



Inclusive jobs and education for refugees and host communities
-PROSPECTS-

TOR Title	Capacity Building in Social Security Consultant: Training of Facilitators		
Country	Jordan	Project Code	JOR/19/50/NLD - 107273
Duration	From	10/04/2023	to 15/08/2023
Pillar:	Social Protection		
Outcome:	07 - Years 2-4 - Refugees, host communities and other vulnerable groups are covered by equitable and comprehensive protection, including social protection, systems		
Output:	07.02-(Y2-4) Enhanced national capacity and mechanisms to implement, monitor and evaluate protection and social protection systems		

PROJECT BACKGROUND

1. General background

Overlapping drivers of displacement worldwide have coincided and increased the scope, scale and complexity of displacement. Approximately 25.4 million individuals are recognized as refugees who have fled their homes due to a well-founded fear of persecution. This is alongside millions of internally displaced persons and those who have fled their homes but are not recognized as refugees by the 1951 Refugee Convention. As a country neighbored by Iraq, Syria and the West Bank, Jordan is facing a historic forced displacement crisis and as the crisis extends into the next decade, the country is at an inflection point, given the scope, scale and protracted nature of the displacement. In response to the considerable challenges posed by forced displacement, a new strategic partnership, named PROSPECTS, was established by the Government of the Netherlands, IFC, UNICEF, ILO, UNHCR and the World Bank. The partnership spans eight countries and covers a five-year period (2018-2022).

Through the Prospects partnership, the World Bank, IFC, UNICEF, UNHCR and ILO aim to leverage their comparative advantages and areas of expertise to programme complementary and interdependent interventions that address education, employment and protection challenges that negatively affect the livelihoods and well-being of host communities and forcibly displaced persons. The combined efforts of the organizations will endeavour to bolster the medium- and longer-term development goals for host communities and forcibly displaced persons to access quality and market-relevant education; decent work and enterprise opportunities; and comprehensive protection systems.

2. PROSPECTS IN Jordan

Jordan is facing a historic forced displacement crisis and as the crisis extends into the next decade, the country is at an inflection point, given the scope, scale and protracted nature of the displacement. Through Prospects, partners will undertake interventions that will align with national strategies, helping to mitigate the impact of the current displacement crisis on both refugee and host communities, with a longer-term goal of supporting human development through support to increased economic opportunities, wider access to quality education and stronger protection mechanisms. As of January 2020, Jordan hosted over 745,000 refugees, including over 655,000 Syrians and almost 100,000 other nationalities. Children represent a little over half of the refugee community. With refugees constituting almost seven percent of Jordan’s population, the Kingdom is one of the top refugee-hosting countries per capita worldwide.

Whilst Jordan’s economic situation pre-dated the Syrian crisis, the impact of its forced displacement crisis has worsened the situation. The IMF has estimated that Jordan’s economy lost one percent of the gross domestic product (GDP) each year of the crisis due to investment and export losses. Syrian and Jordanian households across the



Kingdom continue to live in highly vulnerable conditions, with all communities dependent on overstretched and weak education systems; limited, and often informal, employment opportunities; poorly coordinated protection systems; and nascent social safety nets.

Through the Prospects partnership, the five partners aim to leverage their comparative advantages and areas of expertise to programme complementary and interdependent interventions that address three areas where challenges negatively affect the livelihoods and well-being of Jordanians, refugees and other vulnerable groups: education, employment, and protection. Through an in-depth theory of change process, the combined efforts of the organizations will endeavour to bolster the medium- and longer-term development goals for Jordanians, refugees and other vulnerable groups to access quality and market-relevant education; decent engagement, work and enterprise opportunities; and comprehensive protection systems, which will in turn support more sustainable livelihoods, in line with Jordan's national plans. Integrated into the joint programme is systematic learning and knowledge management that will feed into future planning, the scaling up of innovative approaches, and ultimately transform the way partners respond to displacement crises.

ASSIGNMENT BACKGROUND

Social Security Corporation (SSC) is the national entity responsible for social insurance in Jordan. SSC provides workers with various types of insurance including old-age, disability, death, work injury, maternity and unemployment insurance. SSC has taken several measures to extend the coverage to formal workers as well as informal workers, including an article in the agriculture workers' bylaw to the Labour Code (Regulation No. 19) which mandates that all agriculture workers should be covered by social security, alongside changes to social security regulations to include the self-employed workers. In addition, SSC issued further regulations to extend the coverage to part-time workers. However, the different schemes and contribution rates are difficult for the average worker to understand. The absence of information and knowledge on social security schemes and benefits hinders the ability of workers and employers to understand the importance of social security and eventually make the decision to enrol in SSC.

Raising awareness of social security rights and benefits leverages the extension of coverage among workers and employers. Therefore, following the government approval of the mandatory coverage of workers holding flexible work permits in specific sectors, ILO PROSPECTS initiated a series of sessions in 2022 targeting informal workers in the agriculture sector. The aim is to provide information to workers and raise their awareness of short and long-term benefits for self-employed workers in the agriculture sector and promote registration in SSC.

This assignment will support an improved information flow among informal workers and vulnerable workers in rural areas, through providing training, mentorship and skills development to SSC staff in the branches and the headquarter who are assigned to the awareness-raising committees. The assignment will develop the capacities of a pool of master facilitators at SSC. The ultimate goal is to ensure that SSC staff are able to design and facilitate well-structured information and awareness-raising sessions that cater to the needs of employers and workers, especially the informal workers in different sectors and areas, and forcibly displaced and host community workers.

The overall objective of the assignment is to support the SSC capacities to reach different workers through developing the skills, knowledge and training approaches of SSC facilitators. The specific objectives of this assignment are:

- Increase the training capacities of SSC staff to facilitate training and information sessions in social security in their respective communities, taking into consideration reaching different marginalized groups.
- Strengthen SSC knowledge and understanding of effective training strategies and ability to organise and facilitate structured activities.
- Enhance the communication and interpersonal skills among a group of SSC facilitators.
- Increase the abilities of the selected facilitators in evaluating the needs of the audience and adapting the right content and language and engagement strategies.
- Develop resources and guidelines that support SSC prospective facilitators.



SCOPE OF WORK

The consultant will lead the design and implementation of information and skills development activities that empower SSC staff with knowledge, skills and competencies to design and deliver structured training and information sessions. The consultant will be responsible for:

- Review the ILO resources and publications relevant to social security, reports, and evaluations; ILO standards; tools and other manuals developed in the area of Rights@work and extension of coverage.
- Carry out consultations with the ILO project team, SSC, stakeholders and target audience to assess the capacities and the training needs.
- Draft the outline for two guides in Arabic for ILO's approval:
 - i) A facilitator guide and toolkit and
 - ii) A participant's guide.
- Draft the above-mentioned guidelines/manual and kit, in close consultations with SSC staff.
- Conduct a workshop to pilot and test the guides.
- Conduct training of trainers' workshop for SSC staff for five days.
- Carry out pre- and post-training evaluations and report to ILO on the development of skills and competencies and areas of improvement for each participant.
- Provide mentoring support to the facilitators.
- Based on the outcomes of the workshops, finalize the guides.
- Submit the final report on challenges, lessons learned and way forward.

METHODOLOGY

The consultant should be familiar with the local, and regional context of social security as well as the international standards of social security. The consultant will evaluate the capacities and knowledge of the assignment through meetings with ILO, SSC, project stakeholders and the target audience. Based on the findings of the evaluation, the consultant will draft the outline for the training resources and module. The training must inspire, motivate and engage the facilities and equip them with practical knowledge on how to design, and develop an engaging and structured session that informs workers and employers about social security rights, schemes and entitlements. The training shall improve their communications skills using simple and clear messages.

The consultant shall design mentorship/coaching activities to ensure that the knowledge of the training is implemented and expanded in the field. The consultant shall develop resources and materials to ensure the sustainability of the assignment and continuation of the activities. The consultant will be expected to regularly discuss and report progress with the ILO project team on a weekly or bi-weekly basis.

DELIVERABLES

Deliverable No.	Description	Number of days
1. Summary report of consultations with SSC and the stakeholders	A summary report of consultations with ILO, SSC and stakeholders to assess the needs of target groups on their training needs, capacity and perceived gaps in knowledge of social security rights. The report will also include the selection criteria for the facilitators.	15
2. Draft of facilitators guide (including the toolkit) and the participant guide	This will be submitted to the ILO in Arabic	15
3. A workshop to pilot and test the guides	The workshop will take place for one day in Jordan to pilot and validate the facilitator's guide and the participant's guide.	5
4. ToT workshop	A five-day training of trainers will take place in Jordan.	5



	The consultant will submit the agenda for the ToT, presentations, case studies, and other materials to be used, evaluation questionnaire at least two weeks prior to the workshop.	
5. Final adapted toolkit and participant guide	The final facilitator guide and toolkit and participant guide should reflect all comments received in the draft.	10
6. The narrative report	The final narrative report shall include results of the evaluation from the training, challenges, lessons learned and way forward. This will also present the main recommendations resulting from the mentorship and support after the ToT.	5
Total		55 days

All data and information received from ILO for this assignment are to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference (TOR). The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the express advance written authorization of the ILO. All intellectual property rights arising from the execution of these TOR are assigned to the International Labour Organization. The intellectual property rights of the materials modified through the assignment remain with the International Labour Organization.

REQUIRED EXPERTISE:

1. An advanced degree in social sciences or related fields.
2. At least ten years of experience in training trainer’s module development, and coaching, using effective and engaging methodologies.
3. Sound knowledge of adult learning concepts.
4. Extensive working experience in social security in the region and globally will be an asset.
5. Excellent knowledge of international labour and social security standards.
6. Excellent Arabic and English skills (both written and verbal).
7. Excellent analytical, report writing, and communication skills in English and Arabic.

SELECTION CRITERIA

Applicants must submit the following:

1. A candidate’s CV.
2. Technical proposals demonstrating the following:
 - Description of the methodology to ensure that facilitators will have the skills to transmit knowledge to others.
 - Demonstrate a strong understanding of training evaluation frameworks that can be applied to this assignment.
 - Samples of high-quality manuals and resources developed.
 - Demonstrate strong understanding and inclusion of gender-sensitive approaches in training.
 - A sound work plan that ensures the successful delivery of the assignment within the timeframe.
3. Financial proposal, indicating the daily rate.

Applications should be submitted by email to:

Ms. Jullnar Kurdi, social protection coordinator, kurdi@ilo.org

Ms. Hanadi Al-Gharaibeh, social protection outreach officer, al-gharaibeh@ilo.org

Ms. Amal Alnamrouiti, administration & finance officer, alnamrouiti@ilo.org

The deadline for submission of technical and financial proposals is **March 20/2023**.



SUPERVISION AND LOGISTICAL ARRANGEMENTS

The consultant will perform his/her assignment under the supervision of the Social Protection coordinator and the Technical Officer and the overall guidance of the ILO PROSPECTS Chief Technical Adviser for the Arab States. The technical review will be carried out by ILO Senior Specialist for Social Security and the Social Protection Coordinator. ILO will support the selected entity to deliver quality material in the given timeframe. Based on the proposed methodology, this may include providing literature and existing guides, facilitating meetings with relevant stakeholders, and supporting with contact information.

TIME FRAME/EXPECTED DURATION

The assignment shall be implemented within a six-month period between April 2023 and August 2023.

PAYMENT SCHEDULE

Payments will be disbursed based on the receipt of quality deliverables and estimated working days. The payment instalment schedule is as per following:

<i>Deliverable</i>	<i>Instalment</i>	<i>Amount</i>
<i>Upon the delivery of deliverables one</i>	<i>15 days* Daily rate</i>	<i>USD</i>
<i>Upon the delivery of deliverables Two and three</i>	<i>20 days* Daily rate</i>	<i>USD</i>
<i>Upon the delivery of deliverables Four, Five and six</i>	<i>20 days* Daily rate</i>	<i>USD</i>
TOTAL	55 days	USD

ANNEXES (IF NEEDED)