



**Terms of Reference (ToR)**

Voice ways of working -Mindful Inclusion  
Design and Facilitation

The Terms of Reference for design and facilitation of the Voice workshop "Voice Ways of Working: mindful inclusion"

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## 1 Voice Ways of Working – Mindful inclusion

### 1.1 Background and rationale

Voice is an innovative grant facility promoting inclusion and diversity of discriminated rightsholder groups in Mali, Niger, Nigeria, Kenya, Uganda, Tanzania, Cambodia, Laos, Indonesia and the Philippines. It aims to amplify and connect thus far unheard voices in efforts to leave no one behind and to prioritise those furthest behind first. Informed by the national context, Voice works with the following rightsholder groups:

- People with disabilities
- Lesbian, gay, bisexual, transgender, queer and intersex (LGBTQI) people
- Women facing exploitation, abuse, and violence
- Age-discriminated vulnerable groups, notably the young and the elderly
- Indigenous groups and ethnic minorities.

Voice aims to strengthen the capacity of civil society organisations representing the rightsholder groups and enable them to improve their access to resources and employment, space for their political participation and citizen engagement, and access to social services such as health and education.

Voice works two-way as an innovative grant facility. Apart from providing financial support to groups and organisations through different grant types accessible to different types of organisations, it also provides a Linking and Learning programme that will nurture learning and innovation across countries and groups.

In the long run, Voice envisions *empowered rightsholders who are able to express their views and demand their rights for responsive and inclusive societies.*

### 1.2 Timing and Overall Purpose

With the Voice programme in its third year, the Voice teams have developed deeper understanding of the conceptual and practical meaning of values and principles underpinning the programme. Teams have also intensively interacted with the rightsholders and rightsholders groups and other civil society organisations within their country's focus. Most have come across issues of (in)accessibility, (in)tolerance, (dis)respectful language by themselves or grantees, in some form or other. We are learning how to respond better to the large diversity in the Voice family and we continue with our journey of discovering what works in the way we work with whom.

The three-year extension of the Voice programme proposal introduces new, positive language and adaptive, participatory approaches which will inform the ways of working within Voice. Therefore, participants in the annual Voice reflection and planning meeting agreed to a regional capacity strengthening trajectory as a way to increase team members' skills as they guide open and participatory conversations, become better listeners, create enabling spaces, and handle uncomfortable situations and discussions, among others. Furthermore, the regional workshops are an opportunity to address issues of safeguarding, SOGIESC (Sexual Orientation, Gender Identity and Expression and Sex Characteristics), inclusive language, and issues of accessibility in information and places. Let's revive and adopt attention for ACAP in all we do: Accessibility, Communication, Attitude and Participation (see <https://oxfam.box.com/v/TowardsInclusionGuide>).

Apart from regional workshops, a series of related webinars will also be developed to maintain the momentum of internal learning and sharing across teams. Learning and reflection from the series will also feed into the other learning platforms of Voice such as the Indaba, Knowledge Exchanges, and even the annual June meeting. This series of workshops and related webinars and group discussions will increase our own understanding, sensitivity and blind spots in relation to inclusiveness, open conversations, reflections, and participation, and enhance Voice capacity to put these ways of working into practice.

The webinars participation would be provided online through a course that Voice teams need to register to and make time for and would be tied up to their own work objective of learning/development and probably be a considering factor in them attending Knowledge Exchanges, Indaba and innovation Labs related to the topics learned.

Where possible, exercises and tools will allow participants to learn by experience and test ideas and practices within the group. We will develop creative spaces to share and take our understanding further and collectively develop, improve, or update short guidelines and tips & tricks for our daily work.

#### ***Workshop objectives***

- a) To reflect on our own practice and personal bias and identify what understanding and skills team members need to develop further to be at ease with the Voice ways of working.
- b) To clarify the values and (working) principles underpinning Voice.
- c) To enhance skills on participatory and respectful conversation, listening, and negotiation (including skills for conversation-based reporting).
- d) To understand participation, inclusion, safeguarding, SOGIESC, and other topics deemed important from a rights-based perspective; To be able to identify and address barriers.
- e) To increase our knowledge on all rightsholder groups and to develop a tips and guides book/publication/report/ that can be used by all Voice team members in their day to day work and interaction with grantees. This will also serve as a knowledge base that can be used by new Voice team members and probably other NGOS working on inclusion

#### ***Who, when & where:***

Voice teams – Programme Officers (PO), Financial Officers (FO), Linking and Learning Officers (LLO), MEAL/PMEL = Monitoring and Evaluation Officers, and Voice Linking and Learning facilitators

Region	Venue	Date
East Africa	Tanzania, Zanzibar	TBD, proposed 14 – 17 October
West Africa	Mali	TBD, proposed 04 – 09 November (under discussion)
South-East Asia	Cambodia	TBD, proposed 7-11 October

### 1.3 Facilitation

A facilitation team will be contracted to design and implement the learning trajectory with the Voice team. The main task of the lead facilitator is to design the learning trajectory in a co-creative way with the regional facilitators and the Voice team. The lead facilitator will ensure timely development of the workshop programme, session outlines and materials and co-facilitate the workshops. The lead facilitator will be contracted for all workshop runs.

Another main task is to observe proceedings, responses of participants, workshop results and outputs, similarities and differences among regions, and to analyse these observations, all feeding back to the design and evaluation of the programme. A tangible output like a report should be expected from this person based on what they have observed.

Regional facilitators will also be hired to ensure familiarity of the regional contexts, profiles, and biases. Together with the lead facilitator, the regional facilitators will:

- a) Support the Voice programme team, through its working group and lead facilitator, to develop the regional capacity strengthening trajectory
- b) Co-develop detailed design of the regional workshops, and
- c) Co-facilitate the regional workshops.

Guest facilitators can be invited (based on necessity) to lead on topics requiring more specific knowledge, skills, and experience such as safeguarding and SOGIESC. The guest facilitator may be within or from outside the Voice teams. Especially in session that tackle biasness of certain groups it would be great to have someone who has lived that reality leading that session

#### ***Profile of Lead Facilitator:***

- Preferably from any of the rightsholder groups supported by Voice
- Has extensive (lived) experience on the topics to be covered
- Has extensive experience organising and facilitating similar learning trajectories
- Has extensive working experience with Civil Society Organisations and funding relationships
- Is at ease facilitating uncomfortable situations
- Fluent in English, French a great advantage
- Strong on the use of participatory, creative and process-oriented approaches

#### **1.4 Preliminary Planning [and Budget]**

The trajectory starts end of September and runs into December 2019/ March 2020. The workshops will take place in October 2019 in two regions and early November in West Africa. The workshop programme takes 4 days.

The workshop programme, materials and webinar content should be ready by 16 September. All will be translated into French.

All workshop facilitators are expected to arrive one day early to prepare together with the other facilitators.

#### **Budget:**

The maximum budget available for this consultancy is 10.000 €

## **2 Draft Workshop programme – to be developed by facilitation team**