

## **Migration and Local Development Project**

### **Terms of Reference**

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Job title:	National Consultant for developing a referral system for reintegration of returned migrants
Duty Station:	Chisinau, Moldova
Section/Unit:	Migration and Local Development Project (MiDL)
Type of Contract:	Individual Contract
Starting Date:	April 01, 2016
Duration of Assignment:	36 working days [during the period April – December 2016]

### **Job Content**

#### **I. BACKGROUND**

The Government of Moldova explicitly acknowledges its commitment to link migration and development at the local level. Institutions at all government levels are becoming increasingly aware that migration is one of development factors; this is especially true for emigrees and their potential support to the home communities through local essential service improvement (water, sanitation, education, health, and social services), skill and knowledge transfer, and income generating opportunities.

Given the stringent need to further advance with the implementation of the Decentralization Strategy and embedding migration aspects into development processes, the State Chancellery together with United Nations Development Programme have designed a new Programme phase of the Joint Integrated Local Development Programme. The project is designed to support Central Public Authorities (CPAs) and LPAs to develop and implement strategic policies, methodologies and procedures related to temporary, permanent, and circular migration and link them to local development processes, which will enable further design and implementation of joint service improvement and income-generating initiatives, ensuring equal access for women, children, young people, the elderly, the disabled, and other population groups in selected localities. Moreover, the project is developed as a replicable approach with potentials for scaling up, with intensive capacity building and strengthening of national and local public authorities to better plan, manage, budget, and

implement public service management with participation of community members, including migrants.

Thus, as seen above, integrating migration into local development requires a systematic, tangible and programmatic approach. The current project is proposed on the basis of the results achieved during the implementation of 3 phases of JILDP (2007-2015), which has put a series of methodological approaches and strategic frameworks in place. It supports integrated and systematic local development planning and management, by tackling both central and local levels.

The Overall Objective of the Programme is Communities affected by migration benefit from improved essential local services, namely water and sanitation, health, social, and education services and have access to income-generating opportunities, including improved employment reintegration support for returnees.

Considering the specific local development context, current situation, and needs, the project sets two primary outcomes:

Outcome 1: The Ministry of Labor, Social Protection, and Family and the National Employment Agency have mandates, capacities, and resources to provide qualitative employment reintegration services to all returnees.

Outcome 2: Local public authorities have the capacities and resources to engage with community members, including migrants, and promote know-how transfer from abroad with a view to improving local essential services and offering opportunities for income-generating activities.

Both areas of the project emphasize the national ownership and strengthening capacities at national and local levels to enable a socio-economic environment, secure employment support, reduce disparities and inequalities, provide income generating opportunities, and ensure sustainable local development. The project intervention will apply human rights based and gender equality approaches, including community empowerment and mobilization models with migrants' engagement, and various tools for efficient service provision.

The intervention supports the implementation of national development priorities, while responding to challenges of European Union driven reform. It is built on the priorities of the Government Programme 2015-2018, the National Development Strategy Moldova 2020, the National Decentralization Strategy 2012-2015, the Strategy on Migration and Asylum, the United Partnership Framework (for 2013-2017), and Swiss Cooperation Strategy Republic of Moldova 2014-2017.

In order to ensure impact maximization and tangible results, the project intervention envisages strong synergies with BRD/IOM and NEXUS, as part of the programmatic intervention funded by Swiss Cooperation Office SDC.

## **II. SCOPE OF WORK**

The overall objective of this assignment is to design an integrated referral network system connecting all relevant stakeholders at the local level (public and civic service providers) to ensure full and efficient reintegration services of returned migrants in the Republic of Moldova. This assignment envisages the assessment of existing models of referral networks, designing a referral system of reintegration of returned migrants and capacity building of local stakeholders that shall be part of the network in applying the referral mechanism.

The *goal* of the referral system is to set up the formal cooperation framework between all relevant central and local stakeholders with the view to facilitate the reintegration of returned migrants on the labor market and the local community.

The referral system shall *ensure*:

- Functional partnership among all local stakeholders for the efficient and timely provision of services to returned migrants
- Synergy and complementarity of roles and responsibilities of stakeholders involved in the network
- Efficient communication channels among the involved stakeholders
- Accurate collection and exchange of data among the networks' stakeholders
- Cooperation among stakeholders for awareness raising and communication activities

The referral network shall *include*:

- All relevant central and local stakeholders (state institutions, information and counselling providers, civil society organizations, development partners and relevant programs, private service providers, etc.)
- All relevant reintegration services accessed by returned migrants
- Functioning collaboration mechanism, with a clear division of roles and responsibilities

More specifically, to perform this assignment, the Consultant shall perform the following tasks:

**Task 1: Identify and assess the existing referral network systems models, applied in Moldova for various target groups**

- a) Identify and assess the existing referral systems in the Republic of Moldova for public service provision for various target groups (at least two) in terms of: problem addressed, target group, stakeholders involved, public services provided, efficiency and functionality, number and level of beneficiaries' satisfaction, the legal arrangement for formalizing the referral network, etc.;
- b) Assess the national legal and normative framework applicable in each of the identified cases;
- c) Assess the respective public services provided to target groups in each of the identified referral systems;
- d) Based on the material assessed, provide a set of recommendations and lessons learned to be considered for developing a new referral system, under these terms of

references.

## **Task 2: Conceptualize and design the referral network system for reintegrating returned migrants at local level**

- a) Assess the main problems faced by migrants especially upon return (based on most recent surveys conducted with Moldovan migrants), and identify the list of services to be provided to returned migrants to best meet their (reintegration) needs;
- b) Based on identified migrants' problems and needs, map the relevant stakeholders – public authorities, civic organizations, counselling and information centers, private service providers, etc;
- c) Map the existing public services provided at local level by public and private service providers;
- d) Design the concept of the referral network system for reintegrating returned migrants at local level, in close cooperation with the MiDL, Territorial Employment Agencies (hereinafter TEA), Syslab, JISBs, NEXUS, others, etc;
- e) Develop the necessary legal instruments for formalizing the referral network at local level;
- f) Develop the guidelines for all stakeholders involved regarding the application of the referral mechanism, roles and responsibilities, related public services, etc.

## **Task 3: Assist the stakeholders in applying and using the referral network**

- a) Deliver at least two trainings for TEA focal points;
- b) Deliver presentations to all stakeholders on the referral network system and partners of MiDL;
- c) Deliver at least two coaching sessions for each 10 pilot localities on the following subjects, but not limited to:
  - applying the referral mechanism at local level, including TEA focal points and all stakeholders part of the network at local level;
  - applying user-led approaches (design thinking, service journey, etc) to identify the needs, preferences and perspectives of returned migrants regarding the reintegration service provision at local level (Note: to be performed with the methodological support of MiDL and MiLab);
  - improving reintegration services for returned migrants;
  - other subjects, based on the needs of the pilot territorial offices of the employment agency.

## **TASKS AND ESTIMATED WORKLOAD**

To ensure adequate implementation of all planned activities, MiDL/UNDP is seeking a qualified and experienced national consultant to perform the assignment during April 01, 2016 – December 30, 2016.

The assignment will require the completion of the following tasks:

Tasks & Activities	Working Days	Timeframe
<p><b>Task 1: Identify and assess the existing models of referral networks for various target groups and respective public services</b></p> <ul style="list-style-type: none"> <li>a) Identify and perform a comprehensive assessment of the existing referral systems in the Republic of Moldova for public service provision for various target groups (at least two), in terms of: problem addressed, target group, stakeholders involved, public services provided, efficiency and functionality, number and level of beneficiaries' satisfaction, the legal arrangement for formalizing the referral network, etc.</li> <li>b) Assess the national legal and normative framework applicable in each of the identified cases</li> <li>c) Assess respective public services provided to target groups in each referral system identified</li> <li>d) Based on the material assessed, provide a set of recommendations and lessons learned to be considered for developing a new referral system, under these Terms of References.</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>1. Assessment of current models of referral systems in the Republic of Moldova, including recommendations for the referral system for reintegrating returned migrants – up to 10 pages</li> </ul>	5 days	By 30 April 2016
<p><b>Task 2: Conceptualize and design the referral network system for reintegrating returned migrants at local level</b></p> <ul style="list-style-type: none"> <li>a) Asses the main problems faced by migrants especially upon return (based on most recent surveys conducted with Moldovan migrants), and identify the list of services to be provided to returned migrants to best meet their (reintegration) needs;</li> <li>b) Based on identified migrants' problems and needs map the relevant stakeholders – public authorities, civic organizations, counselling and information centers, private service providers, etc;</li> <li>c) Map the existing public services provided at local level by public and private service providers;</li> <li>d) Design the concept of the referral network system for reintegrating returned migrants al local level, in close cooperation with MiDL, Territorial Employment Agencies, Syslab, JISBs, NEXUS, others, etc;</li> <li>e) Develop the necessary legal instruments for formalizing the referral network at local level;</li> </ul>	10 working days	By 30 June 2016

Tasks & Activities	Working Days	Timeframe
<p>f) Develop the guidelines for all stakeholders involved regarding the application of the referral mechanism, roles and responsibilities, related public services, etc.</p> <p><b>Deliverables:</b></p> <ol style="list-style-type: none"> <li>1. Concept of the referral network for reintegrating returned migrants at local level developed</li> <li>2. Guidelines for all stakeholders involved regarding the mechanism of the referral network developed</li> <li>3. Legal instruments for formalizing the referral network at local level developed</li> </ol>		
<p><b>Task 3: Assist the stakeholders in applying and using the referral network</b></p> <ol style="list-style-type: none"> <li>a) Deliver at least two trainings for TEA focal points</li> <li>b) Deliver presentations to all stakeholders on the referral network system and partners of MiDL;</li> <li>c) Deliver at least two coaching sessions for each 10 pilot localities on the following subjects, but not limited to: <ul style="list-style-type: none"> <li>- applying the referral mechanism at local level, including TEA focal points and all stakeholders part of the network at local level;</li> <li>- applying user-led approaches (design thinking, service journey, etc) to identify the needs, preferences and perspectives of returned migrants regarding the reintegration service provision at local level (Note: to be performed with the methodological support of MiDL and MiLab);</li> <li>- improving reintegration services for returned migrants;</li> <li>- other subjects, based on the needs of the pilot territorial offices of the employment agency.</li> </ul> </li> </ol> <p><b>Deliverables:</b></p> <ol style="list-style-type: none"> <li>a) Training materials developed and two trainings for TEA focal points</li> <li>b) Presentations developed and at least two presentations for all stakeholders on the referral network system and MiDL partners delivered</li> <li>c) Coaching materials developed and 2 coaching sessions delivered for each of the 10 pilot TEA and all local stakeholders involved in the referral network from the respective locality (2 coaching session delivered per pilot locality)</li> </ol> <p>Note:</p>	20 working days	By October 30 2016

Tasks & Activities	Working Days	Timeframe
1) The payments shall be disbursed based on the exact number of coaching sessions for task 3 delivered after reporting. 2) The full logistical and travel cost of trainings, coaching sessions in the field and presentations shall be covered by MiDL.		
<b>Deliver a final Activity Report on all activities under these Terms of Reference</b>	1 day	30 November 2016
<b>Total Number of days</b>	36 days	

All deliverables shall be developed in Romanian and endorsed by the MiDL/UNDP Project Manager. The Consultant will work closely with the MiDL/UNDP Policy Component Manager and other relevant officers and experts.

### III. QUALIFICATIONS AND SKILLS REQUIRED

#### I. Education:

- University degree in Law, Social Sciences, Development and Migration Studies or other related areas.

#### II. Experience:

- At least 5 years of professional working experience on implementing specific migration projects particularly at local level;
- At least 5 years of professional experience in working with local public authorities and central public authorities on improving/redesigning public service provision;
- At least 3 years of experience in developing analytical reports, conducting research and providing consultancy work in the field of migration, local development, public administration, public service provision in Moldova;
- Proven experience in developing and delivering training and coaching for CPAs, LPAs, NGOs, etc.;
- Experience in designing or working on referral systems for public services at various levels;
- Experience in public policy formulation and development in the field of migration, public administration;
- Previous experience in development assistance or related work for a donor organization.

#### III. Competencies:

- Demonstrated capacity of team-orientated work, excellent planning and organizational skills;
- Strong analytical, research, communications and writing skills;
- Fluency in Romanian and Russian; English shall be considered an advantage;
- Sensitivity and respect for human rights and gender equality;

- Ability to achieve results and deadlines in a timely manner, maintaining a high standard throughout;
- Proven commitment to the core values of the United Nations, in particular, respecting differences of culture, gender, religion, ethnicity, nationality, language, age, HIV status, disability, and sexual orientation, or other status.

The United Nations Development Programme in Moldova is committed to workforce diversity. Women, persons with disabilities, Roma and other ethnic or religious minorities, persons living with HIV, as well as refugees and other non-citizens legally entitled to work in the Republic of Moldova, are particularly encouraged to apply.