

Terms of Reference (ToR) for Consultant: SCORE Programme Baseline Study

Background

The Strengthening Civil Society for Older People's Rights and Engagement (SCORE) programme aims to strengthen civil society organisations (CSOs) to effectively represent older people, amplify their voices, and hold duty bearers accountable on key priorities. The programme will contribute to reduced multidimensional poverty, increased protection of older people's rights, and enhanced participation of older people in civil society. The programme is structured around three outcomes:

- a) Strengthened civil society capacity: CSOs become more strategic, inclusive, and locally anchored.
- b) Stronger voice and engagement: Civil society has greater opportunities for dialogue with diverse stakeholders.
- c) Coordinated action: Older people and CSOs act as agents of change, holding duty bearers accountable.

SCORE is implemented across nine countries in Asia, Africa and EME through nine anchor organisations and networks/platforms.

1. Purpose of the Assignment

To measure the programme's effectiveness and inform future interventions, a baseline survey is required to provide quantitative and qualitative data on the situation of CSOs, older people's participation, and related programme outcomes. The purpose of this consultancy is to conduct a baseline Study to:

- Assess the current capacity, structure, and effectiveness of SCORE partners and CSOs working with older people.
- Establish baseline indicators for CSO's institutional maturity, older people's participation, rights awareness, and influence in advocacy processes.
- Identify gaps, challenges, and opportunities that will inform programme implementation and future monitoring, evaluation and learning activities.

There will be two phases of the study, the inception phase and the data collection and reporting phase.

Inception Phase: The design, methodology and analysis will be fully developed and agreed by the consultant during the inception phase and included in the inception report. Methodology must include consultations and reflection at multiple levels. HelpAge is interested in reviewing proposals from consultants which include using participatory research techniques and/or innovative methods. The evaluation of these proposals will be based on applying a mixed method approach with quantitative and qualitative techniques. The Inception Phase will identify specific areas on which the baseline will focus on.

Data collection Phase: Data will be collected from HelpAge staff, network members, partners, and other stakeholders depending on the review baseline questions. It is envisaged that the baseline study will adopt interactive and participatory approaches involving the use of mixed methods. The consultants will propose and design a suitable methodology in line with the objectives and questions. The study will be utilisation-focused, which means the consultants will facilitate the entire process with careful consideration of how all components and actions will affect the use of the baseline study.

2. Scope of Work

The consultant will be responsible for:

- a) Desk Review:
 - Review programme documents, previous assessments of partners, and relevant literature.
 - Identify existing data sources and indicators relevant to SCORE outcomes.
- b) Study Design:
 - Develop study methodology, tools, and sampling strategy for CSOs, older people and other stakeholders related to SCORE programme
 - Include quantitative and qualitative components (e.g., structured questionnaires, focus groups, key informant interviews).
- c) Data Collection:
 - Conduct remote data collection in selected locations/countries and in coordination with the CSO partners on ground
 - Ensure inclusion of older people of diverse backgrounds, genders, and with disabilities.
- d) Data Analysis:
 - Analyse collected data to generate baseline indicators aligned with SCORE outcomes.
 - Identify key trends, challenges, and opportunities for programme implementation.
- e) Reporting:
 - Prepare a comprehensive baseline report including methodology, findings, recommendations, and annexes.
 - Present preliminary findings to HelpAge staff and the partners for feedback.
 - Finalise the report incorporating feedback.

3. Deliverables

- a) Inception report including detailed methodology and data collection plan
- b) Draft study tools and questionnaires
- c) Interim report on preliminary findings
- d) Final baseline study report (including quantitative tables, qualitative analysis, and recommendations)
- e) PowerPoint presentation summarising key findings for internal use and donor reporting

4. Timeline

The consultancy is expected to be completed over 7 weeks starting October 27th, 2025.

5. Required Qualifications

The consultant will need to have the following profile:

- a) Advanced degree in social sciences, development studies, statistics, or related field.
- b) Demonstrated a minimum of 5 years of experience in designing and conducting baseline surveys, particularly focused on civil society capacity strengthening and or older populations.
- c) Strong knowledge of human rights, ageing, and inclusion issues.
- d) Proficiency in quantitative and qualitative data collection and analysis.
- e) Excellent report writing and presentation skills in English.

6. Reporting and Supervision

The consultant will report to the SCORE Programme Manager and work closely with the Monitoring, Evaluation, and Learning (MEL) team at HelpAge International.

7. Safeguarding

Everyone has a role in creating and sustaining a safe and respectful working environment, where no one comes to any harm or is maltreated. At HelpAge we take our responsibilities very seriously and will take action against wrongdoing. We will do everything we can to ensure that we do not engage people that pose a safeguarding risk and will undertake criminal record checks as required.

8. Diversity and Inclusion

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work.

We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviours across our organization and work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious beliefs, marital status, pregnancy, social status, and political beliefs.

Application Process

Interested consultants are encouraged to review the details of this TOR and submit:

- a) CV highlighting relevant experience.
- b) Technical proposal including methodology, workplan, and timeline.
- c) Financial proposal indicating daily or total consultancy fee.
- d) Examples of previous baseline Study reports or relevant work.

to Jobs@helppage.org not later than Friday, 17 October 2025.