

# Terms of Reference: Change Management Process Consultant



<b>Location:</b>	Remote, preferably North America or Haiti
<b>Duration:</b>	January 2024 – September 2024
<b>Level of Commitment:</b>	average of 6-8 hours per week, with more investment in early months, for a period of 9 months
<b>Language Requirements:</b>	English, Haitian Creole

## Context

Beyond Borders, known as Depase Fwontyè yo in Haiti, sees in Haiti the seeds for a new world where people overcome great challenges by learning to question, dream, & act together, and where families & communities thrive on foundations of trust and mutual respect. With a mission to help people build social movements for liberation in Haiti, Beyond Borders works to equip Haitians to end child slavery, to ensure quality primary education for all, to prevent violence against women and girls, and to secure sustainable livelihoods and economic justice for the most vulnerable. For more information about our work, please go to our [website](#).

In 2022 and early 2023, Beyond Borders and its Haitian counterpart, Fondasyon Depase Fwontyè yo, completed an intense organizational review and strategic reflection through an Impact & Strategic Clarity process guided by the Montreal-based consulting firm Garrow & Evoy. A new Theory of Change founded in social movement building was developed and adopted by Beyond Borders' Board of Directors.

Beyond Borders is now seeking a qualified, experienced professional to provide expert consultation to support the organization through the critical change process, using strategies that maximizes the positive impact of changes while mitigating negative consequences and resistance to change.

## I. Objective of Consultancy & General Description of Contract

The Change Management Consultant will lead the process to develop and implement change management strategies and plans that maximize stakeholder adoption and usage while minimizing resistance. They will focus on the people side of change – including changes to organization structure(s) processes, systems, job roles and responsibilities. The Consultant will play a key role in ensuring change initiatives meet objectives by facilitating the work of the Change Management Team (CMT) in achieving its goals as set out in the CMT Terms of Reference. They will work remotely in close collaboration with Beyond Borders staff in Haiti and North America.

## II. Responsibilities of Consultant

- Lead and support staff in conducting desk research on best practices related to the organization's new Theory of Change
- Lead in the development and support the implementation of detailed short-term (six to nine-months) change management work plans that are aligned with the approved two-year Action Plan that includes identifying potential risks and anticipated points of resistance
- Facilitate CMT meetings every two months, ensuring effective planning, agenda-setting, time management, and decision-making
- Support the organization and functioning of two to three working groups that meet more frequently and report to the CMT
- Periodically solicit and assess and prioritize feedback from those affected by proposed changes and synthesize for the CMT
- Support the design, delivery and management of key communications
- Support efforts to find consensus and build buy-in across the organization

- Assist with decision-making within the CMT and associated working groups and ensure that decisions and plans are synthesized into concise, clear, actionable documents
- Document important tensions/divergences and thought processes that lead to decisions in a light, user-friendly format for institutional memory
- Monitor and report on key performance indicators related to organizational change, and support the Executive Director in providing timely reporting to the Board

**Responsibilities of the Consultant related to the scope of work of the contract are as follows:**

1. Respect and adhere to Beyond Borders’ participant and staff protection policies
2. Cover medical and travel insurance arrangements and costs (as relevant)
3. Tax obligations as required by the country in which they will file income tax (Note: *Beyond Borders/Depase Fwontye yo will apply appropriate tax deductions relevant contract items for national or international consultants, for submission to Haitian tax authorities as per the requirements of Haitian law*).

**V. Consultant Profile**

- Demonstrated previous experience in guiding and supporting organizational change management
- Highly developed people and management skills
- Fluency in Haitian Creole and English
- Familiarity with non-profit organizations and social justice issues, particularly as they pertain to Haiti.
- Sensitive to others and different social norms, cultures, socio-economic living experiences
- Excellent active listening skills
- Ability to clearly articulate messages to a variety of audiences
- Consistent access to broadband internet and advanced skills with G-Suite, Zoom and other online management tools
- Resourceful and takes initiative with minimal supervision/direction, working well independently and/or in collaboration with a team
- Demonstrates attention to detail and good organizational skills

**VI. Remuneration**

Compensation commensurate with experience, to be negotiated upon successful candidate selection.

**VII. Requirement for Application**

1. Cover letter highlighting experience and past clients for similar work
2. CV
3. At least 2 professional references
4. Detailed financial quotation, separating out “consultation fees” from other elements as relevant

Interested candidates are invited to submit a complete application to [consultant@beyondborders.net](mailto:consultant@beyondborders.net) using the subject line “**Application: CMT Consultant**” no later than **3 January 2024**

*Beyond Borders is an equal opportunity organization, committed to creating a diverse and inclusive organizational culture. We encourage and welcome applications from qualified applicants including members of racialized groups, women, persons with disabilities, and persons of any sexual orientation or gender identity. Please let us know if you require an accommodation and we will work with you to ensure a barrier-free application process.*