



REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – INDIVIDUAL SELECTION)

AN ADDENDUM TO THE PREVIOUS PUBLICATION

**REPUBLIC OF LIBERIA
MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION
LIBERIA WOMEN EMPOWERMENT PROJECT
LOAN No. IDA- 7168-LR
GRANT No. IDA- E-0910-LR**

**CONSULTANCY SERVICES FOR THE PROVISION OF INDIVIDUAL CONSULTANT
AS BENEFICIARY FEEDBACK MECHANISM OFFICER UNDER THE LIBERIA WOMEN
EMPOWERMENT PROJECT**

REFERENCE NO: LR-MGCSP-372028-CS-INDV

1. This request for expressions of interest follows the General Procurement Notice for this project that was published on June 6, 2023

The Government of Liberia has received a Credit in the amount of US\$26.8 million and Grant in the amount of 17.8 million from the World Bank towards the cost of the Liberia Women Empowerment Project, and it intends to apply part of the proceeds towards eligible payments for **Consulting Services for Provision of Beneficiary Feedback Mechanism Officer Under the Liberia Women Empowerment Project.**

2. OBJECTIVE OF THE ASSIGNMENT

The Beneficiary Feedback Mechanism Officer is to develop and operate a Grievance Redress Mechanism (GRM) system that will address stakeholders' (people who are affected by project and those who have interest in it) grievances and concerns emanating from the implementation of the LWEP

3. The Ministry of Gender, Children and Social Protection now invites eligible individual consultants to indicate their interest in providing the required Services for the Liberia Women Empowerment Project. Interested Consultants should provide information demonstrating that they have the

required qualification and experience to perform the Services by submitting a **cover letter** and **updated CV**. See qualification and experience criteria below:

4. **QUALIFICATION AND EXPERIENCE**

- Advanced degree in the social sciences or related field with 3 years of related professional work experience or bachelor's degree in the social sciences or related field with 5 years of related professional work or experience.

Minimum Experience

- Experience with women's empowerment and gender programmers in Liberia is desirable
- The GRM officer must have a strong familiarity with gender equality and social work.
- Good understanding of ESF related issues and mitigation processes and measures.
- Good experience in position/s with similar responsibilities, and a demonstrated track record in such positions.
- Experience of developing and implementing GRM systems for different projects.
- Experience working on World Bank or other donor projects is preferred.

GENERAL INFORMATION

- a. This assignment covers an initial trial period of three (3) months. Based on an assessment of the Beneficiary Feedback Mechanism Officer performance, the assignment may be extended beyond October, 2024.
- b. The Ministry of Gender, Children and Social Protection through the Liberia Women Empowerment Project, is a gender sensitive institution. Females are encouraged to apply;
- c. Only shortlisted candidates will be contacted for the selection process.

The Applicable guideline for this recruitment is: *Procurement Regulations for IPF Borrowers (Procurement in Investment Project Financing-Goods, Works, Non-Consulting and Consulting Services: July 1, 2016. Revised November 2020)* Selection will be done using the Individual Consultancy Selection Method using the following link below:

<http://pubdocs.worldbank.org/en/178331533065871195/Procurement-Regulations.pdf>

Further information can be obtained at the address below during office hours 0900 to 1600 hours.

Expressions of interest must be delivered in a written form to the address below (in person, by mail or by e-mail) by **16:00 GMT** on or before August 17, 2023. **Envelopes or subject of emails must be marked "Ref: EXPRESSION OF INTEREST FOR CONSULTANCY SERVICES FOR THE PROVISION OF BENEFICIARY FEEDBACK MECHANISM OFFICER UNDER THE LIBERIA WOMEN EMPOWERMENT PROJECT".**

Ministry of Gender Children and Social Protection
EJS Ministerial Complex
Congo Town, Montserrado County
Monrovia, Liberia
Attention: Human Resource Department
Tel: +231(0)770-115-545
Email: mgcsphr@gmail.com cc: nigbamargaret8@gmail.com

CONSULTANCY SERVICES FOR THE PROVISION OF BENEFICIARY FEEDBACK MECHANISM OFFICER

INDIVIDUAL CONSULTANT TERM OF REFERENCE

I. Background

The Government of Liberia, through the Ministry of Gender, Children and Social Protection, has received support from the World Bank, for the implementation of the Liberia Women Empowerment Project (LWEP) in line with the Government of Liberia's national development strategy (Pro-Poor Agenda for Prosperity and Development). The Project Development Objective (PDO) is to reduce harmful social norms and improve livelihood opportunities for women in project areas while strengthening the institutional capacity of the Government of Liberia to advance gender equality. The LWEP comprises of five components, namely: i) Addressing social norms and mobilizing communities; ii) Enhancing basic GBV and ASRH services in health and education; iii) Promoting resilient livelihoods through community-led approaches; iv) Strengthening public institutions to advance gender equality; and v) Project management, monitoring and evaluation, and policy dialogue. The project will also complement ongoing World Bank projects in Liberia that are building human capital and developing economic opportunities for women and girls while filling key gaps. The project will be implemented in 6 counties over 5 year's period. In order to achieve the objectives of the LWEP, MGCSP has set up a Project Management Unit.

II. Scope of Services

The overall objective of the assignment is to develop and operate a Grievance Redress Mechanism (GRM) system that will address stakeholders' (people who are affected by project and those who have interest in it) grievances and concerns emanating from the implementation of the LWEP.

III. Duties and Responsibilities

Specifically, the Beneficiary Feedback Mechanism Officer will:

- In collaboration with the Social Specialist and Gender Specialist, lead the development of the Grievance Redress Mechanism (GRM) of the LWEP as part of the Stakeholder Engagement Plan (SEP).
- Lead the actual establishment and operationalization of a comprehensive Grievance Redress Mechanism (GRM) system to receive and address grievances related to the project. Work with the Gender Specialist and Social Specialist to set up specialized

procedures for addressing issues of gender-based violence (GBV)/Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), using a survivor-centered approach with a focus on confidentiality, survivor safety and a clear referral pathway to service providers.

- Help set up Grievance Redress Committees (GRCs), that will be mandated to deal with all types of grievances arising at the community level and its sub-projects with the exception of GBV/SEA/SH matters and complaints. The GRCs will be set up at the local-, PMU- and steering committee levels.
- The development of a call or complaints center for collection of enquiries and grievances and their timely resolution as described in the Stakeholder Engagement Plan (SEP).
- Ensure questions and complaints lodged by citizens and beneficiaries on any aspect of the LWEP are received and addressed within the prescribed time limits.
- Following the procedures established in the Project Implementation Manual, establish and maintain records of all complaints received and redress/resolution of grievances, including time it took to resolve those, and store data in the database for easy reporting.
- Provide inputs into the development of the GRM module (GRM operational plan) of the Integrated Management Information System (MIS) and utilize the module once developed.
- Assist in redress of all grievances by coordinating with the concerned parties
- Coordinate the system of collecting and addressing grievances at the Community, District, County and National levels.
- Act as the focal point in the Liberia Women Empowerment Project for grievance redress issues.
- Create awareness of the GRM among all stakeholders through public awareness campaigns in close coordination with the Communications Officer/Campaign, as well as staff of the Lead Service Provider and Consortium members who will be based at the county and community-levels
- Ensure regular dissemination of the GRM system messages and its access information in the counties where LWEP is implemented.
- Provide impartial consultation, conflict resolution, and problem solving in response to complaints and inquiries received from members of the community and affiliates, including beneficiaries, staff and the public.
- Analyze information and work with the appropriate offices during the course of investigations; and maintain accurate and thorough investigatory files and reports (with the exception of GBV/SEA/SH cases which require separate protocols).
- Handle inbound calls related to the grievances including but not limited to discussing with members/providers/designees regarding the status of their grievances.
- Monitor the functioning of the processes of the GRM system, identify shortfalls and propose solutions.

- Propose recommendations and seek decisions as it relates to all grievances and appeals through internal and external communications.
- Contribute to the drafting and updating, as needed, of the Project GRM handbook to guide GRM activities under the LWEP.
- Assist in the formulation of Complaints and Grievance Committees at County and Districts levels as well lead the formulation of complaints and grievance reporting framework (including monitoring indicators) and dissemination process.
- Train local structures and all project staff in the use of the Grievance Redress System and ensure that all stakeholders responsible for handling grievances are fully trained and aware of their roles and responsibilities and act accordingly.
- Monitor the quality of consultations and communications at the county, district and community levels.
- Ensure that the key Human Rights Based Approach principles and lessons from the Perception Assessment are fully integrated into all project GRM activities.
- Prepare regular GRM reports and provide inputs during missions and project progress reports development by collating updated data and reporting on GRM complaints.
- Work with social specialist to ensure a child right lens is integrated in the GRM structure and processes following guidance provided in the Project Implementation Manual (PIM) and in accordance with the standard operating procedure of the Government of Liberia for child labor risk case management.
- In collaboration with the Social Specialist and under the guidance of the Project Coordinator, establish a robust process of worker's GRM for managing PMU staff grievances and complaints relating to their contracts as described in the LWE-P and in accordance with the public service rules of the government of Liberia. The officer's responsibility in this regard should also include documenting and reporting of all worker's complaints and grievances including resolutions and outcome.
- Perform any other tasks as may be required for the implementation of an effective GRM system.

IV. Key Qualifications:

Advanced degree in the social sciences or related field with 3 years of related professional work experience or bachelor's degree in the social sciences or related field with 5 years of related professional work or experience.

Minimum Experience:

- Experience with women's empowerment and gender programmers in Liberia is desirable
- The GRM officer must have a strong familiarity with gender equality and social work.
- Good understanding of ESF related issues and mitigation processes and measures.
- Good experience in position/s with similar responsibilities, and a demonstrated track record in such positions.
- Experience of developing and implementing GRM systems for different projects.
- Experience working on World Bank or other donor projects is preferred.

V. Key Competencies

Abilities

- Demonstrated ability to establish priorities and to plan, co-ordinate, and monitor her/his own work plan and those of subordinate staff.
- Demonstrated ability to meet deadlines, and to make appropriate links in work processes and anticipate next steps.
- Self-motivated professional with the ability to work under difficult conditions, and minimum supervision.
- Experience with stakeholders' engagement on gender.
- Ability to think strategically and conduct dialogue on environmental and social issues, rural development, climate change, etc.
- Must be familiar with women empowerment challenges and have the ability to work with vulnerable group in rural areas/ communities in Liberia.

Experience working in Liberia would be an added advantage

VI. Skills

- Excellent oral and written English.
- Proven strong analytical skills and relevant professional experience in conducting gender assessments.
- Excellent team building and interpersonal skills.
- Computer literacy with proficient knowledge of Microsoft Word, Excel and PowerPoint
- Excellent skill working with spreadsheet and database packages (MS Excel, MS Access) are must.
- Excellent communication skills (verbal and written), particularly in dealing with multiple local Liberian languages and dialects is an added advantage.
- Solution –oriented person with excellent interpersonal and problem-solving skills and

demonstrated ability to work in a team.

Performance Criteria:

The following performance criteria will be used to assess the performance of the GRM OFFICER at regular intervals and based upon these assessments the contract with the MGCSP may be continued or terminated. The GRM Officer will be evaluated at the end of a 3-month probation period, midyear and, at the end of the one year based on the following parameters:

- Quality and timelines of establishing and maintaining the GRM;
- Quality and timeliness of awareness-rising activities related to the GRM;
- Timeliness of resolution of queries and compliments submitted through the GRM and quality of the GRM log
- Quality and timeliness of inputs into quarterly and annual reports, MIS, and the results framework

VII. Applicable Guidelines

The Applicable guidelines for this recruitment are: **Procurement Regulations for IPF Borrowers (Procurement in Investment Project Financing-Goods, Works, Non-Consulting and Consulting Services: July 1, 2016. Revised November 2020)**. Selection will be done using the Individual Consultancy Selection Method, using the following link below:

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Duration of Assignment

Expected duration of all assignment is 24 months. Contracts will be renewed based on satisfactory performance. The services will be provided on a full-time basis.

VIII. Duty Station

The consultant will be assigned in Monrovia, with Travel to other counties and other Ministries at the Ministry of Gender, Children and Social Protection.

IX. Reporting:

Prepare monthly, quarterly, periodic and annual progress/ monitoring reports on operational activities related to environmental issues of the project as described below:

Monthly progress reports:

The Beneficiary Feedback Mechanism Officer shall prepare concise Monthly Progress Reports covering progress towards achieving the objectives in this ToR as well as identified areas of weaknesses and strategies for improvement of said activities. The reports shall provide a brief but comprehensive end-of-month progress assessment. Tabulated representations of the work program, details of impediments to the performance and proposals for overcoming them. These reports shall be submitted to the Project Coordinator within or not later than the 7th day of the succeeding month. The report will be assessed and appraised by the Project Coordinator.

Quarterly Progress Reports:

These reports shall make use of the information previously reported monthly, but suitably modified to include, summarize, and draw conclusions on all pertinent issues concerning the assignment. In addition, the Quarterly Progress Reports shall summarize the GRM Officer activities, with solutions adopted, and any other relevant information considered necessary in respect of the services delivery. Each of these reports shall be submitted to the Project Coordinator not later than the 7th day of the first month of the following quarter as well as the World Bank office.