria, Caritas Banja Luka, Caritas Kosovo, Mother Theresa Society (MTS); Caritas Ukraine
Tentative timeframe of assignment:	March – July 2025
Closing date:	March 27, 2025

B) Background and Rationale

Project Information

Caritas Austria and its partner organisations in BiH (Caritas Banja Luka), in Kosovo (Caritas Kosovo, Mother Theresa Society) and Ukraine (Caritas Ukraine) are implementing the CARES project Community Advocacy and Resilient Mobile Care Services, funded by the Federal Ministry Republic of Austria, Social Affairs, Health, Care and Consumer Protection and Caritas Austria. The C.A.R.E.S. project operates in three countries deeply affected by historical, socio-political, and economic challenges that intersect with global crises, including war, migration, and economic instability. Each country presents distinct contexts that influence gender dynamics, particularly in caregiving roles, the health sector, and access to essential services.

The project interventions aim at:

Improving Health and Well-being:

- Delivering professional, gender-sensitive mobile care services and psychosocial support to address the specific needs of older women and men, people with disabilities, and other vulnerable groups.
- Enhancing the overall quality of life and well-being of disadvantaged populations through tailored interventions

Capacity Building and Training:

- Providing gender-specific training to relevant stakeholders in the care sector, including professional care workers, informal caregivers, and community representatives.
- Topics include dementia care, addressing violence in caregiving settings, and handling medical emergencies at home, with an emphasis on promoting equitable care practices.

Advocacy and Policy Change:

- Strengthening mobile care services through socio-political and advocacy work, engaging with key interest groups, and influencing legislative frameworks.

- Promoting systemic changes to improve public funding, quality standards, and inclusivity in care services

C) Objectives of the Gender Analysis

The primary objective of this gender analysis is to provide a comprehensive understanding of gender specific needs and disparities in mobile care services in BiH, Kosovo and Ukraine, with a focus on elderly women, men, persons with disabilities and ethnic minorities.

This will serve as a basis for integrating gender responsive adaptations in the project, and for advocacy and capacity building plans. Therefore, it helps to tailor interventions to meet gender specific needs of beneficiaries and also staff, ultimately improving health outcomes and social well-being. The analysis aims to:

- Identify gender specific needs, inequalities, and barriers to accessing mobile care services.
- Understand the main socio-cultural norms and systemic factors shaping caregiving roles.
- Assess the impact of the war on caregiving responsibilities and gender dynamics in Ukraine.
- Provide policy and programmatic recommendations to strengthen gender-sensitive mobile care services.
- Develop a Gender Action Plan including capacity building recommendations to guide the implementation of gender-responsive interventions, both on the beneficiary / care provision level as well as in advocacy.

D) Scope of Work

The gender analysis will focus on three levels in the three project countries BiH, Kosovo and Ukraine: national, community, and individual. It will cover the following areas:

a) Gender Equality and Mobile Care Services

- Statistical overview of gender disparities in access to mobile homecare and social services, including financial, mobility, and societal constraints (such as migration) as well as regional differences in provision of home care (rural in comparison to urban)
- The role of caregiving in conflict-affected populations, including veterans and war-affected families especially in Ukraine. Physical and psychological needs of beneficiaries of both genders, and influence of male mobilisation on caregivers.
- Impact of caregiving responsibilities on women's economic participation and decision-making power.

b) Legislative and Policy Environment

- Review of national policies on healthcare, with a focus on mobile home care, and social protection from a gender perspective.
- Identification of discriminatory laws and gaps in policy implementation.

- Mapping of key stakeholders, including government agencies, NGOs, and international organizations working on gender and healthcare and mobile home care.

c) Socio-Cultural Influences on Gender and Caregiving

- Barriers preventing men's participation in professional and private care provisions well as factors and incentives promoting their participation.
- Differences in access to care as well as care needs of minority populations / marginalized groups
- Staff perceptions of gender-sensitive care and implications for project design.

d) Safety and Protection in Caregiving Settings

- Analysis of gender-based violence risks within caregiving contexts.
- Protection measures for caregivers and recipients of mobile care services.
- Strategies for improving workplace safety and mental well-being of caregivers.

e) Recommendations and Gender Action Plan

- Strategies to ensure gender-sensitive mobile care services.
- Policy recommendations to address gender disparities in caregiving.
- Advocacy strategies to promote equitable caregiving roles.
- Implementation roadmap for a Gender Action Plan, including capacity-building activities.

E) Methodology and Approach

The consultant will use a mixed-methods approach, including:

- **Desk Review:** Analysis of existing literature, policies, and program reports.
- **Key Informant Interviews (KIIs):** Mapping of key informants covering a wide range of stakeholders (e.g. government, CSOs, academic institutions, private sector, caregivers in capital and/or provinces) and interviews with them. On site for BiH and if possible Kosovo, online for Ukraine.
- **Focus Group Discussions (FGDs):** Conversations with beneficiaries, including older persons, persons with disability and caregivers. On site for BiH and if possible Kosovo, online for Ukraine.
- **Validation Workshop:** Presentation of preliminary findings to key stakeholders for feedback.

F) Deliverables

All deliverables have to be written in English.

1. **Inception Report** – Outline of methodology, data collection tools, and work plan.
2. **Draft Gender Analysis Report** – Comprehensive report including findings, analysis, and initial recommendations, to be reviewed and commented by Caritas.
3. **Final Gender Analysis Report** – Incorporating stakeholder feedback and providing actionable recommendations.

4. **Gender Action Plan** – Roadmap for integrating gender-sensitive approaches in mobile care services on all 3 levels: care, capacity building and advocacy.
5. **Capacity-Building** – Suggest training content and materials and make recommendations to project partners and stakeholders.
6. **Final Presentation** – Workshop to disseminate findings and discuss implementation

Timeline and Work Plan

The duration of the assignment will be from February 2025 until July 2025 with an estimated work load of approximately **20 – 30 days** (to be outlined in the offer).

Phases/ Timeline	Timeline	Actions
Procurement Phase	March 13-27	- Publication of ToR Submission of proposals by applicants
	March 27-30	- Assessment of proposals and selection by Caritas - Contracting
Preparatory Phase	April 01-27	- Kick-off meeting - Desk review of existing project documents and data - Submission of inception report
Research/Field Phase	April 28 – June 07	- Field research and data collection
Report Writing, Feedback Phase, Preparatory Phase for Training	June 09-28	- Preparation and submission of draft report - Feedback by Caritas - Incorporation of feedback - Submission of final report
Closing Phase	June 30 – July 4	- Online presentation workshop on findings by consultant, including gender action plan and training suggestions for future gender-responsive programming

G) Data Ownership and Confidentiality

Ethical standards & quality: All consultants for Caritas, should maintain high standards on ethical issues, respect and apply basic human and social rights. Caritas reserves the right to reject quotations provided by applicants not meeting these standards. Caritas shall ensure that the gender analysis is designed and conducted to respect and protect the rights and welfare of their target communities, and to ensure that the research and analysis is technically accurate, reliable, and legitimate, useful and conducted in a transparent and impartial manner, and contributes to organizational learning and accountability.

Confidentiality of information: All documents provided to the consultant(s) and all data collected during field research (e.g. through interviews) must be treated as confidential and used solely for the purpose to facilitate analysis. Respondents shall not be identified or quoted in reports without their explicit written permission. Photo, video, and other research data that can be traced back to individual participants shall be anonymized unless agreed otherwise, in writing, with the person concerned.

Ownership of data, findings, products: Caritas retains full ownership of all data, findings, and products produced as part of this gender analysis. However, Caritas is committed to disseminating findings and contributing to debates on gender related interventions in general, and in the target countries in specific, and is principally open to suggestions by the consultant(s) on ways to jointly disseminate findings.

Support by Caritas and partners: Caritas Banja Luka in cooperation with Caritas in Austria, Caritas Ukraine, Caritas Kosova and Mother Theresa Society, will support consultant(s) in logistics where requested and facilitate field research based upon agreed methodology and approach. Relevant contacts of other stakeholders will be shared upon the consultant(s)' request. The consultant(s) will manage its/their own schedule and make appointments for interviews with external stakeholders where necessary, while keeping the relevant Caritas partner in copy. Field research in Ukraine is planned on a remote basis, in BiH on site and in Kosovo preferably on site.

Access to project data: All relevant documents including narrative proposal, reports, etc. will be provided for the consultant(s).

Safeguarding and protection: Since data collection might involve interactions with beneficiaries, the evaluator commits to safeguarding and protection policies and procedures as well as complaint handling policies and procedures that are shared and reiterated during the preparatory phase.

Distribution policy: Intended users of deliverables are all organizations working in the CARES project, as well as the wider sector. All deliverables generated through this gender analysis will be subject to approval by Caritas Austria and Caritas Banja Luka before public dissemination.

H) Qualifications and Experience

- Advanced degree in social sciences, gender studies, public health, or related fields.
- Experience in gender analysis and gender mainstreaming.
- Proven experience conducting research in humanitarian and development contexts, experience with care sector is an asset.
- Strong analytical skills and familiarity with qualitative data collection methods.
- Excellent communication and reporting skills in English (additional knowledge of BCS, Albanian and Ukrainian is an asset).

I) Ethical Considerations and Confidentiality

The consultant must adhere to ethical standards in research, ensuring confidentiality and respect for participants. Data collection must comply with informed consent procedures. Caritas retains full ownership of all data and findings.

J) Application Process

Formal requirements:

1. Signed ToRs.
2. CVs and references.
3. Technical proposal, including methodology and timeline.
4. Registration certificate in case of an applying organization (or passport of applicant if she/ he is an individual).
5. Financial proposal in KM (maximum available 29.337 KM / 15.000 EUR gross), must include all costs and be valid for 30 days starting from the submission date.
6. Sample of a previous gender analysis report (if possible).

Applications should be submitted to info@caritas-banjaluka.ba by March 24th, 2025. The selection process will be based on technical quality, experience, and cost-effectiveness.

K) Selection Criteria & Contract

Selection Criteria & Contract

Your submission will be evaluated on both quality and ability to deliver the tasks (Service Specification) as outlined in Application Template. A score will be awarded for each element of the evaluation criteria. Each of the following quality criteria has been determined and scored in accordance with its relative importance to the expected services.

Criteria	Maximum Points
Formal quality of the offer	20
Experience of the tenderer	20
Link to the ToR/technical specifications	20
Price	40
Total Score	100

In accordance with Caritas Austria's procurement rules a selection committee with qualified members from Caritas Banja Luka, Caritas Austria, Caritas Steiermark and Caritas Kärnten, will select the best offer regarding price and quality. Price and quality will be weighted with 40% (price) and 60% (quality). The successful bidder will be informed within one week after the deadline for submission of offers.

Contract

Before carrying out the Gender Consultancy, a written **contract** (based on the ToR for the Gender Consultancy) has to be signed between Caritas Banja Luka and the respective consultant(s).

The Gender Consultancy Contract will be drafted by Caritas Banja Luka.

Contacts

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Contact person: Ivana Cavrag

I hereby confirm to have read and accepted the conditions outlined in these ToRs (specifically provisions G and I) as well as the annexed exclusion criteria.

Date:

Name of applicant:

Signature: