



VACANCY NOTICE

SENIOR NON-KEY EXPERT IN LICENSING SYSTEM IN SOCIAL SERVICES

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 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

PROJECT BACKGROUND

The Senior Non-Key Expert in Licensing System in Social Services 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:

- Output1 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 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

1. Assessing the Current Licensing System;
2. Developing of an Upgraded Licensing Framework with clear guidelines and procedures for the application process, documentation requirements, administrative procedures and inspection protocols;
3. Updating and Upgrading Rulebooks and Guidelines to support the implementation of the upgraded licensing system documents related to the operational work of the Commission for Licensing Social Services, such as a template for minutes of commission sessions, a register, monthly reports on the commission's work, annual reports, on-the-spot reports, and opinions;
4. Preparing and conducting Stakeholder Workshops.
5. Conducting a Comprehensive Review: Assessing and updating the regulatory framework governing the roles of the Ministry of Social Policy, Demographics, and Youth (MSPDY) in social service planning, establishment, and quality assurance, including review of existing bylaws, guidance documents, legal acts, and procedures related to social service planning, establishment, and quality assurance of social services;
6. Developing a Detailed Proposal for strengthening the roles and responsibilities of relevant MSPDY departments; Developing a comprehensive capacity-building plan (Training Plan) based on the updated regulatory framework, including training materials and resources tailored to the needs of MSPDY staff, with a focus on licensing and social inspection;
7. Providing on-the-job training for MSPDY staff.

DESCRIPTION OF THE ASSIGNMENT

Planned days – contracting period:

A total of up to **35 working days** planned for the SNKE during the period December 2025 – April 2027. Allocation of days to specific tasks is provisional.

Outputs:

- A comprehensive Assessment Report detailing findings, recommendations, and proposed actions for upgrading the licensing system;
- Developed and upgraded licensing framework, including updated rulebooks and operational guidelines;
- Workshops on the new or upgraded legal framework and procedure of licensing process;
- delivered for participants;
- Review Report on the regulatory framework;
- Proposal for regulatory framework update;
- Capacity Building Plan and materials;
- On-the job support for MSPDY staff.

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 social protection 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 protection or social inclusion

Specific professional experience

- At least 5 years of experience in development social services policies or procedures;
- At least 2 assignments related to developing regulatory framework governing the roles of the national authorities in social service planning, licensing, establishment, and quality assurance;
- At least 3 years of 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 and the number of working days for each experience, and a motivation letter) via e-mail to Ms. Sanya Stamenkovska, Office Manager, at sanya.stamenkovska@wyg-ta.eu, indicating "Senior Non-Key Expert in Licensing System in Social Services" in the subject line. References must be available on request.

The deadline for submitting applications is **5 December 2025 at 17:00**. Applications submitted after this time or incomplete applications will not be considered. Only shortlisted candidates will be contacted.

IMPORTANT NOTICE

The experts 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.

