

## HERD INTERNATIONAL TERMS OF REFERENCES

### 1. JOB IDENTIFICATION:

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|------------------------|---|--|
| <b>Job Title</b>       | : | Enumerator   |
| <b>Department</b>      | : | Research   |
| <b>Job Status</b>      | : | 2.5 Months Contract                                    |
| <b>Working hours</b>   | : | 40 hours per week                                      |
| <b>Reporting to</b>    | : | Research Officer                                       |
| <b>Job Assignment</b>  | : | HERD International central office with Phone interview |
| <b>No of Vacancy/s</b> | : | 10   |

### 2. WHO WE ARE - A BRIEF INTRODUCTION:

HERD International is a leading national agency dedicated to leveraging evidence for the enhancement of health and social development systems. Our mission is to empower individuals and strengthen communities by working collaboratively with policy practitioners, researchers, and various stakeholders. We are committed to promoting inclusivity, evidence-informed, locally tailored solutions to address critical local issues recognizing the importance of diversity and institutionalize best practices, ultimately improving the quality of life for people.

HERD International is a legally registered as a company under the Office of the Company Registrar, Ministry of Industry, Nepal. Our approach is systematic and comprehensive, involving multiple sectors through collaborative efforts. We go beyond traditional boundaries in the health and social sectors, engaging with diverse actors to enhance people's health and strengthen systems. Our multidisciplinary team embodies cultural, economic, political, and social diversity, reflecting our commitment to inclusivity. More information about HERD International can be found on our website [[www.herdint.com](http://www.herdint.com)].

### 3. JOB PURPOSE:

The People's Voice Survey aims to collect insights from individuals regarding their perceptions and experiences with the Nepalese healthcare system. This survey covers various aspects such as accessibility, affordability, quality of care, and satisfaction with healthcare services. Enumerators will conduct phone surveys as part of the People's Voice Survey and gather information from individuals about their experiences, perception, and satisfaction with the healthcare system.

### 4. MAIN RESPONSIBILITIES:

As the enumerators at HERD International, the anticipated roles and responsibilities include but are not limited to the following:

- Participate in a 3 days training session provide by the core research team.
- Conduct phone surveys following provided protocols, guidelines, and standardized questionnaires.
- Ensure the accuracy and completeness of data collected during survey interactions.
- Maintaining professionalism, empathy, and sensitivity during survey interactions to ensure participants feel comfortable and respected.
- Address participant queries or concerns with tact and diplomacy, adhering to ethical standards and confidentiality requirements.
- Document survey responses accurately and comprehensively.

- Ensure safeguarding of participants throughout data collection process, also maintain confidentiality and adherence to data protection protocols.
- Conducting health-related data collection, including surveys and assessments, using tablets as per requirements and taking notes.
- Meet designated targets for completed surveys within specified timelines.
- Provide regular progress updates to the supervisor, reporting any challenges or deviations from established protocols.
- Immediately communicate with the research team in times of confusion or any difficulties during the process of data collection.
- Should follow the norms and rules of HERD International during the contract period.
- Should strongly follow research ethics as outlined in the 'National Ethical Guidelines for Health Research in Nepal' developed by the Nepal Health Research Council (NHRC) while collecting data.

#### **5. DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY (DEIA):**

All duties will be carried out in a manner that supports and promotes absolute commitment to HERD International and its policies, including the promotion of gender equality, Social Inclusion, Diversity, Equity and Accessibility. HERD International is an equal opportunity employer committed to providing equal employment opportunities for all individuals while valuing diversity and inclusiveness. We recruit, employ, train, promote, and compensate without regard to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, medical condition, family care status, or any other basis protected by law.

#### **6. SAFEGUARDING:**

At HERD International, safeguarding is at the core of our commitment. We define safeguarding as the proactive measures we take to protect the well-being and safety of our employees, clients, and the communities we engage with. Our unwavering commitment to safeguarding ensures that all individuals, especially children and vulnerable adults, are treated with the highest level of respect and are safeguarded from any form of harm or abuse. To maintain these standards, our selection process for all successful candidates includes safeguarding-focused interviews and a comprehensive due diligence process.

#### **7. APPLICABLE POLICIES:**

All HERD International's policies and guidelines are applicable to its members of staff.

#### **8. APPEAL:**

In cases of disagreement on disciplinary action, the staff has the right to appeal through the organizational appeal system.

#### **9. MINIMUM REQUIREMENTS:**

- Bachelor's degree in health sciences, sociology, or anthropology.
- Previous experience in health research, telephone-based surveys and digitized data collection is advantageous.
- Fluency in multiple languages, with excellent Nepali language; basic understanding of Maithili preferred.

- Strong communication skills, both verbal and written.
- Encourage applications from women and individuals from diverse ethnic and geographical backgrounds.

*If you possess the necessary qualifications and competencies to excel in this role, we encourage you to apply and be part of our dedicated team. We encourage applications from women and people from diverse groups across ethnicity and geography.*