

TERMS OF REFERENCE (TOR):
Part-time Case Management Consultant
PADF Trinidad and Tobago
Project: Core Care First

Operational Context

The Pan American Development Foundation (PADF), an affiliate of the Organization of American States (OAS), is a hemispheric organization which saves lives, promotes economic growth, and advances security and rule of law. Through partnerships and innovation, we enable people across the Americas to prosper with dignity and respect, creating opportunities for all. For over 63 years, PADF has worked where help is needed most – from cities to remote communities – creating impact at both local and national levels. We operate in 33 countries across the Americas, with our Headquarters in Washington, D.C. and offices in 13 countries, including Trinidad and Tobago.

In Trinidad, PADF is implementing a project to provide **legal support, healthcare access, psychosocial care, and self-development services** to approximately 25 women and girls facing critical protection risks and vulnerabilities including adolescent girls in residential care, young single mothers, and women affected by gender-based violence.

Within this framework, PADF requires a qualified part-time Case Management Consultant to support program implementation, specifically providing direct assistance, case management, and coordination with local organizations and agencies. The part-time consultant will operate within PADF's humanitarian principles, maintaining high ethical standards and cultural sensitivity when working with vulnerable populations.

This temporary, part-time position is for a limited short-term basis, not to exceed 4 months during the course of the contract. The position will involve in-person and on site work.

Purpose of the Consultancy

The purpose of this short-term consultancy is to engage a qualified professional to deliver case management services in support of PADF's humanitarian programming in Trinidad and Tobago. The short-term consultant will contribute to program objectives by providing client-facing assistance, conducting outreach, and supporting administrative and coordination tasks that ensure effective delivery of services.

The consultancy is not an employment relationship and will not establish subordination. The consultant will maintain control over the organization of their work to meet deliverables, while following agreed guidance and instructions from PADF's **Program Manager (Giselle Mendez)** and **Director (Hannah Katwaroo)** regarding program priorities, compliance requirements, and coordination needs.

Responsibilities

The short-term consultant will be responsible for the following tasks during the consultancy period:

1. **Case Management & Client Support**

- Conduct needs assessments and provide case management, coaching, and referrals.
- Maintain accurate, confidential records of all cases in accordance with PADF protocols.
- 2. **Community Outreach & Coordination**
 - Coordinate with local authorities, service delivery vendors, and partner organizations.
- 3. **Program Implementation Support**
 - Assist in implementing and monitoring project activities and events.
- 4. **Documentation & Compliance**
 - Maintain complete and current program documentation, including beneficiary data disaggregated by gender, age, and other relevant indicators.
 - Ensure compliance with PADF policies, donor requirements, and ethical standards.

Preferred Qualifications

- Bachelor's degree in Social Work or related field.
- At least 2 years of relevant experience in social services, humanitarian assistance, development programming, or related areas.
- Direct experience working with women and girls facing critical protection risks and vulnerabilities including adolescent girls in residential care, young single mothers, and women affected by gender-based violence
- Training and certification in Safeguarding, Child Protection, and Prevention of Sexual Exploitation and Abuse (PSEA)
- Strong project coordination, interpersonal skills and ability to work effectively with vulnerable groups

Competencies

- **Cultural Competence** – Ability to work effectively, respectfully, and sensitively with vulnerable groups and marginalized communities.
- **Safeguarding** – Understanding of safeguarding and child protection principles and ability to recognize, prevent and appropriately respond to safeguarding concerns involving vulnerable individuals.
- **Trauma Informed Care** – Ability to engage with beneficiaries in a safe, respectful and supportive manner that recognizes the impact of trauma and avoid re-traumatization.
- **Empathy and Compassion** – Demonstrates genuine concern for the well-being of beneficiaries.
- **Adaptability** – Capable of adjusting approach to meet the needs of fast-changing program contexts.
- **Organizational Skills** – Strong time management, prioritization, and documentation skills.
- **Teamwork and Collaboration** – Works cooperatively with PADF team members and external stakeholders.

Period of Consultancy

The consultancy will run from approximately **February 9, 2026, to June 5, 2026**. The consultant is expected to organize their time to comply with the responsibilities within this period.

Value of Consultancy and Form of Payment

- Payments will be made **monthly** upon submission and approval of hours worked during that month.
- No additional benefits, allowances, or overtime payments are included.
- Payments will be made via bank transfer to the account designated by the consultant.

Reporting and Coordination

The consultant will coordinate closely with PADF's **Program Manager, Giselle Mendez**, and **Director, Hannah Katwaroo**, who will provide instructions regarding programmatic priorities, expected outputs, and reporting formats. The consultancy is results-based; the consultant will maintain autonomy in organizing their work to achieve agreed objectives while following PADF's operational and compliance requirements.

9. Confidentiality

The consultant will maintain strict confidentiality of all beneficiary information and program documentation and will comply with PADF's safeguarding and data protection policies.

10. Application process

To apply please email your CV and cover letter to operations-TTO@padf.org by Wednesday, February 4, 2026, along with copies of all education and training certificates.

11. Terms and Conditions

Resulting Award

This TOR does not obligate PADF to execute a contract, nor does it commit PADF to pay any costs incurred in the preparation or submission of the proposals. Furthermore, PADF reserves the right to reject any and all offers, if such action is considered to be in the best interest of PADF. PADF will, in its sole discretion, select the winning proposal and is not obligated to share individual evaluation results.

Confidentiality

All proprietary information provided by the bidder shall be treated as confidential and will not be shared with potential or actual applicants during the solicitation process. This includes but is not limited to price quotations, cost proposals and technical proposals. PADF's evaluation results are confidential.