



Ministry of Health

ZAMBIA COVID-19 EMERGENCY RESPONSE AND HEALTH SYSTEMS PREPAREDNESS PROJECT ID NO. P174185

TERMS OF REFERENCE FOR POSITION OF SOCIAL DEVELOPMENT SPECIALIST

Country : ZAMBIA

Project ID : P174185

Name of Project : Zambia Covid-19 Emergency Response And Health
Systems Preparedness Project

Assignment Title : Social Development Specialist

PROJECT BACKGROUND

The Zambia National Public Health Institute (ZNPHI) was established with a legal mandate to prevent disease transmission, implement surveillance and prepare to effectively respond to health threats and outbreaks. The World Bank has provided support to the Government of Zambia for the COVID-19 Emergency Response and Health Systems Preparedness Project.

The Project Development Objective (PDO) is to prevent, detect and respond to the threat posed by COVID-19 in Zambia and strengthen national public health systems for preparedness.

The Project has three strategic components: (i) Emergency Public Health Response to COVID-19; (ii) Resilient Health Service Delivery; and, (iii) Project Management, Operational Research, and Governance and Accountability. Each component has complementary actions defined under sub-components for each implementing entity.

The ZNPHI now wishes to engage the services of a suitably qualified candidate to fill the vacant post of Social Development Specialist under the COVID-19 Emergency Response and Health Systems Preparedness Project (ZCERHSP):

- a. **Duty Station:** ZNPHI
- b. **Reports to:** ZCERHSP Project Manager
- c. **Title:** Social Development Specialist (1 Post)

1. OBJECTVES OF THE ASSIGNMENT

The Social Development Specialist will be a part of the Project Implementation Unit (PIU), and will be responsible for screening, and identifying social risks associated with the Project, and for effective implementation of the mitigation and social risk management activities at field and office level. He/She will ensure emphasis on improving health outcomes through addressing individual and group behaviours as well as strengthening the social contexts, systems and processes that underpin health outcomes. In liaison with the Environmental Specialist, the Social Development Specialist will provide technical support to the Clusters at ZNPHI as well as implementers in the field on social safeguards related issues. She/he will report to the Project Manager.

2. SCOPE OF WORK

The Social Development Specialist will report to the COVID-19 Project Manager on all project operational matters and will work closely with all clusters/departments in the Zambia National Public Health Institute and other key stakeholders during project implementation processes. He/she will be responsible for the overall management of social safeguards of the Project and the implementation of the Project-specific safeguards instruments. The safeguards instruments include the Stakeholder Engagement Plan (SEP) which includes a Grievance Redress Mechanism (GRM) for addressing any concerns and grievances raised. The Project will emphasise citizen engagement and gender relations aspects within the SEP to address stakeholders' concerns. The Social Development Specialist will also work within the confines of the social safeguards risk mitigation plans, the Environmental and Social Management Framework/Plan (ESMF/P), the Environmental and Social Commitment Plan (ESCP) and the Labour Management Procedure. The scope of work duties and accountabilities is as tabulated below:

Main Duties/Accountabilities

SN	Key Result Area	Principal Accountabilities
1.	Policy	Ensure the development/review and update of: <ul style="list-style-type: none"> • Policy documents, strategic plans, guidelines and SOPs to guide implementation of social safeguards for the Project • Social and environmental safeguard instruments of the Project
2.	Planning	Develop, update and implement: <ul style="list-style-type: none"> • annual activity plans and budgets • skills training and capacity development plans
3.	Management	<ul style="list-style-type: none"> • Explicitly ensure that implementing of the Project is in compliance with relevant the Project's social safeguards obligations and ensure compliance during all phases of the Project. • Assist in conducting social assessments for all Project activities, identifying and proposing appropriate mitigation measures to enhance Project outcomes. • Provide advice to clients on social risk management on social risk areas such as labor and working conditions on projects, engagement with project stakeholders, gender-based violence due to project induced labor influx, discrimination and exclusion of vulnerable project beneficiaries etc.

SN	Key Result Area	Principal Accountabilities
		<ul style="list-style-type: none"> • Provide support/advice to the concerned stakeholders in addressing the social risks, and in addition, on any such issues which are likely to create or exacerbate conflict within communities or have significant impacts on the vulnerable at all stages of the implementation of the Project • Provide comprehensive care for SGBV survivors in the Project areas within the overall multisector national programme for SGBV • Enhance capacity of one-stop centres for SGBV in selected health facilities • Provide guidance and counsel on necessary requirements of social compliances and gender within the Project as per World Bank guidelines • Follow up adherence to ESMF and ESCP regarding Sexual Exploitation (SEA), Sexual Harassment (SH), Gender Based Violence (GBV) and be part of community-based training/raising awareness sessions on their prevention. • Design a Grievance Redressal System (GRS) and publicise GR procedures among citizens and other stakeholders as part of the ESCP. • Maintain grievance registers. • Work with Grievance Redress Committee levels to adequately address grievances of Project beneficiaries and make proper grievance database to inform reports as per World Bank guidelines and policies
4.	Behavioural Change Communication	<ul style="list-style-type: none"> • Working in liaison with the Communications Specialist and the Mental Health Specialist, contribute substantively to the effective management of the Project's activities in the areas of SGBV and COVID-19 prevention, treatment and vaccination with focus on advocacy and social and behavior change communication. • Guided by evidence and research-based process of using communication to promote behaviour that leads to improvements in health outcomes, design, update, manage, coordinate, implement and monitor communication and outreach initiatives in support Project outcomes.
5.	Capacity building	<ul style="list-style-type: none"> • Develop, organize and deliver, training programs and workshops on social safeguards requirements and their management, grievance redress mechanism, labour management procedure to PIU, Health Care Workers (HCW), contractors, and other stakeholders • Conducting awareness creation and sensitization of the communities on social, equity and gender

SN	Key Result Area	Principal Accountabilities
		<p>dimensions of the Project along with suggested safeguards.</p> <ul style="list-style-type: none"> • Organize social safeguards orientation, awareness and trainings for rehabilitation sites • Strengthening HCW and community based volunteer capacity in the management and referral of SGBV cases • Raising community awareness of SGBV and related services. • Provide capacity in ensuring systems are in place for gender inclusion, prevention or GBV risks, and ensuring appropriate indicators are developed and monitored during project implementation.
6.	Supervision	<ul style="list-style-type: none"> • Supervise staff in the Health Care Facilities (HCFs) through periodic onsite supervisory and mentorship visits. • Carry out site supervisions during implementation of project activities, and provide feedback to the Project Manager. • Participate in field visits to vet implementation of systems and procedures as required in the ESCP, SEP and support to GBV-sensitive Grievance Redress Mechanism (GRM). • Provide guidance to Clients on development and operationalization of GRMs.
7.	Monitoring and Evaluation	<ul style="list-style-type: none"> • Ensure monitoring and evaluation is conducted for all activities planned in the ESMF/ESMP, ESCP, Labour Management Procedure and Stakeholder Engagement Plan. • Semi-annual review of complaints received and responses provided in the GR system. • Strengthening data collection and information management for SGBV • Liaise with Ministry of Gender and other relevant actors to disseminate of information on available SBGV services including use of established response hotlines and community outreach • In liaison with the Project M&E Specialist, document lessons and best practices.
8.	Any Other Duties	<ul style="list-style-type: none"> • Undertake any other tasks as assigned by the Project Manager

3. CAPACITY BUILDING PROGRAM

The Social Development Specialist will facilitate short term social safeguards training programs (continuous professional development; in-service training; face to face training within the Project sites) for the Sexual and Gender based violence, contractors and other relevant stakeholders. He/She must

effectively influence PIU counterparts, implementing partners and stakeholders from diverse backgrounds to jointly contribute to achieving the desired health and social Project outcomes.

4. LIST OF REPORTS, SCHEDULE OF DELIVERABLES, AND PERIOD OF PERFORMANCE.

a. Key Deliverables:

- (i) Policy documents and SOPs for social safeguards in place
- (ii) Annual work plans for Social safeguards management / monitoring in place
- (iii) Functional practical systems for effective Grievances Response and Redressal Mechanism in place including bi-annual reports on GRM
- (iv) Eliciting compliance of social safeguards at all levels.
- (v) ESMF/EMSf and ESCP quarterly progress reports annual and Quarterly reports prepared within a month after the end of each reporting period.
- (vi) Prepare the social inputs for the project's final report.

b. Timelines and duration of Consultancy:

This is a full-time position for a period of two-years.

c. Performance Assessment/Compensation

The Social Development Specialist will receive a competitive compensation annual salary. He / She will be appraised for the first six months.

2. CONSULTANT QUALIFICATIONS

- Grade 12 School certificate or equivalent;
- University degree in Social Work, Sociology, Economics, Development studies, or other applied Social Science or related fields.
- Masters Degree or equivalent in Social Sciences/development studies or other related fields.
- At least ten years' experience in designing and implementing community based prevention, treatment and socio-economic mitigation strategies and interventions.
- Experience in Community outreach, mobilisation and engagement.
- Experience in gender mainstreaming, particularly dealing with sexual and gender based violence and psychosocial support.
- A good understanding of Environmental and Social Management Framework including knowledge of Grievance Redress Mechanism is an added advantage.
- Experience working in the Zambian Health sector will be an added advantage

3. DEMONSTRABLE SKILLS, COMPETENCIES AND SKILLS

- a. Good coordination, supervision and mentoring skills

- b. A team player with strong inter-personal skills and the ability to deal with multiple teams located in multiple institutions.
- c. Knowledge in use of computer software packages for word-processing, presentation software, databases, spreadsheets, and the internet.
- d. Excellent communication (both written and oral) and facilitation skills, including participatory methodologies, community engagement and behavioural change communication.
- e. Experience in writing project success stories, lessons learned and best practices.
- f. Willingness to participate in field activities/surveys and extensive travel to remote areas within the Project areas.
- g. Ability to work under tight timelines including ability to follow deadlines, accuracy and attention to detail.
- h. Ability to work under minimum supervision to meet short-term deadlines.