



TERMS OF REFERENCE

Consultancy services to deliver on-site coaching for integrating rehabilitation into existing services at Kon Tum Social Work Center

1. BACKGROUND

The International Center (formerly known as Vietnam Veterans of America Foundation -VVAFA) is a humanitarian organization that has addressed the consequences of war through advocacy and service programs in Vietnam for the last three decades. As a co-founder of the International Campaign to Ban Landmines, IC-VVAFA was awarded the Nobel Peace Prize in 1997. The International Center (IC) now focuses on disability support, landmine removal, and mental health programs.

Under the financial support of the United States Government for the Program of Enhancing the Quality of Life of Persons with Disabilities in heavily sprayed with Agent Orange provinces of Gia Lai and Quang Ngai (Inclusion 2b), as a sub-implementing partner, IC is responsible for implementing the Objective One of the project which is to expand the rehabilitation services to contribute to the Goal that to improve the quality of life of persons with disabilities in provinces heavily sprayed with Agent Orange, namely Gia Lai and Quang Ngai.

Three expected results include:

- Ensured accessibility and quality of multi-disciplinary rehabilitation services
- Improved rehabilitation system for the provinces
- Improved Governance of the rehabilitation service system

To achieve the abovementioned objectives, a wide range of activities will be implemented in the two project provinces and at the central level. In Quang Ngai, Kon Tum Social Work Center provides health care, daily care, special education, skills development and social work services residential care and support to different groups of social protection beneficiaries, including persons with disabilities, children with disabilities, older persons and children in difficult circumstances. However, staff require further practical support to identify functional needs, provide simple rehabilitation-related assistance under professional guidance, integrate functional goals into existing services, and consistently document and review individual progress. IC therefore seeks a qualified consultant team to design and deliver structured on-site coaching and follow-up support.

2. DUTY STATION

- Duty Station: Quang Ngai provinces.
- Duration of Assignment: from 15 August to 30 October 2026.

3. SCOPE OF WORK AND DELIVERABLES

The qualified individuals/ firms will carry out the following services:

- **Scope of work:**
 - Adapt and introduce a concise set of case documentation and progress-monitoring tools for the pilot cases.
 - Support staff to integrate functional goals into daily care, health support, education, skills development, communication and social work activities through coaching on site and follow up
 - Strengthen case coordination, progress review, referral and information-sharing among the Center, IC and collaborating rehabilitation service providers.

- **Deliverables:**

1. A detailed workplan	Proposed schedule and methodology
2. Finalized documentation package	Maximum four Vietnamese tools, completion guidance and confidentiality/storage instructions.
3. Pilot case plans and baseline records	Completed or updated case summaries and individual support plans for 6–10 pilot cases; baseline staff competency record.
4. Four on-site coaching rounds	Session plans, practical materials and follow-up actions.
5. Coaching round reports	Concise report after each round, including work completed, staff practice observed, case-specific issues, agreed actions and support required.

4. SPECIFIC REQUIREMENTS

Qualifications and Experience Required:

The consulting team should have:

- Recognized professional qualification in physical therapy, occupational therapy, in speech therapy, rehabilitation nursing, special education or inclusive education, social work, case management or a related field.
- Experience coaching non-specialist staff or caregivers in safe, role-appropriate support.

- Experience working with children or adults with diverse support needs. Experience working with social work centers, residential care facilities, health facilities or special/inclusive education settings in Viet Nam is strongly preferred.

5. TRAVEL AND FINANCES

Travel costs will be provided or reimbursed to the consultant, and per diem allowances will be provided or reimbursed for days traveled.

6. SUPERVISION AND PERFORMANCE EVALUATION

The consultants will work under the direct supervision and evaluation of Project Chief of Party.

7. EVALUATION CRITERIA:

Consultants are selected based on:

- Relevant qualifications and experience
- Technical proposal (if required): Appropriate and adequate to requirements
- Financial proposal: reasonable and relevant to expertise.

8. APPLICATION REQUIREMENTS:

Individual(s)/firms interested in this mission are invited to submit your applications, either by email (to icvietnam@theintlcenter.org) or by post (to The International Center, Room 103, B3 Building, Van Phuc Diplomatic Compound, 298 Kim Ma, Ngoc Ha, Hanoi, Vietnam).

Please state "Application for the" in the subject line or on the envelope. The shortlisted candidates will be contacted. Applications should include:

- Technical and financial proposal
- CVs demonstrating relevant capacity and experience

Deadline for submission: 10 August 2026.