

TERMS OF REFERENCE (TOR) FOR PROVISION OF TECHNICAL SERVICES FOR CURRICULUM ADAPTATION AND CONTENT DEVELOPMENT OF COMMUNICATIONS SOFT SKILLS COURSE FOR THE HEALTH WORKFORCE

Project: Curriculum adaptation and content development of communications soft skills course for the health workforce

Location of Assignment: Machakos, Kenya

Start Date: 11th November, 2024

1. PROJECT BACKGROUND

The Learning for Life (L4L): Building a Resilient and Responsive Health Workforce in Africa programme, which sits within the Institute of Capacity Development (ICD), is a 4-year programme implemented in partnership with the Mastercard Foundation. It will be implemented in Kenya, Senegal, and Zambia during the first phase (Sep 2023-Aug 2026). The estimated ratio of health workers per population in Africa is 11.2 workers per 10,000 people, far below the World Health Organisation (WHO) recommended ratio of 44.5. The global shortage of health workers is estimated to increase from 12 to 18 million by 2030, translating to a shortage of six million health workers. Africa also has the world's fastest-growing population, which presents governments and policymakers with opportunities and challenges to ensure sufficient livelihood opportunities for its young population. To address these challenges and accelerate the current Universal Health Coverage (UHC) gains, Amref is implementing this innovative, multi-country, multi-million dollar programme to contribute to increased and sustainable job creation within primary health care (PHC) sectors across Africa.

Despite the critical role that soft skills such as emotional intelligence, communication and cultural competency play in healthcare, significant gaps persist in the training and application of these skills among healthcare professionals in their work setting. Research indicates that while the theoretical importance of soft skills is often recognized, there exists a gap in their integration into healthcare training programs, particularly in low- and middle-income countries. Communication skills and emotional intelligence (EQ) are particularly underdeveloped, despite their fundamental importance in nurturing trust with patients and effective teamwork. With this background, Amref Health Africa sought to map out the soft skills to inform course development which will promote the employability of the nurses in both public and private sectors. This was at the ECSACONM Biennial convening held in September, 2024 that highlighted the following as priority soft skills: communication skills, problem solving skills, active listening and emotional intelligence. Therefore, Amref sought to develop at least two soft skills: communications (combined with active listening) and emotional intelligence (combined with problem solving).

The developed Communications Soft Skills course will be converted to digital learning and deployed to the target audience through the Jibu Platform, a digital learning and collaboration solution to train human resources for health. The online trainings will provide different ways for the learner to engage with the content and with each other as peers. Online discussion forums and webinars will also be used to dig deeper into specific areas of interest or needs that arise during the learning cycle. The content, methodologies and specific range of interventions will be informed and refined based on feedback from the participants themselves.

2. THE ASSIGNMENT

The overall objective of this assignment is to participate in curriculum adaptation of the communications soft skills course and develop content on the assigned topic, to meet current needs. The developed content will then be converted to digital learning content for use in building the capacity of health professionals on communication as a soft skill.

The specific objectives are to:

1. Participate in curriculum adaptation of the communications soft skills course.
2. Develop content outlines for the assigned topic.
3. Develop content on the assigned topic for the communications soft skills course.
4. Follow the standards of content development to inject creativity in the mode of delivery when developing the content, including various content formats.
5. Share constructive feedback during plenary sessions towards the end goal of the communications soft skills course.
6. Finalize and submit electronic copies of the outlines and content to Amref Health Africa according to expected timelines and specification.

3. SCOPE AND DELIVERABLES

The assignment will take a total of 5 working days. You will be required to undertake one of the topics as outlined in the following table.

Table 1: Communications Soft Skills Course Topics

Communications Soft Skills Course for Health Professionals	
Topic	Content
One	Verbal/Non-verbal communication (tonal variation, body language among others)
Two	Written communication skills (short and longform writing, email and online etiquette, resume, job application)
Three	Public speaking and Storytelling skills (Dynamism - Humour, presentation, idea pitching)
Four	Listening skills (active listening, empathy)
Five	Negotiation and problem solving skills

NB: This is based on the skills mapping exercise and might change slightly during the curriculum adaptation workshop.

Expected Deliverables

The Subject Matter expert is expected to provide the following at the end of the workshop:

1. Content on the assigned topic for the communications soft skill course.
2. Content outline for the assigned topic.
3. Consultancy report including recommendations together with an invoice for processing (based on Amref templates).

4. AMREF HEALTH AFRICA SAFEGUARDING POLICY

All organisations are required to adopt their own safeguarding policy that reflects the guidelines contained herein as minimum requirements. For the purpose of this Engagement

Letter, safeguarding means protecting people, including children and at risk adults, from harm that arises from coming into contact with our staff or programmes. We will protect them using a framework based on the three pillars of Prevention, Reporting, and Response:

1. Proactively identifying, preventing and guarding against all risks of harm, exploitation and abuse, beginning with raising awareness of these issues as a first step in prevention
2. Establishing and promoting effective systems for reporting potential harm or abuse, which are survivor centred, and also protect those accused until proven guilty; and
3. Respond appropriately and learning where risks occur.
4. This definition draws on our values (Integrity, Quality and Ubuntu) and principles, which shape our culture. Safeguarding puts beneficiaries and affected persons at the centre of all we do.

All Amref clients, consultants, representatives and partner organisations must be aware of and adhere to this policy. In addition to complying with the policy all representatives must sign and will be held accountable to the Safeguarding policy. *(A copy of the Amref Health Africa Partners safeguarding guidelines for your reading, understanding and use is available upon request).*

5. SAFEKEEPING AND NON-DISCLOSURE

1. The consultant is expected to safeguard any materials given to them and ensure their safe return to Amref Health Africa.
2. The consultant is also expected to adhere to the Amref Health Africa's non-disclosure policy.

6. FEES AND EXPENSES

The financial implication is an honorarium of **five hundred dollars (\$500) with statutory deductions** spread out as follows:

- Two hundred dollars (\$200) for the curriculum adaptation workshop.
- Three hundred dollars (\$300) for the content development workshop.

The fee will be paid as per the organizational policy as indicated on the LPO to be issued, within the period stipulated in the LPO, once the terms of reference set out above are met and an invoice and consultancy report submitted to Amref Health Africa.

Amref Health Africa will meet the workshop costs (travel, conference, allowances and accommodation expenses) based on Amref rates.

7. TERMS OF AGREEMENT

This Terms of Reference (ToR) will become effective upon signature by the last party signing and is expected to commence on **11th November, 2024** and estimated to terminate on **15th November, 2024** (or such actual date on which the last day of services are rendered), whichever occurs the latter. Should parties decide to extend the duration of the services, they shall do so via a Change Request signed by both Parties.

If you are in agreement with the ToR, please sign below and return to Amref Health Africa. We will then return a countersigned copy to you.

On behalf of Amref Health Africa

Signed: _____

Signed: Hezron Ochiel

Print name: Willie Ngumi

Print name: Hezron Ochiel

**Title: Deputy Digital Learning
Director**

Title: Subject Matter Expert

Date: _____

Date: _____