

## 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 TRAINING

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

#### BACKGROUND

The Senior Non-Key Expert in Training 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. Conducting a comprehensive Training Needs Assessment (TNA) of staff of the social services providers and managing bodies at national and local regarding M&E of social services, by using both qualitative and quantitative methods
2. Analysing TNA results and preparing a comprehensive Training Needs Assessment report
3. Presenting the Training Needs Assessment Report to main stakeholders
4. Designing Training Programme and Training Materials
5. Developing Training Plan
6. Designing Training Methodology
7. Planning Training Logistics
8. Delivering the training
9. Evaluating of effectiveness of training

## DESCRIPTION OF THE ASSIGNMENT

### Planned days – contracting period:

A total of up to **70 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:

- TNA methodology
- TNA Report
- Training Program and Training Plan
- Training Reports
- Introduction to M&E in Social Services Training for up to 180 participants.
- Requirements for M&E and Quality Assessment of Social Services Training for up to 240 participants.
- Training on Stakeholder Collaboration and Effective Communication in M&E of Social Services for up to 100 participants.
- Training on Local Level Planning and Sustainability of Social Services for up to 80 participants.
- Training on User Needs Assessment and Stakeholder Engagement for up to 120 participants.
- Training of trainers provided to at least 20 trainers.
- On-the job training provided to staff of the 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 in North Macedonia
- At least 5 years of qualitative and quantitative research and Data Analysis
- At least 7 years' experience in planning and implementing Training Needs Analysis, designing training plans and implementing trainings.
- Strong experience in preparation of reports

### **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](mailto:sanya.stamenkovska@wyg-ta.eu), indicating "Senior Non-Key Expert in Training" 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.