



TERMS OF REFERENCE

Job Title:	Consultant to mainstream human rights-based approach in the in-service training of social workers and other specialists in social field
Hiring Unit	UN Human Rights Office (OHCHR)
Contract type:	Individual Contract
Duration of assignment:	15 September 2021 – 20 April 2022 (up to 100 working days)
Deadline for applications:	3 September 2021

Background

The UN Human Rights Office (Office of the UN High Commissioner for Human Rights – OHCHR) represents the world's commitment to universal ideals of human dignity. It has a unique mandate from the international community to promote and protect all human rights.

The OHCHR field presence in Moldova, led by the Human Rights Adviser, assists the UN RC Office, UN Country Team in Moldova (UNCT), Government and civil society in strengthening human rights and human rights-based approach, working closely with the UN Country Team on capacity building and mainstreaming human rights in their work, as well as providing support in engagement with national actors on human rights, including advising national authorities upon request. Thematic priorities for the work of the Office are: (i) Strengthening rule of law and accountability for human rights violations; (ii) Enhancing equality and countering discrimination; (iii) Integrating human rights in sustainable development; (iv) Enhancing civic space and people's participation.

Starting from 2021 the HRA presence in Moldova jointly with UNFPA is implementing the project "Empowerment of Older Women and Women with Disabilities in Moldova" (2021-2022), implemented with the contribution of Swiss Development Cooperation (SDC) in the context of the UN Socio-Economic Response and Recovery Plan in Moldova. The main aim of the project is the empowerment and building of social resilience of older persons by fostering intergenerational dialogue with young people and improving their access to quality social services. It also aims at building the capacity of social professionals in applying a human rights-based approach in their work. As part of the OHCHR component of the project, the staff of the faculty of social assistance will be enabled to apply and transmit a human rights-based approach to and in their teaching, and trainers of the social assistance services will have an increased knowledge on human rights and human rights-based approach, which

they will integrate in their trainings. The main partners of the project are National Agency for Social Assistance and Social Work Department of the Moldova State University. Two main results are envisaged: (1) Human rights are mainstreamed in the curriculum of the faculty of social work at the state university and (2) Human Rights training package drafted (off- and on-line) for staff of the National Agency for Social Assistance (NASA), as well as for all the specialist in the field of social work, including in the field of social services delivery. Under the direct supervision of the Human Rights Adviser, in close collaboration with the Human Rights Officer and the lead Consultant to mainstream human rights-based approach to social work, the consultant will undertake a rapid assessment of the training needs of the professionals involved in the delivery of the social services including in the context of COVID-19 in cooperation with the NASA. Depending on the needs identified, the consultant will develop a training programme for staff of public social assistance services in the context of continuous training of professionals, who benefit from in-service training systematically (off- and on-line). A training of trainers will be conducted with the aim of developing a network of trainers on HRBA in social service delivery. The consultant will work in close cooperation and consultation with the representative of National Agency for Social Assistance. The incumbent will also cooperate with the consultant involved in the human rights mainstreaming in the initial training program of social workers.

Scope of Work, Duties and Responsibilities

The Consultant will work under the direct supervision of the Human Rights Adviser, in close collaboration with the Human Rights Officer and Lead consultant on mainstreaming human rights-based approach to social work. He/she will also work closely with staff of the National Agency for Social Assistance for the effective achievement of expected results.

Under the present Terms of Reference, the Consultant will:

- a. Undertake an assessment of the training needs of the professionals involved in the delivery of the social services including in the context of COVID-19 in cooperation with the National Agency for Social Assistance. Develop a report with the recommendations for further development of the training programs for mainstreaming human rights and human rights-based approach in the in-service training of the social workers and other specialists in the social services delivery. The rapid assessment will include diverse methodologies, including desk review of the relevant documents (ToRs of social workers, existent training programs), needs assessment questionnaires applied to specialists in the field, discussions and consultations with the Social Work Departments and representatives of NASA, etc.
- b. Develop a training programme and all the relevant training materials for staff of public social assistance services in the context of continuous training of professionals, who benefit from in-service training systematically (off- and on-line). The training program will be developed based on the results of the needs assessment. As NASA entertains an on-line training platform for its staff and for all the specialists in the social assistance field, including in the field of social services development and delivery, the training programme and materials will be developed for on-line and off-line training.

- c. Conduct consultation sessions/meetings (at least 2 sessions) with the representatives of National Agency for Social Assistance to ensure a participatory and consultative process of developing the concept and educational materials.
- d. Conduct a three day training of trainers (ToT) with the aim of developing a network of trainers on HRBA in social service delivery.
Note: The ToT will also serve as a basis of testing the training programme and package developed. Based on the inputs collected during the ToT, the consultant will further adapt and finalize the training programme and package.
- e. Revise and finalize the training programme and support materials based on the feedback received during the ToT.

Specific deliverables, expected workload and indicative timeframe for the above tasks are presented below:

Nr.	Deliverables expected	Expected Workload (workdays)	Indicative Timeframe
1.	Assessment of the training needs of the professionals involved in the delivery of the social services including in the context of COVID-19 in cooperation with the National Agency for Social Assistance conducted and needs assessment report developed.	20 days	October 2021
2.	Concept of the training programme developed based on the results of the needs assessment.	5 days	November 2021
3.	Meetings/sessions for planning, presentation and consultation of the need's assessment report and concept and content of the training program with NASA and specialists in the social field conducted.	10 days	April 2022
4.	Training programme and package (off-line and on-line full content of the in-service training package, including the course support, accompanying exercises and self-checks) developed in close cooperation and consultation with NASA.	40 days	beginning of February 2022
5.	The concept, agenda and educational materials for organizing the 3 days training of trainers on human rights-based	6 days	February 2022

	approach to social work developed in close cooperation and consultation with OHCHR and NASA team.		
6.	Three days training of trainers on mainstreaming human rights and human rights-based approach in social work conducted.	3 days	March 2022
7.	Training programme and support materials revised based on the feedback received during the consultation process and training	6 days	beginning April 2022
8.	Regular planning and consultation meetings with the OHCHR staff conducted and participated in.	10 days	September 2021 – April 2022

The payments under these Terms of Reference will be made in two instalments, based on the submitted time-sheet and activity report.

Competencies

- Proven commitment to the core values of the United Nations, in particular, respect for differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, sexual orientation, or other status;
- Displayed cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Accepted responsibility and accountability for the quality of the outcome of her/his decisions.

Job Knowledge/ In-depth knowledge of the subject-matter

- Excellent knowledge of international human rights standards;
- Sound knowledge of the social assistance system and work in the Republic of Moldova;
- Advanced knowledge of the national legal framework in the field of social protection, including social work.

Development and Operational Effectiveness

- Excellent communications and teamwork skills;
- Strong organizational skills;
- Ability and willingness to deploy to the field for missions
- Ability to engage with various partners and stakeholders at different levels;
- Proven performance in organizing and coordinating events or challenging inter-organizational activities;
- Ability to adapt flexibly to changing situations, overcomes obstacles and recovers quickly from set-backs;

- Proactive in seeking new and improved methods and systems for accomplishing the work of the unit;
- Ability to keep abreast of new developments in area of professional discipline and job knowledge and seeking to develop himself/herself professionally.

Required Skills and Experience

Education:

- University degree in social science, law, human rights or other relevant discipline;
- Master's degree/courses in human rights would be considered an advantage.

Experience:

- At least 7 years of professional experience at the national level in human rights work, social assistance work, sociology, as well as experience in promoting the rights of people in vulnerable situation;
- At least 7 years of experience working in the area of social assistance;
- Experience in conducting analysis and developing and providing capacity building programs for the specialists in the social field.
- Experience in working with academia is an asset.

Language Requirements:

- Fluency in Romanian language; Fluency in English would be an asset;
- Knowledge of one or more relevant minority languages, including Bulgarian, Ukrainian or Romani, as well as sign language(s), will be a strong advantage.

Diversity Clause: Applicants from under-represented groups (persons with disabilities, Roma and other ethnic, linguistic or religious minorities, persons living with HIV, refugees and other noncitizens) will be given priority in case of equal qualification. OHCHR is committed to reasonably accommodate the working environment for the persons with disabilities.

Documents to be included in the proposal

Interested persons should submit the following documents:

1. Personal CV, including experience in similar assignments and contact details of at least 3 reference persons;
2. A methodological note explaining the approach to the tasks to be accomplished;
3. Financial proposal (lump sum and fee per day in USD, including local transportation, communication and other relevant costs).

The United Nations Organization is committed to diversity and inclusion. Women, persons from vulnerable groups, such as persons with disabilities, Roma and other ethnic, linguistic or religious minorities, persons living with HIV, refugees and other noncitizens legally entitled to work in the Republic of Moldova, as well as persons from other underrepresented groups are particularly encouraged to apply.