



## Terms of Reference

### POSITIONS:

#### One Senior Non-Key Expert

- Expert for developing and implementing a new monitoring and evaluation system for community-based services for people with disabilities

#### One Junior Non-Key Expert

- Expert for developing and implementing a new monitoring and evaluation system for community-based services for people with disabilities

### 1. Overall assignment information

<b>Implementing Consortium:</b>	EPTISA in consortium with CARE
<b>Project Name:</b>	“Supporting Modernization and De-Institutionalisation of the Social Services
<b>Project:</b>	EuropeAid//139649/DH/SER/MK”
<b>Project Duration:</b>	2 <sup>nd</sup> May 2019 – 2 <sup>nd</sup> October 2021

### 2. Assignment background

The overall objective of the project is to support long-term and sustainable inclusion of persons with disabilities as equal and active citizens of their communities and the society at large, by supporting and enhancing the implementation of the new National Deinstitutionalization Strategy 2018-2027.

The purpose is to support the establishment and improve the availability of community-based social services across the country and reduce the number of children and adults with disabilities who live in long-term residential institutions for social care.

In particular it will support the development of a suitable legal and policy framework for the implementation of the Strategy, strengthen the capacity of state and non-state actors at national and local levels to implement the Strategy, particularly among the officials of the institutions of local self-government. The project will also run awareness media campaign that will be fully in line with the aims of the Strategy to raise public and professional awareness of the benefits of deinstitutionalisation and of the development of community-based services for disabled people.

The implementation of this project is expected to support the strategic approach of the Government and the actions that should be carried out during the transition from institutional care system towards a system of social care in the family and in the community with the support of the social welfare services and other state and local structures.





### 3. Detailed description of the assignment

The assignment of the Senior Non-Key Expert and the National Junior Expert shall be directly linked to the delivery of requested services for the

#### ***Project Component 1 – “Favourable and coherent legal and policy framework”***

##### ***Activity 1.4 Establish national effective monitoring and evaluation system for community-based social services defining the roles and responsibilities of different actors and reporting mechanisms and requirements***

The new Law on Social Protection has been recently adopted and the bylaws, norms and standards have to be drafted/revised within 6 months after the official announcement of the Law.

The establishment of an effective monitoring and evaluation system for community-based care providers for disabled persons is an important legal/administrative activity that will ensure the effective delivery of these services, enabling the MoLSP to understand the effectiveness of the legal and institutional arrangements and providing a tool for the adjustment of these framework conditions in order to achieve the goals of the deinstitutionalisation and community-based services strategy.

Monitoring of the services of social care is carried out by the MoLSP (inspection) and the Institute of Social Activities (professional work). The Institute of Public Health performs monitoring on mental and physical health services, and to some extent, of the services for old people.

In general, models of internal monitoring are lacking, and the models of external monitoring are not essential in their approach. The absence of systematic and effective (internal and external) structures for monitoring and assessment can be considered as one of the critical aspects.

This activity will therefore establish an effective national monitoring and evaluation system for community-based social services, defining the roles and responsibilities of the different actors and reporting mechanisms and requirements, both for public and private sector.

The selection and definition of principles, standards and indicators of quality is one of the key steps in establishing an efficient regulatory system of community-based services. Such standards must be linked to the rights and quality of life of service users, instead of focusing on technical issues. The accountability and capability of maintaining high quality service are very important.

The effective evaluation systems should include mechanisms for assurance and improvement of service quality and the results/outcomes for the users. As for all activities, consultation with stakeholders will be of importance while establishing effective monitoring and evaluation system.





## Detailed Approach

Based on the analysis carried out in activity 1.2, the experts will analyse the current situation about the monitoring and evaluation system for community-based services for people with disabilities.

The experts will produce a report as well as procedures with tools that could be transposed in rulebook and some guidance, manual etc. setting out a national monitoring and evaluation system for community based social services, defining roles and responsibilities of different actors, including the MoLSP, community service providers, social workers based at CSWs and other CSW staff, the Social Services Institute, family carers and private sector providers.

The procedures and tools should be introduced to the WB SSI Project and later on be embedded in the MIS for social services in cooperation with the WB SSI Project.

The report will also define the necessary reporting mechanisms and requirements. The report will set out appropriate benchmarks, also building partly on the results of the EuropeAid project “Promoting Social Inclusion Services” which has worked to improve the monitoring of services provided to support inclusion of persons with disabilities on the labour market, including vocational rehabilitation and personal assistance services.

## 4. Requested services and time-plan

The SNKE shall possess the expertise necessary for developing and implementing a new monitoring and evaluation system for community based social services for people with disabilities.

The Senior Non-Key Expert will be supported from a Junior Non-Key expert.

The Experts will be supported by the project team on the ground consisting of the Team Leader (TL) and support staff members. S/he will be provided with up-to-date information on the local context as well as introduction with project beneficiaries and relevant stakeholders.

For the implementation of his/her assignment, the Experts should fulfil the following tasks.

Activity	Expected Deliverables	Schedule	Working Days
<b>Activity 1.4 - Establish national effective monitoring and evaluation system for community-based social services defining the roles and responsibilities of different actors and reporting</b>	<b>Senior Non-Key Expert:</b> <ul style="list-style-type: none"> <li>Establishment of a national effective monitoring and evaluation system for community based social services defining the roles and responsibilities of</li> </ul>	July-October 2019	40 working days





Activity	Expected Deliverables	Schedule	Working Days
<b>mechanisms and requirements</b>	different actors and reporting mechanisms and requirements;  The exact format, outline and volume of the documents/deliverables are to be agreed with the TL – in conjunction with the project beneficiaries during the course of the assignment.		
	<b>Junior Non-Key Expert:</b> <ul style="list-style-type: none"> <li>To support the International Non-Key expert in all needs to produce the expected deliverables.</li> </ul> Tasks and responsibilities as well as working and time plans have to be elaborated under the responsibility of the Int. SNKE and the TL.	July-October 2019	40 working days
<b><u>TOTAL:</u></b>		<b>July – October 2019 (for both experts)</b>	<b>40 WDs for each expert</b>

### 5. Required profile of the Senior Non-Key Expert

The SNKE must have the following background/experience:

Qualifications and skills:

- A University Degree in Law or social sciences or related field, or in the absence of a university degree an equivalent professional experience of 5 (five) years above the general professional experience; MA and Ph.D. in these areas will be considered as an advantage;
- Fluency in written and spoken English language. Fluency in written and spoken Macedonian language will be considered an asset;





- Good communication and reporting skills.

General professional experience:

- Minimum 7 (seven) years in working on monitoring and evaluation systems for social services for people with disabilities

Specific professional experience:

- Minimum 2 (two) completed projects in developing and establishing monitoring and evaluation systems for community based social services related to de-institutionalization with special focus on disability issues.
- Specific experience and knowledge in international de-institutionalization policies and in developing monitoring and evaluation tools;
- Specific experience and knowledge on inclusion of disabled persons in community based social services at local level will be considered as an advantage.

## 6. Requested services and required profile of the Junior Non-Key Expert:

- He/she should support the Senior Non-Key Expert in all needs for producing the requested deliverables mentioned under item 3.

Precise tasks and responsibilities as well as working and time plans have to be elaborated under the responsibility of the SNKE and the TL.

The Junior Non-Key Expert must have the following background/experience:

Qualifications and skills:

- University Degree in social science preferably in social work/psychology.
- Fluency in written and spoken English language. Fluency in written and spoken Macedonian language will be considered an asset.
- Good communication and reporting skills.

General professional experience:

- He/she shall have knowledge about the social protection system, especially about persons with disabilities, in the beneficiary country.
- He/she should be familiar about the Strategies and Action Plans on De-institutionalization and should also have a sector knowledge about disability policies in the beneficiary country.
- Knowledge and experience in working with state and non-state social support services with focus on disability issues.

Specific professional experience:





- He/she shall have knowledge in working on monitoring and evaluation systems for social services for people with disabilities
- Experience in developing statutory frameworks in public administration, local authorities and institutions/organizations working on de-institutionalization - especially for disabled persons and community based social services

Note:

Civil servants and other staff currently employed by public administrations of the beneficiary country are not eligible to apply as experts.

Experts must be independent and free from conflicts of interest in the responsibilities defined by the Terms of Reference.

## 6.1. Working Conditions

The assignment mission is planned to start in the course of July 2019; exact date is subject to availability and negotiation with the candidates.

The Expert reports directly to the Team Leader.

The Experts will be located in Skopje, with travelling throughout the country, if deemed necessary.

## 7. REPORTING

The experts shall provide, at least 1 week before the start date of the assignment, a Mission Plan that is to be reviewed and approved by the Team Leader.

The short Mission Report with all related outputs shall be delivered to the TL for initial review and approval; related outputs shall also state observations on problems/risks encountered and recommendations for improvements/additional activities/risks mitigation actions.

