

Terms of Reference

Quality Assurance External Evaluator

Position: External Evaluator Quality Assurance of Hotlines

Reporting to: INHOPE Project Manager

Working place: Travelling to Safer Internet Centres within European Union countries

The INHOPE Organisation

[INHOPE](#) is the International Association of Internet Hotlines. INHOPE is the global umbrella organisation uniting National Internet hotlines engaged in combating online child sexual exploitation and child sexual abuse material. The mission of INHOPE is to support and enhance the work of these hotlines to strengthen the international efforts to combat child sexual abuse using a multi stakeholder approach. INHOPE coordinates a network of Internet Hotlines around the world, supporting them in responding to reports of illegal content to make the Internet safer. INHOPE was founded in 1999 and has grown to a network of 50 Hotlines in 46 countries across the globe. INHOPE's headquarters are in Amsterdam and INHOPE's Secretariat consists of a team of 15 people.

Consultancy brief

We are looking for an external evaluator for our Quality Assurance Programme. As part of the Safer Internet Centres'(SIC) programme and the Better Internet for Kids programme funded by the European Commission, we ensure ongoing support to hotlines in European Union countries. An essential element of these programmes is to ensure good quality services provided by hotlines where the public can report child sexual abuse material online. The Insafe-INHOPE Coordination Team organises joint visits of the national awareness centre, helpline and hotline together. More specifically, these meetings are composed of:

- A stakeholder roundtable session, involving all SIC Consortium members as well as strategic partners at national level.
- Discussions on operational matters, covering the awareness, youth participation, helpline and hotline strands, and the role to be played by the European Coordinators in this regard.
- A brainstorm on what the SIC ideally expects from the coordinators and how the SIC can more actively contribute to BIK activity at EU level.
- A separate hotline quality review: This review assesses hotline operations, processes, procedures and stakeholder support.

For this purpose, we are looking for an external evaluator who will conduct 6 quality assurance visits within 3 cluster national visits from January 2023 – April 2023. These visits will be conducted following the already established Quality Assurance Programme of INHOPE. All documentation will be provided by INHOPE staff. The external evaluator will also review the programme and provide overall recommendations in a final report to the organisation regarding the effectiveness and usability of the quality programme.

Responsibilities and tasks of the consultant

	Activity	Days per visit	Number of visits/ reviews	Total Expert Days (8hrs per day)
Induction				
1	Induction session and preparational reading			3
Quality Assurance visits				
2	Arranging travels and preparational communication with hotlines	0,5	3	1,5
3	Preparational reading for Quality Assurance Reviews of hotlines	0,5	6	3
4	Conducting national visit & quality assurance visit	4	3	12
5	Writing visit reports and providing evidence	1	3	3
Final report				
6	Writing final report with overall recommendations and final meeting with INHOPE staff			3
	TOTAL			25,5

Deliverables

- a. Work plan with schedule of visits
- b. Quality Assurance Reports for each of the 6 visits integrated with observations and recommendations for improvement
- c. Final report addressing improvements of hotlines' operations in general and recommendations for the improvement of INHOPE's quality assurance programme

Requirements

- In depth knowledge of quality assurance, auditing and/or monitoring and evaluation methods
- Knowledge and experience of child sexual abuse online, child online protection and/ or child rights organisations

- Understanding of network organisations
- Experience in interviewing according to set principles and standards
- Experience with consultancy assignments and timely and accurate delivery of agreed tasks

Desirable

- Law enforcement and/or hotline experience
- Experience with organisational excellence and standardisation, and its benefits

Offer

The external evaluator receives 350 € a day for each day spent on the assignment. The selected candidate(s) will also receive 50 euro per diem for each day conducting a quality assurance visit (max 4 days per visit). Persons employed by a member hotline during the phase of this consultancy cannot be selected for the role.

If you are interested to apply, please email projects@inhope.org by the latest by 11 December2022.