Terms of Reference: consultancy in support of mHealth project implementations related to maternal and reproductive health – Implementation science and joint learning manager.

Background
The UN EWEC IWG Catalytic mHealth Scale-up Grant Program is a joint effort between the mHealth Alliance and WHO that began June 2012. Through this initiative, approximately ten reproductive, maternal or child mHealth projects per year over three years are provided with a financial grant (mHealth Alliance), and technical assistance (from WHO) in support of their efforts to move from pilot projects to scaled and sustainable solutions. Documentation of best practices and lessons learned, along with capacity building tools, are created and disseminated to relevant stakeholders and made available to the larger community of mHealth implementers.

The World Health Organization provides technical assistance that complements project efforts to scale-up. This is focused on working with projects to identify barriers to scale, and determining technical solutions to help them overcome obstacles and accelerate their scale-up. Additionally, WHO and partners contribute technical solutions that aim to strengthen implementation research efforts to better align evidence generation with the needs of different stakeholders who are in a position to support the scale-up and sustainability of the project.

A common approach is being implemented across the projects, which includes joint learning efforts, personalized technical support dependent on project evaluation needs, and – where applicable – use of common research tools, metrics, and mechanisms to facilitate joint learning and comparisons where possible. Documentation of best practices and lessons learned, along with capacity building tools, are created and disseminated to relevant stakeholders and made available to the larger community of mHealth implementers.

Yearly, the cohort of 8-10 project grantees collaborate in regional workshops, and through virtual communities of practice. Workshops focus on identifying barriers to scale-up and overcoming technical challenges, and also foster joint learning and problem solving between the projects. Through the workshops, thematic meetings, and community of practice, there is a focus on using various approaches to facilitate and encourage learning within and between projects.

Scope of Work:
The two areas of focus in this consultancy are: 1) to provide support and technical assistance to IWG grantee projects that are moving from pilot to scaled-up deployments, and 2) to coordinate and promote shared learning across projects.

**Area 1** focuses on engaging with individual mHealth grantee projects to understand and document their project-specific needs with regards to scale-up. As their needs are understood and documented, it will be necessary to respond to those needs by connecting grantee projects with relevant technical experts specific to the areas of need; ensuring that such experts are provided with appropriate guidance and, where relevant, contracts that enable them to deliver assistance within and across projects. Workshops which bring together two or more projects can also be employed to ensure such projects are able to gain needed assistance to overcome technical, financial, research, implementation, or partnership-development challenges.

Focus will also be on the development of implementation and monitoring tools that support projects through the scale-up process. This area of work will require: timely communication with projects; identification of, and engagement with appropriate domain experts; identification and facilitation of the development of necessary contracts; and other forms of assistance that are in support of projects achieving scale.

**Area 2** focuses on: providing projects assistance to sustain and expand their programs so that grantees see a clear benefit to the grant experience beyond financial assistance. Additionally, as part of a team liaising with the greater mHealth community, there will be a focus on the creation and implementation of tools and documents that facilitate learning within IWG projects, and the consolidation of this learning in formats appropriate for the broader mHealth community.

**Activities/ Responsibilities:**
- Determine which scale-up phase each grantee project is at, in order to assess phase-specific technical needs;
- Conduct interviews via telephone, Skype or email with mHealth projects partners to assess their progress on the scale up process, and systematically document challenges faced, decisions made, opportunities encountered, relevant experiences, and areas for which they could use assistance;
- Where relevant, coordinate regional workshops for projects to jointly problem solve, and develop approaches to gain needed assistance to overcome challenges to achieving scale;
- Help to identify technical experts with expertise in the areas of need expressed by the grantees;
- Match the technical areas where grantees are in need of support with technical experts for those areas of need, and contribute to contract development;
- Assist in the team’s ability to provide timely responses to grantees regarding information and technical needs;
• Identify additional strategies for joint learning and sharing, and implement these, as suitable;
• Assist grantees in their documentation of their process of scaling up, jointly developing narratives around decisions, challenges, lessons learned, and project experiences that can be adapted for lessons-learned documentation; and
• Any other work determined to be relevant and important to the IWG mHealth grantee project focused on scale up.

Deliverables:
• Draft documents that summarize discussions, consensus, and action areas arising from grantee workshops, thematic meetings and through communication with projects.
• Implement tools that enable projects to identify where they are in the scale up process, technical needs and research questions that are reflective of the stage, and the relevant resources and guidance for each step in the process, including specific examples and case studies to illustrate lessons learned and challenges overcome in the process;
• Develop and implement tools for projects to regularly document project process, decisions made, challenges encountered and overcome, valuable scale-up experiences, and other topics relevant to learning between IWG grantee projects;
• With projects, develop project-specific summary of the value of the mHealth intervention in addressing needs along the RMNCH continuum of care, and in contributing to achievement of the MDGs.
• Develop documents featuring examples illustrating common information needs and scenarios of analysis, by stakeholder;
• Collaborate with other staff/interns working within WHO/RHR to jointly develop tools and/or documents related to evaluation / indicators / costing / common analysis approaches that are in support of the scale-up process.

Other:
• Supervision by Dr. Garrett Mehl under the Adolescents and At-Risk Population team in the Department of Reproductive Health and Research in Geneva.
• Willingness and ability to relocate to Switzerland
• Familiarity with the field of mHealth important

Contact:
• Send CV’s to Lianne Gonsalves: gonsalvesl@who.int

Contract:
• 12 Months
• Starting in January, 2014
• P3 level consultancy