

TERMS OF REFERENCE

Consultancy

Development of an operational manual for the employment services guidance in Iraq

Project: Increasing Access to Employment Opportunities for Vulnerable Urban Population in Basra City in Response to the COVID-19 Crisis

I. INTRODUCTION

Despite being the major centre for oil exports, Basra governorate has a high rate of unemployment, poverty, and a lack of basic services. In Basra, a city of more than 4 million, unemployment reached 21.8% in 2021, higher than the national average of 16.5% and the 5th highest rate in the country. Basra also has the 3rd highest NEET rate amongst young women in the country, and the 5th highest amongst young men (at 62.5% and 27.5% respectively)¹.

Furthermore, COVID-19 has negatively affected the most vulnerable people, particularly those living in informal settlements deprived of services. Many households depend on unstable incomes and minimal savings. Informal settlements are densely populated with inadequate potable water and sanitation, little or no waste collection, and limited access to formal health care facilities.

As a response, in October 2021 UN-Habitat launched the “Increasing Access to Employment Opportunities for Vulnerable Urban Population in Basra City in Response to the COVID 19 Crisis” project funded by the EU. The objectives of the 3.5-year project are to a) improve water, electricity, waste management services and access in three underserved settlements in Basra (Al-Ahrar, Al-Kubiyah, and Jurf Al-Melah), and b) enhance job opportunities for unemployed young men and women.

In October 2022, ILO and UN HABITAT signed a partnership agreement to cooperate in this project implementation. The ILO will be contributing to enhance job opportunities for unemployed young men and women in three underserved settlements in Basra (Al-Ahrar, Al-Kubiyah, and Jurf Al-Melah) through development interventions includes:

- 1) Construction interventions at the project adopting the Employment Intensive Approaches and Decent Work
- 2) Improve employment services through employment centres and digital employment platform: (the employment services include registration, training, on-job training, referral, job placement, etc.)
- 3) Enhance skills and capacities of vulnerable urban populations and SMEs to increase employability and productivity.

II. Assignment Background:

Iraq, like many countries, faces significant challenges in its labour market and employment sector. The country has been rebuilding and recovering from past conflicts, which has left a considerable impact on its economic and social development. The lack of adequate employment opportunities, especially for young people and vulnerable populations, remains a pressing issue.

Recognizing the importance of addressing unemployment and promoting inclusive economic growth, the ILO has initiated a partnership with the Ministry of Labour and Social affairs (MOLSA) in Baghdad and the local government in Basra to establish an Employment Services Center in Basra. The envisioned center aims to play a pivotal role in providing employment facilitation, job matching, and career guidance services to jobseekers and employers.

Key aspects that the operational manual is expected to cover include:

1. **Organizational Structure:** Describe in detail the organizational structure of the Employment Services Center, outlining the various departments and their roles in achieving the center's objectives. Provide clarity on the roles of employment officers within this structure.

2. **Job Functions and Responsibilities:** Present detailed job functions and responsibilities for employment officers, including their interactions with jobseekers and employers, and their role in providing career guidance and counselling services.
3. **Registration Procedures:** Develop clear and streamlined registration procedures for jobseekers and employers, outlining the steps that employment officers should follow to ensure a smooth and efficient process.
4. **Career Guidance and Counselling Techniques:** Provide employment officers with effective career guidance and counselling techniques, equipping them with the necessary skills to assist jobseekers in making informed decisions about their future paths. The manual will also incorporate guidance from the ILO Team, referring to the ILO Career Guidance tools, to enhance the quality of these services.
5. **Job Matching Strategies:** Equip employment officers with strategies and tools for effective job matching, ensuring that they can connect jobseekers with suitable employment opportunities based on their skills and preferences.
6. **Utilization of Digital Platforms:** put the process for employment officers on how to use the MOLSA Employment digital platform to enhance their service delivery, including accessing job databases, managing registrations, and maintaining accurate records.
7. **Collaboration with Other Service Providers:** Define protocols for employment officers to collaborate with other service providers, such as vocational training institutes, NGOs, and government agencies, to expand the range of services available to jobseekers.
8. **Monitoring and Evaluation:** Establish clear protocols for employment officers to monitor and evaluate their performance, ensuring continuous improvement in their service delivery. This should include using data from the MOLSA Employment digital platform for reporting and analysis.
9. **Private Sector Engagement:** Provide guidance on how employment officers can effectively engage with private sector employers to promote increased job placement opportunities for jobseekers.
10. **Required Documentation and Reporting:** Offer templates and guidelines for the necessary forms and documentation that employment officers need to maintain, as well as reporting requirements to be fulfilled periodically.
11. **Basra Employment Services Center Annex:** Include an annex that specifically focuses on the Basra Employment Services Center and its relationship with the employment office related to the local government. This annex will detail the collaborative efforts between the Employment Services Center and the local government's employment office, emphasizing cooperation and coordinated service delivery.

III. Assignment objective

The objective of the assignment is creating a well-structured, practical, and actionable operational manual to support MOLSA in setting up operationalizing the employment services through enhancing the capacity and efficiency of their employment services delivery in Iraq. By providing clear and practical guidelines, the manual will contribute to improved job search outcomes for individuals, better job matching between jobseekers and employers, and ultimately, a more productive and inclusive labor market.

IV. SCOPE OF WORK & Deliverables

The consultant will closely interact with the Sr. National Project Officer. he will be provided with any supporting documents or contacts as needed.



Following a consultative process, the consultant is required to support the implementation of the activities that will serve at distinguished level in close coordination with the Sr. National Project officer as following:

Deliverable 1:

- Desk review and assessment of employment policies, legislation, organizational structures, and related documents and reports, including conducting online interviews with stakeholders (MOLSA, DOLSA in Basra, Social partners, etc.).
- Report the results of the assessment and the final manual content to the ILO.

Deliverable 2:

1. Submit the first draft of the manual in Arabic, covering all aspects mentioned in the assignment background, along with related forms. Additional sections may be added based on assessment results and ILO's approval.
 - a. Develop a section in the manual describing in detail the organizational structure of the Employment Services Center, outlining the various departments and their roles in achieving the center's objectives. Provide clarity on the roles of employment officers within this structure.
 - b. Present a comprehensive section detailing the job functions and responsibilities of employment officers, including their interactions with jobseekers and employers, and their role in providing career guidance and counselling services.
 - c. Develop clear and streamlined registration procedures for jobseekers and employers, outlining the steps that employment officers should follow to ensure a smooth and efficient process.
 - d. Provide a dedicated section on career guidance and counselling techniques, equipping employment officers with effective strategies and skills to assist jobseekers in making informed decisions about their future paths. Incorporate guidance from the ILO Team, referring to the ILO Career Guidance tools, to enhance the quality of these services.
 - e. Equip employment officers with strategies and tools for effective job matching in a separate section, ensuring that they can connect jobseekers with suitable employment opportunities based on their skills and preferences.
 - f. Detail a specific section that puts forth the process for employment officers to use the MOLSA Employment digital platform effectively, including accessing job databases, managing registrations, and maintaining accurate records.
 - g. Define protocols for employment officers to collaborate with other service providers, such as vocational training institutes, NGOs, and government agencies, to expand the range of services available to jobseekers. This should be presented in a dedicated section on collaboration with other service providers.
 - h. Establish clear protocols in a separate section for employment officers to monitor and evaluate their performance, ensuring continuous improvement in their service delivery. This should include using data from the MOLSA Employment digital platform for reporting and analysis.
 - i. Offer guidance to employment officers on how to effectively engage with private sector employers to promote increased job placement opportunities for jobseekers. This should be presented as a distinct section on private sector engagement.

- j. Provide templates and guidelines for the necessary forms and documentation that employment officers need to maintain, as well as reporting requirements to be fulfilled periodically. This should be included as a separate section on required documentation and reporting.
- k. Include an annex in the manual that specifically focuses on the Basra Employment Services Center and its relationship with the employment office related to the local government. This annex will detail the collaborative efforts between the Employment Services Center and the local government's employment office, emphasizing cooperation and coordinated service delivery.

Deliverable 3:

- Adapt the version of the guide after the received comments from the ILO specialists.
- Participate in the validation workshops with the stakeholders to receive the final comments and recommendations.

Deliverable 4:

- Submit the final version of the manual.

In developing the manual, the contractor will build on good practices from other countries in developing similar manuals with making sure that there is no copy-paste from other similar manuals that have been developed in Iraq or other countries.

V. EXPECTED TIMELINE & Working Days

The contract duration is from 25 August 2023 till 25 October 2023. With maximum 38 working days in total

Sr.	Deliverable	Working days
1	- Desk review and assessment of employment policies, legislation, organizational structures, and related documents and reports, including conducting online interviews with stakeholders (MOLSA, DOLSA in Basra, Social partners, etc.). - Report the results of the assessment and the final manual content to the ILO.	Up to 10 Days
2	- Design the first draft of the guide in Arabic covering all the aspects that are mentioned above with related forms. Some more parts could be added based on the results of the assessments and agreed by ILO.	Up to 20 Days
3	- Adapt the version of the guide after the received comments from the ILO specialists. - Participate in the validation workshops with the stakeholders to receive the final comments and recommendations.	Up to 5 Days
4	- Submit the final version of the manual.	Up to 3 Days
Total		Maximum 38 days

VI. PAYMENT SCHEDULE

The consultant will receive two payments upon completion the following deliverables with fully satisfactory from ILO.

- 20% of the total contract amount upon completion the deliverable 1.
- 80% of the total contract amount upon completion the deliverables 2, 3, and 4.

VII. QUALIFICATIONS AND WORK EXPERIENCES

This assignment is planned to be conducted by an institution, academic institution, or by a registered consultancy group/firm.

- Advanced university degree (master's level or higher, preferably a PhD) in career counselling, education, or other social science field.
- The consultant should have a minimum of 10 years of experience in similar works including career guidance programme and operational manuals development.
- The consultant should have a deep knowledge of Establishing and managing employment services centers and their functioning.
- The consultant should demonstrate great analytical skills and experience in writing operational manuals for career guidance and employment.
- Proficiency in English (spoken and written) and Arabic (spoken and written).
- Previous experience with ILO in similar assignments will be an advantage.

VIII. Proposal Submission

The applicant must submit a technical and financial proposal in separate digital attachments. The subject of the email should mention the following : (Development of an operational manual for the employment services guidance in Iraq) and the submission date.

- The technical proposal should include the consultant experience that fits this assignment. It should also include a vision and a detailed work plan of how the assignment will be implemented.
- The financial proposal should include the overall daily rate based on the table in the TOR (based on each delivery).

Applications should be submitted by email to:

1. Mr. Mohammed Abdulameer, Senior National project Officer – abdulameer@ilo.org
2. Ms. Gashaw Shareef, Project Assistant - shareef@ilo.org

Both financial and technical proposals should be valid for 30 days. The deadline for submission of technical and financial proposals is 12 August 2023 COB.

IX. Proposal Evaluation

The proposals will be evaluated according to the criteria described below:

Technical Proposal

- a) Depth and quality of response to the ToR, and understanding of the local context
- b) technical compliance with the Terms of Reference and its planned deliverables.
- c) The qualifications and experience of the consultant
- d) The proposed implementation and management plan

Financial Proposal

The total working days for each deliverable, and the working daily rate.

The process of evaluating the proposals will be based on the following percentage combination of Technical and Financial elements:

Proposal	Percentage
Technical Proposal	70%
Financial Offer	30%
Total	100%