

TERMS OF REFERENCE

Community Liaison Officer

1. Background

The maintenance and upgrade of the road network in St. Vincent and the Grenadines is the responsibility of the Ministry of Transport, Works, Lands and Physical Planning (MTW). In keeping with its mission, the MTW continues to support the land transportation system and develop and maintain public networks. The policy of the MTW is that the road network must provide satisfactory physical and functional service to road users while minimizing the transport cost of goods and services throughout the country; supporting development in all sectors of the economy. The network is intended to facilitate improved vehicular travel and reduce travel time of goods and services between the various villages throughout St. Vincent and the Grenadines. The network must also provide access to the various recreational sites frequented by nationals and visitors.

The **National Roads Rehabilitation Project (NRRP)** intends to address the poor conditions of roads in primarily three (3) categories.

- Earthen Roads to be upgraded to Concrete
- Existing Concrete Roads to be rehabilitated
- Asphalt Roads to be rehabilitated

Implementation of the project will fall within the control of the Ministry of Transport, Works, Lands and Physical Planning. The supervision of works shall be carried out under a Project Management & Implementation Unit (PMIU) dedicated to this project. The PMIU shall be led by a Project Coordinator (PC) who shall be assigned exclusively to the Project and will be supported by a Senior Engineer (SE), a Senior Quantity Surveyor (SQS), other Engineers, a Finance Administration Officer (FAO), **Community Liaison Officer (CLO)** and Clerks of Works (COW).

The **Government of St. Vincent and the Grenadines (GOSVG)** has applied for financing from the Republic of China on Taiwan (ROC) in an amount equivalent to US\$ 45,000,000.00 towards the cost of the NRRP and intends to apply a portion of the proceeds of this financing to eligible payments under a contract for which this invitation is issued. To support the NRRP activities, the GOSVG will hire a full-time **Community Liaison Officer (CLO)** to support project administration, implementation and quality assurance under the project.

2. JOB DESCRIPTION

2.01 The main purpose of the Community Liaison Officer (CLO) is to engage on a continuous basis with the communities which will be impacted by the implementation of National Roads Rehabilitation Project (NRRP), a major roads program which will be carried out at various sites across St. Vincent and the Grenadines. He/ She will be expected to perform a facilitative role between the Ministry of Transport, Works, Lands and Physical Planning (MTW), through the NRRP PMIU and the identified communities, communicating issues, decisions, opinions and perceptions to management, other key stakeholders. The CLO will be required to deal sensitively within the local and national contexts and build effective working relationships with diverse groups and key partners/stakeholders.

2.02 The CLO will be responsible for providing social and community development expertise as follows:

- (a) Produce gender-responsive community profiles of the demographic, socio-cultural, economic, environmental and institutional situation (including possible physical cultural property, natural habitats and biodiversity conservation areas) of each community to be impacted by the identified projects.
- (b) Develop a stakeholder engagement plan (SEP), paying specific attention to vulnerable groups, including women, youth, children, persons with disabilities and older persons. The SEP will *inter alia* cover: (i) stakeholder identification and analysis to be undertaken; (ii) stakeholder engagement programme (e.g. information to be disclosed, format and communication methods; stakeholder consultation methods); and (iii) schedule for the various stakeholder engagement activities.
- (c) Promote constructive partnerships and communication between MTW and the communities on issues relating to project development, implementation and monitoring with the key responsibility for implementing community engagement activities.
- (d) Produce timely feedback to MTW on relevant issues, opportunities and challenges identified by community members during project development, implementation and monitoring.
- (e) Produce timely feedback to the community members on project implementation and monitoring, including issues, challenges, implementation timelines and decisions made by MTW in accordance with agreed protocols.
- (f) Establish and operationalise a Grievance Response Mechanism identifying potential grievances or project risks and their mitigation actions.
- (g) Produce timely feedback in consultation with the Grievance Redress Committee and the PMIU in the management of grievances lodged through the Grievance Response Mechanism of the SEP.

- (h) Support the Project Coordinator(PM) during implementation of project activities to enhance local community members' access to project opportunities and benefits; ensuring gender equality and equity of access to employment opportunities by other vulnerable groups including women and youth.
- (i) Contribute to stakeholder engagement logistics such as collecting ideas, issues, suggestions and grievances through systematic or methodical processes and locally agreed mechanisms, including suggestion boxes, placing communication materials on notice boards, facilitating online submissions using various electronic media and platforms, and arranging community meetings.
- (j) Contribute to stakeholder participation at all relevant levels in accordance with the diverse needs of stakeholders (particularly women and youth) through participatory assessments, institutional mapping exercises, focus group discussions, community meetings and national consultations.
- (k) Contribute to awareness of the community and workers' health and safety directly associated with the Project and Targeted Communities.

2.03 Duration - The consultancy is expected to last not more than thirty-six (36) months from the date of contract signing.

2.04 Reports/Deliverables - CLO will be based at an office of the PMIU, MTW and shall report directly to the PC. The CLO will furnish reports/deliverables on the assignment as set out below:

- (a) Develop a draft SEP to be updated as necessary, to guide stakeholder engagement/consultation during project implementation.
- (b) Prior to construction and in conjunction with the PC and MTW, develop and implement a results-based, gender-sensitive Monitoring and Evaluation (M&E) framework/plan for the SEP, that monitors the implementation of the SEP and includes the following indicators:
 - (i) Number of consultation meetings and other public discussions (forums, focus groups, etc.) conducted within a reporting period. The reporting period will be defined in the framework (e.g. monthly, quarterly, or annually).
 - (ii) Percentage of women participating in consultations by reporting period.
 - (iii) Number of grievances received within a reporting period, number of those resolved within the prescribed timeline, disaggregated by sex of the aggrieved/complainant.
 - (iv) Number of project-related press materials published/broadcast in the national media.
- (c) Other information to be collected shall include:

- (i) Geographic origin and type of grievances received, and reasons for non-resolution within the prescribed timeline including an analysis of trends.
 - (ii) Analysis of project-related press releases content: proportion that is favourable, unfavourable, neutral, and trends.
- (d) Provide quarterly (structured) field report to MTW including consultations undertaken, attendance registers (where applicable), concerns raised, requests raised, concerns resolved, potential risks, grievances or opportunities identified.
 - (e) Assist in producing Quarterly Reports for external stakeholders on stakeholder engagement activities undertaken during the period including the current status of M&E actions. The quarterly report shall include summary information on participatory methods employed; and grievances received from stakeholders (including information on incidents and events that resulted in grievances). This Report will be prepared and submitted to the PM. These summaries will be accompanied by information on the implementation status of associated corrective and preventative actions and recommendations. This report shall form part of the quarterly status reporting (provided by the PC) for the project.
 - (f) Assist in the compilation of relevant sections of the Project Completion Report.

2.05 Qualifications and Experience - The CLO must have a strong client-orientation and inter-personal skills with proven ability to work cooperatively with diverse groups and stakeholders and should possess the following minimum qualifications:

- (a) A post-graduate degree or equivalent qualification in the sociology, anthropology, community development, project management or other relevant discipline.
- (b) Sound knowledge of communication, education and information strategies for public-awareness campaign development and implementation.

A minimum of eight (8) years relevant practical experience encompassing stakeholder engagement practice, gender-responsive approaches, community development practices, and communications.

- (c) Fluency in English (oral and written).

3. CODE OF CONDUCT – applicable to all staff

GENERAL CODE OF CONDUCT

SAMPLE DOCUMENT- APPLICANT TO REVIEW AND SIGN ACKNOWLEDGING THAT HE/SHE HAS READ AND UNDERSTOOD THE DOCUMENT

I have signed a contract with [*enter name of Client*] for [*enter description of the Services*]. These Services will be carried out at [*enter the Site and other locations as appropriate*]. Our contract requires us to implement measures to address environmental and social risks related to the Services, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related to the Services. It applies to all Experts at the Site or other places where the Services are being carried out.

This Code of Conduct identifies the behavior that required of all Applicants.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

The Consultant shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Experts and any other person;
3. maintain a safe working environment including by:
 - a. ensuring that workplaces, equipment and processes under each person's control are safe and without risk to health;
 - b. wearing required personal protective equipment; and
 - c. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Experts, Contractor's Personnel or Client's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another ;

8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Client, or who makes use of grievance mechanism for Consultant or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Ministry/Entity social expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Consultant to handle these matters*] in writing at this address [] or by telephone at [] or in person at []; or
2. Call [] to reach the Employer's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by consultant may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR CONSULTANT:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact the Chief Engineer or his designate with relevant experience] requesting an explanation.

Name of Consultant: [insert name]

Signature: _____

Date: (day month year): _____

Countersignature of authorized representative of the Employer:

Signature: _____

Date: (day month year): _____

ATTACHMENT 1: Behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors constituting Sexual Harassment (SH)

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviors:

(1) Examples of sexual exploitation and abuse include, but are not limited to:

- A Consultant tells a member of the community that he/she can get the member jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- A Consultant that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Consultant rapes, or otherwise sexually assaults a member of the community.
- A Consultant denies a person access to the Site unless he/she performs a sexual favor.
- A Consultant tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) Examples of sexual harassment in a work context

- A Consultant comment on the appearance of another Consultant (either positive or negative) and sexual desirability.
- When an Consultant complains about comments made by another Consultant on his/her appearance, the other Consultant comments that he/she is “asking for it” because of how he/she dresses.
- Unwelcome touching of a Consultant or Employer’s Personnel by another Consultant.
- A Consultant tells another Consultant that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

**SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT (SH) PERFORMANCE
DECLARATION**

SEA and/or SH Declaration

I, the applicant:

- (a) have not been subject to disqualification by the any entity for non-compliance with SEA/SH obligations
- (b) are subject to disqualification by the an entity (*insert name*) for non-compliance with SEA/SH obligations
- (c) have been subject to disqualification by the an entity for non-compliance with SEA/SH obligations. An arbitral award on the disqualification case has been made in our favor.

[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]