

SUPPORT OF QUALITY ASSURANCE SYSTEM FOR SOCIAL SERVICES

IPA III/2024/460-113

EC-NEAR/SKP/2024/EA-RP/0009

VACANCY NOTICE

SENIOR NON-KEY EXPERT IN MONITORING AND EVALUATION ASSESSMENT

Project title:	Support of Quality Assurance System for Social Services
Contracting Authority:	European Union Delegation (EUD) in North Macedonia
Implemented by:	WYG SAVJETOVANJE d.o.o. with CGM Consorziowith CGM Consorzio Nazionale della Cooperazione Sociale Gio Mattarelli
Beneficiary institutions:	Ministry of Social Policy, Demographics and Youth MSPDY
Project duration	30 months, from November 2024 to May 2027

BACKGROUND

The Senior Non-Key Expert in Monitoring and Evaluation Assessment will work as part of the project team for the EU funded project "Support of Quality Assurance System for Social Services" in the Republic of North Macedonia.

Overall objective of the project is to support reforms and policies that promotes access to quality social services for all beneficiaries throughout the country. The purpose of the project is to further develop and support the implementation of comprehensive effective and efficient quality assurance system of social services.

Expected Outputs to be achieved are the following:

- Output 1: Enhanced functional framework for implementation of quality assurance standards for delivery of social services through advancement of M&E system and performance framework for measuring at national, regional and local level.
- Output 2: Reinforced capacities of relevant stakeholders for applying comprehensive set of M&E methodology and tools for delivery of social services, as well enhanced reporting and planning at national, regional and local level.
- Output 3: Enhanced capacities for conducting supervision and inspection by relevant institutions.

Target groups are relevant staff from the following stakeholders responsible and involved in the monitoring, evaluation and inspection of social services:

- Ministry of Social Policy, Demographics and Youth and its departments with roles and responsibilities in monitoring, evaluation, supervision and inspection of social services (Social Protection Department, Social Inspection Department, Department for Decentralisation of and Development of Social Protection Services at Local Level, other departments), Institute for Social Activities (ISA);
- Multi-functional Assessment Commissions, Commission for licensing of social services and Commission for financing of social services;
- Social Work Centres;
- Local Self-Government Units (Municipalities);
- Public and Private Social Service Providers;
- Users of services (final beneficiaries' level)

- Ombudsman

TASKS

Key tasks of SNKE include:

1. Document Collection and Review
2. Data Analysis to identify the strengths, weaknesses, opportunities, and threats associated with the current Monitoring and Evaluation system
3. Conducting interviews and focus group discussions with key stakeholders
4. Data Analysis and Findings
5. Development of the Enhancement Plan
6. Development of the mechanism for continuous monitoring and updating of the M&E system
7. Conducting a comprehensive review of existing performance measurement practices and frameworks for Measuring the Quality of Social Services
8. Implementation of testing for all developed mechanisms and tools within the national Monitoring and Evaluation (M&E) system for social services
9. Planning and implementing pilot projects to test the developed mechanisms, tools, norms, and standards Feedback Collection
10. Gathering feedback from the pilot projects and analyse the feedback and to make adjustments to the guidelines
11. Developing Effective Reporting and Evaluation Mechanisms
12. Conducting Training Needs Analysis
13. Design of Training Programme and training materials on topics related to Monitoring and Evaluation functions
14. Implementation of trainings and preparing training reports

DESCRIPTION OF THE ASSIGNMENT

Planned days – contracting period:

A total of up to **90 working days** are planned for the SNKE during the period from April 2025 to April 2027. The allocation of days to specific tasks remains provisional.

Outputs:

- A comprehensive review report detailing the current state of the M&E system
- Priority areas identified for further upgrades/development, including specific recommendations for enhancing alignment with the European Quality Framework for Social Services and EQUASS principles
- Training Needs Assessment Report on M&E functions
- List of training areas and topics based on identified needs
- Comprehensive Training Programme outlining curriculum, topics, and learning objectives
- Detailed Training Plan with schedule, resource requirements, and stakeholder commitments.
- Training delivered to at least 240 participants from relevant institutions

Management

- The expert will be responsible to the Project Team Leader.

Location:

The office base is in Skopje. In addition, various activities may be performed elsewhere in North Macedonia.

Qualifications and Skills Required

- At least a University Degree (where a university degree has been awarded on completion of a minimum of 3 years of study in a university or equivalent institution) or 5 years of general experience above the minimum relevant experience requested in the field;
- An excellent command in English;
- Full computer literacy;
- Strong experience in preparing written reports;
- Ability to work as part of a team.

General professional experience

- At least 7 years relevant experience in the field of the social services in North Macedonia

Specific professional experience

- Strong knowledge of the social protection system and the state of social services in North Macedonia, gained through practical work in social service provision or participation in at least two EU or UN projects.
- At least 5 years of Experience in Assessment or Monitoring and Evaluation system of social services
- At least 5 years of Qualitative and quantitative research and Data Analysis
- At least 7 years' experience in planning and implementing Training Needs Analysis and trainings

Submission of Applications

Applications must be sent in English (CV in Europass format including exact dates with number of working days for each experience, and a motivation letter) via e-mail to Ms. Sanya Stamenkovska, Office Manager, sanya.stamenkovska@wyg-ta.eu, indicating "Senior Non-Key Expert in Monitoring and Evaluation Assessment" in the subject line. References must be available on request.

The application submission deadline is **4 April 2025**. Applications received after the deadline or incomplete applications will not be taken into consideration. Only short-listed candidates will be contacted.

IMPORTANT NOTICE

The expert must not have had any contractual relationship with the public administration of the Republic of North Macedonia for at least 6 (six) months prior to his/her hiring.