

e-Sourcing reference: RFQ/2024/51253

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Annex 1

TERMS OF REFERENCE

Family Supporter Position

Purpose and scope of services of the Family Supporter

Under the supervision of the mentor from the PRO Programme, the Family Supporter shall be in charge of providing direct, immediate support to the families of informal waste pickers from the priority target group included in the Programme. The Family Supporter is the **key contact person** connecting all members of the target family with relevant providers of support within the Programme, as well as with available services and measures in the local community.

Support for each family is implemented in accordance with the assessed needs of the family and its individual members and is defined through the Individual Household's Support Plan. The Family Supporter will monitor and support the implementation of the Individual Household's Support Plan through informing, guiding and motivating the family for future changes.

In their work, the Family Supporters will have support from the Programme mentor. In their work, the family supporter shall apply the highest ethical standards and act in line with the principles of protecting programme beneficiaries from any form of misuse, abuse and discrimination, ensuring also the protection of privacy and data confidentiality.

According to current records, there are four families of informal waste pickers from the primary target group with approximately 13 members registered on the territory of the Municipality of Ub as well as three families of informal waste pickers from the priority group with approximately 24 members registered on the territory of the Municipality of Apatin.

Key tasks

The family supporter shall undertake the following activities and have the following responsibilities:

1) Family level

- Initially introducing the family to the type and scope of programme support, the role of the family supporter, ways of cooperation and next steps (next meetings with the family, schedule of visits, etc.);
- Collecting data on the needs of the family of importance for developing the Individual Household's Support Plan, in accordance with the pre-defined methodology;
- Proposing measures for the Individual Household's Support Plan, in cooperation with the family and in coordination with the mentor from the Programme;
- Arranging the next steps with the family, preparing the family for involvement in various forms of support;
- Work on implementing the Individual Household's Support Plan through:
 - Directly linking family members with support providers through Programme activities (educators, mentors, employers);
 - Directly linking family members with relevant community stakeholders – centres for social work, preschool institutions and schools (including teaching assistants), health care institutions

(including health mediators, if they exist in the local community), employment services, local and regional utility companies and others (Roma coordinators, child protection, providers of existing social protection services, civil society organisations, etc.);

- Planning and organising operational meetings with the Programme team, to ensure the provision of coordinated Programme support to the family in the implementation of the Individual Household's Support Plan;
- Informing family members about opportunities to exercise their rights in the areas of health, education, social protection, child protection, employment, prevention and protection from all forms of violence, including gender-based violence, all in accordance with the assessed needs of the family;
- Contacting, representation and support in exercising certain rights, services and measures in accordance with established needs;
- Monitoring the implementation of the Individual Household's Support Plan through:
 - Maintaining regular contact with families, with the optimum of once a week, and a minimum of once in two weeks;
 - Continuous documenting, monitoring and final evaluation of the Individual Household's Support Plan in coordination with the Programme mentor and the local intersectoral mechanism;
 - Assisting in the possible grievance procedure (taking over the beneficiary's written complaint or making an official note based on the beneficiary's oral complaint, which is submitted for further action to the local intersectoral mechanism), in accordance with the Grievance Procedure Guidelines prepared within the Programme.

2) Programme level:

- Participating in mandatory training programmes that are an integral part of the Programme support for Family Supporters (minimum of five trainings) – initial training for performing this job and additional training to improve the quality of the support they provide.
- Participating in the continuous mentoring support programme
- Regular reporting on the work of the Family Supporter in accordance with the agreed reporting schedule and submitted reporting forms

Monitoring the performance indicators of the Family Supporter's tasks

- Regular drafting and sending of monthly reports
- Data collected for drafting the Individual Household's Support Plan
- At least 80% of the planned Support Plan has been implemented or there is justification in case of non-fulfilment of all planned measures
- Positive feedback from direct beneficiaries

Qualifications and experience

Education:

- University degree in any field of social sciences/humanities (social work, psychology, pedagogy, sociology, law, pedagogical professions);
- OR
- Secondary or vocational higher education with an additional two years of relevant professional experience may be accepted instead of fulfilling the requirement of a university degree.

Work experience:

- At least two years of experience in working with vulnerable groups
- Experience working with Roma national minority

Personal competencies:

- Good communication and coordination skills
- Ability to perform multiple tasks simultaneously and meet agreed deadlines
- The candidate belonging to a vulnerable social group is desirable