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## TERMS OF REFERENCE

**Job Title:** National Consultant to support the implementation of “Ajutor Angajare” methodology at the level of the National Employment Agency

**Type of Contract:** Individual Contract

**Duty Station:** home based and site visits to 14 locations (12 outside Chisinau) in Moldova

**Expected workload:** up to 42 working days

**Duration:** October 2018 - February 2019

### BACKGROUND

Whilst Moldova has experienced significant economic growth and poverty reduction since its independence, internal labour market conditions are weak, with limited job creation and labour participation rates decreasing. The 2016 World Bank report suggests that job losses are increasing in Moldova, and employment patterns indicate reduced inclusivity, with women, those living in poverty and rural populations faring less well in the labour market, and growing disparities in job opportunities for those with primary education, compared to those with postsecondary education<sup>1</sup>.

Decent Work and Economic Growth is one of the UN’s Sustainable Development Goals. UNDP Moldova has launched several initiatives aimed at addressing this goal and improving outcomes for jobseekers. UNDP have been working closely with National Employment Agency, with a focus on improving inclusivity (by addressing regional disparities and labour market opportunities for returning migrants) and skills matching (seeking a greater overlap between vocational education and the real needs of the economy).

During 2013-2017, UNDP Moldova run one of its largest labour market initiatives: a network of career development centres, employing an approach based on a Norwegian model. The centres aimed to improve highly-motivated, highly-skilled jobseekers’ job readiness, equipping them with job search skills. Jobseekers selected for the centres were entered into a programme, which involved an intensive training course, one-to-one mentoring, regular goal-setting exercises and feedback sessions, group work, all scheduled in a daily attendance program which simulated the structure of a working day.

### CONTEXT

Since 2017, UNDP Moldova is partnering with a UK based Think-Tank to test a behavioural intervention approach in 14 Territorial Employment Centres focusing on the consultations between specialists and jobseekers - seeking to improve outcomes for jobseekers.

The intervention will investigate whether altering the consultation process in Territorial Employment Centres by encouraging jobseekers to play a more proactive role in their job search, will help jobseekers find employment faster. The consultations have been designed to be jobseeker-led and centred around an employment plan as an instrument to support planning and job-seeking process. The employment plan involves goal-setting and planning to help jobseekers develop targets for their job search behaviours,

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<sup>1</sup><http://documents.worldbank.org/curated/en/909591486010045029/pdf/112338-WP-P151472-PUBLIC-MoldovaJobsnoteKeyFactspostDMFINAL.pdf>

commit to future actions, and bolster their sense of self-efficacy. Employment specialists provide feedback to jobseekers to help enhance goal-setting and task motivation.

Given that the methodology of the intervention requires altering the way employment specialists communicate and support job-seekers, there is a need to continually support the specialists through discussing lessons learned and generating solutions to the daily issues encountered along the implementation of the methodology, which will continue until February 2019.

### OBJECTIVES AND EXPECTED OUTPUTS

UNDP is looking to employ a national consultant to support with the implementation of employment intervention. The consultant will need to travel to all 14 Centres implementing the methodology (12 outside Chisinau), evaluate the level of methodology implementation, provide guidance and support in improving the level of methodology understanding and implementation. As well, the consultant will support with organising joint meeting with the staff of employment centres, after jointly identifying the need for the meetings, and will support with developing targeted (motivational) communication messages for the employment advisors and job-seekers.

In all the stages of the assignment, the consultant will continuously interact with UNDP Project Management, National Employment Agency and Territorial Employment Centres implementing the amended consultations. Support materials will be provided to the consultant which include the methodology guidelines and intervention protocol.

### KEY EXPECTED DELIVERABLES

Below is the list of deliverables expected from the assignment:

Key activities/deliverables	Nr. of working days	Timeframe
methodology for the amended consultations understood and ready to be applied. Joint meeting with the behavioural team on details of the methodology conducted.	1	October 2018
monitoring visits in 14 Territorial Employment Centres planed and conducted (2 visits per Centre in the 1 <sup>st</sup> month and 1 visit once in 6 weeks by the end of the intervention), assuming the consultant will cover 2 centres per w.d. (travel not included)	Up to 35 working days	October - February 2019
1 follow-up meeting with the employment specialists to be convened and organised, if found needed	1,5	October 2018
motivational messages, scripts, guiding tips for the employment advisors and job-seekers to be developed	3	October - Dec 2018
monthly reports and one final report on observations, conclusions and recommendation over the implementation of the methodology developed and submitted.	1,5	October - Dec 2018
<b>Total</b>	<b>42</b>	

### Expected Results from the assignment:

- Employment advisors are more knowledgeable about the methodology, more proactive in addressing obstacles, and more inventive in identifying applicable solutions to the encountered challenges.
- Observations clearly articulated in monthly reports submitted to UNDP project management.

### ORGANIZATIONAL SETTING

The consultant will work under direct supervision of the Strategic Unit Manager and Private Sector Engagement Unit Officer, and in close cooperation with the National Employment Agency appointed staff. The consultant will be responsible to arrange his/her transportation for the site visits and as well the

logistical arrangements for such purpose. Upon availability, UNDP will arrange transportation in the region, in which case will not be reimbursed to the consultant.

#### **TRAVEL:**

Travel is envisaged to 12 locations outside Chisinau and 2 in Chisinau, for monitoring and knowledge transfer purposes. The consultant shall opt for the most optimal transportation schedule, looking to accommodate visits to two centres per day, when it's possible to do so. An average price for public transportation shall be included in the financial offer and will be reimbursed by UNDP based on the real expenses incurred. Any joint meetings with employment specialists will take place in Chisinau. In case of additional unforeseen travel, this should be agreed in advance with UNDP management and costs reimbursed based on the valid travel documentation submitted.

#### **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.

#### **SKILLS AND EXPERIENCE REQUIRED**

##### **Education:**

- University degree in Human Resources Management, Education, Communication, Psychology, Sociology, Behavioural Science or other field from Social Sciences. Masters' degree in the mentioned area/s is an advantage. Additional training and certification in preparation and delivery of trainings (or TOTs) and/or M&E 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 experimentation and/or monitoring and evaluation;
- At least one (1) year of experience in career development and counselling, human resource management and motivation, motivational communication, psychological counselling or related fields;
- Experience in dealing with the local job market and/or supporting unemployed people plan their career path and 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 or Prezi, etc).

##### **Knowledge and competencies:**

- Knowledge of the national labor market policies and programs, local job-search resources and platforms, as well as trends on the national and regional labor market;
- Knowledge of the behavioural science and its applicability on the individual job counselling is a strong asset;
- Strong communication and teamwork skills;
- 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.
- Fluency in both oral and written Russian and Romanian. Knowledge of English is an advantage.