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## TERMS OF REFERENCE

<b>Job Title:</b>	<b>National Trainer/Consultant on Career Development and Employability</b>
<b>Type of Contract:</b>	<b>Individual Contract</b>
<b>Duty Station:</b>	<b>home based, with site visits to 4 locations in Moldova</b>
<b>Expected workload:</b>	<b>up to 90 working days</b>
<b>Duration:</b>	<b>July – December, 2016</b>

## BACKGROUND

The [Network of Career Advisory Centers in the Republic of Moldova Project](#) aims at promoting relevant employment and self-employment in Moldova through the development of soft skills of unemployed to develop and executive substantive individual job search and employment plans, as well as entrepreneurial skills of highly motivated beneficiaries to start-up new businesses at local level. In doing so, the Project is implementing two distinct but inter-linked components, i.e. employability and entrepreneurship.

As it regards the **employment component**, the SYSLAB methodology is applied. It includes trainings, simulations, individual counselling and other tools to develop the soft skills of skilled unemployed to search and get relevant employment, making best use of their skills, knowledge, academic background, previous work experiences, competencies and interests. It nevertheless includes a specific training module on generic business planning (BPS), that is stimulating creative thinking towards potential self-employment pathway.

As it regards the **entrepreneurship component**, the Project is implementing a tailored methodology that includes trainings and coaching for motivated beneficiaries. Such component is open towards potential beneficiaries with or without specific business ideas, with different levels of understanding of entrepreneurship and different skills. It aims to provide a company-style enabling environment for individual and group work that starts with theoretical trainings, combined with practical business and financial planning exercises, and coaching. It further permits access, on a competitive basis, to a seed-fund for matching support towards the initiation of new start-ups.

Both components are under implementation by a network of 5 Career Advisory centers located in Chisinau, Rezina, Balti, Comrat and Cahul, each having a dedicated team.

*The Career Centers provide employment assistance to the following groups of beneficiaries:*

- new graduates, in order to prevent them from unemployment and to create job opportunities, and hence reduce/prevent brain-drain;
- unemployed irrespective of age, gender, ethnic background or education or work experience;
- returning migrants.

Unemployed enrolled for assistance at Career Centre work in groups of 5 to 20 people, each having its working place in an open-space room, equipped with a PC, access to internet, office supplies, and printing facilities. Each participant in full-time group shall actively participate to a 4-week training programme with simulations and teambuilding activities which help develop the soft skills needed to access the job market. After the training period, beneficiaries develop and follow the individual employment agenda for a period of up to 3 months, during which more than 80% of all participants get employed.

The 5 Career Centres have a capacity of 107 working places for full-time group beneficiaries. A team of 17 professionals are working in the Centres, providing full-time support to the beneficiaries ready to access the job market. Each Centre is managed by a Coordinator, 1-2 Career Advisors, and 1-2 Assistants who implement the training and coaching programmes.

For those beneficiaries who don't have the possibility to access the assistance in a Career Centre, the Project is developing a **Smart Employment Planner** – a web platform which would simulate the career advisory services and help unemployed plan out and reach their employment goals. The main purpose of the platform is to complement the services offered by the existing network of Career centers and reach out highly motivated skilled unemployed who are not capable to participate in full-time activities in any of the existing centers. The software will consist of: Employment Planner, Forum, Job Seeker, and Alumni Network, all on one platform available online and offline.

A National Consultant is sought to complement the efforts of the Project Management and the staff of the Career Centres in advancing the assistance provided to the target groups of skilled unemployed in search for relevant employment, as well as to support in the development of the employment content for the Smart Employment Planner.

## **SCOPE OF WORK AND EXPECTED OUTPUT**

The scope of the assignment is to support the Project in advancing the employability assistance offered to the unemployed through Career Centres as well as through the prospective Employment Planner.

More specifically, the requested support refers to:

- **Revision of the available 12 training modules** on employment in Career Centres based on the latest changes on the local labor market and taking into consideration the global and local trends in employment promotion. The operated changes shall be applicable for all 5 Career Centres; The 12 training modules are actually taught to unemployed and the topics are as follows: 1) Job advertisements, motivation letter and CV; 2) Company visits; 3) Creation of networks; 4) Presentation techniques; 5) Interview; 6) Phone communication techniques; 7) Communication skills; 8) Competence mapping; 9) Personal branding; 10) Teambuilding; 11) Time management; 12) Labor market.
- **Provision of trainings on selective employment modules** to the beneficiaries in Career Centres at least when replacing basic staff in Centers is needed or in case of overlapping of activities in Centres; As well, the consultant should be ready to provide ToTs on same modules to the new staff in Centres

and/or National Employment Agency (NEA) staff as part of capacity building on employment component and Project sustainability roadmap;

- **Development of scripts/content on employability for the Smart Employment Planner.** The scripts will be uploaded by the IT engineer on the web platform to be developed by the Project;
- Consolidation of inputs for the **revision of the individual employment plan** available in the Career Centres, based on the motivational needs and expectations of the users and available best practices from modern employment institutions;
- Support the Project in planning and **organizing of one job fair** for those in search for employment.

All training modules have been developed based on a specific Norwegian methodology and follow a standardized set of practices as specified in the SYSLAB Quality Manual. The same should be followed by the Consultant while providing the above mentioned services.

The quantitative indicator to be targeted by the Consultant while delivering trainings is 60% employability rate in full-time groups on employment.

## KEY EXPECTED DELIVERABLES

Below are the requested deliverables under the respective assignment:

Key deliverables	Timeframe
Revised and <b>updated training modules</b> (12 modules) on employability component to reflect latest changes and trends on the labor market. The updated modules should include training guidelines in footnotes. Up to 10 w.d.	By 30 July, 2016
<b>Deliver trainings</b> on selective modules in 5 Career Centres to the full-time groups of beneficiaries, upon necessity and request from the Project Management. Up to 40 working days.	By 15 December, 2016
Upon necessity, <b>provide ToTs</b> on employment/career development to the new staff in Career Centres and/or NEA staff. Up to 10 w.d.	By 15 December, 2016
Developed and validated scripts on employability for the <b>Smart Employment Planner</b> , as per the concept and design of the Planer, to be uploaded by the IT engineer on the web platform. Up to 15 w.d.	By 30 October, 2016
Consolidated inputs for the revision of the <b>individual employment plan</b> available in the Career Centres, based on the motivational needs and expectations of the users and available best practices from modern employment institutions. Up to 5 w.d.	By 31 August, 2016
Support the Project in planning and organizing of one <b>job fair</b> for those in search for employment. Up to 10 w.d.	By May, 2017

## ORGANIZATIONAL SETTING

The consultant will work under direct supervision of Projects Implementing Unit (PIU) Project Manager or Officer and in close cooperation with the SYSLAB International, Coordinators, Career Advisors and Assistants in all 5 Career Development Centres. The transportation for the site visits and as well the logistical

arrangements for such purpose will be covered by Project. Disbursements will be performed based on the successful completion of each of the deliverables.

## **SKILLS AND EXPERIENCE REQUIRED**

### **Education:**

- University degree in Human Resources Management, Education, Communication, Psychology, Sociology or other field from Social Sciences. Applicants with Master degree in the mentioned area/s will have a competitive advantage. Additional training and certification in preparation and delivery of trainings (or TOTs) would be an asset.

### **Experience:**

- At least three (3) years of progressively responsible experience is required at the national or international level in the field of career development, human resource training or management, communication, teaching or related fields;
- At least one (1) year of experience in developing and/or delivering trainings (or ToTs) on career development or other related fields;
- Practical experience in dealing with the local job market and/or supporting unemployed people access relevant employment is a strong asset;
- Previous experience in development assistance or related work for a donor organization, governmental institutions, NGO/think-tank or private sector / consulting firm is a strong advantage;
- Proficient user of computers and office software packages (MS Word, Excel, PPP, Prezi, etc).

### **Knowledge and competencies:**

- Knowledge of the national labor market policies and programs, as well as trends on the national and regional labor market is a strong asset;
- Strong communication and teamwork skills;
- Fluency in both oral and written Russian and Romanian. Knowledge of English is a strong advantage.

## **PERFORMANCE EVALUATION**

Contractor's performance will be evaluated against timeliness, responsibility, initiative, communication, accuracy, and overall quality of the delivered products.

## **FINANCIAL ARRANGEMENTS**

Payments will be disbursed in several installments, upon submission and approval of deliverables mentioned in the Section "Key expected deliverables" and certification by UNDP Project Manager that the services have been satisfactorily performed.