



Project Management Unit

Dominica Water Sector Strategic Development Project

Terms of Reference

REQUEST FOR EXPRESSIONS OF INTEREST:

INDIVIDUAL CONSULTANT SELECTION FOR COMMUNITY LIAISON OFFICER

Issued on: September 2024

ICS No.: DOMWSSP-SER/PMU-73608-C-14 - Reissuance

Project: Water Sector Strategic Development Project for Dominica

Employer: Government of Dominica represented by Dominica Water & Sewerage Company

Country: Commonwealth of Dominica

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TERMS OF REFERENCE - COMMUNITY LIAISON OFFICER

1. BACKGROUND

1.01 The Government of the Commonwealth of Dominica (GOCD) wishes to engage the consultancy services of a Procurement Specialist to function within the Project Management Unit (PMU) of the Dominica Water and Sewerage Company Limited (DOWASCO). DOWASCO, through the PMU, will be responsible for the management and implementation of the Dominica Water Sector Strategic Programme –financed by the Caribbean Development Bank (CDB).

1.02 The captioned programme’s impact is to improve universal access to reliable and affordable water and sanitation services with emphasis on vulnerable communities in Dominica. This objective is expected to yield the following outcomes:

- (a) Efficient, climate resilient, reliable and sustainable supply of potable water and sanitation systems to all consumers within targeted networks of Dominica; and
- (b) Enhanced operational capacity of DOWASCO to deliver better service to customers.

1.03 There are significant benefits to be realised from the Project but there are also a range of social and environmental safeguard issues that were identified through the Environmental and Social Impact Assessment (ESIA) which must be managed during implementation. In this regard, the engagement of a Community Liaison Officer (CLO) is imperative to support the Project Coordinator (PC) and the Project Management Unit in managing the safeguard aspects of the Project. This critical input is intended to increase the likelihood of realising the project’s intended outcomes.

2. SCOPE OF SERVICES

2.01 The CLO will promote constructive partnerships and communication between DOWASCO and the communities on issues relating to project implementation and will be responsible for implementing community engagement activities as set out in the Stakeholder Engagement Plan (SEP). Among other activities, CLO will:

- (a) Review SEP with a view to identifying and documenting any gaps in the (i) stakeholder identification and analysis that were undertaken; (ii) stakeholder engagement programme (e.g., information to be disclosed, format and communication methods; stakeholder consultation methods); and (iii) schedule for the various stakeholder engagement activities. Information in the ESIA should be used to support SEP review and implementation. The SEP must be updated to address any gaps identified;
- (b) Maintain updates to SEP as necessary, based on issues arising during implementation that may include *inter alia*, stakeholder engagement, and land acquisition. Any major changes to the project activities and/or schedule will be duly reflected in the updated SEP.
- (c) Provide timely feedback to PC on concerns raised by community leaders.

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- (d) Provide timely feedback to community members on project implementation, concerns raised or important decisions taken by DOWASCO in accordance with agreed protocols.
- (e) Develop public relations programmes along with PMU, DOWASCO and the Gender Responsive and Socially Inclusive Communication Consultant, Non-Governmental Organisations, and Community-based Organisations to educate community members about the project and encourage their continuous buy-in and active participation throughout the project cycle.
- (f) Facilitate dialogue and sensitise Project-affected communities as necessary, with particular attention being paid to obtaining information from the less vocal persons in the communities through the use of differential participatory techniques.
- (g) Manage community members' expectations of the project during scheduled meetings and ad-hoc interaction, as necessary.
- (h) Identify potential grievances or project risks and/or opportunities.
- (i) Assist Resettlement Action Committee with management of, and timely responses to grievances lodged through the Grievance Redress Mechanism (GRM) of the SEP.
- (j) Liaise with contractors as needed (e.g. during the local labour recruitment process by assisting with drafting gender-responsive local hiring policies and procedures) especially where community requirements are being solicited.
- (k) Raise awareness of employment opportunities, especially for vulnerable groups in the society and within the Project areas including women, youth and Persons with Disabilities (PWDs).
- (l) Manage stakeholder engagement logistics such as soliciting suggestions/grievances from suggestion boxes, placing communication materials on notice boards and via social media, and arranging community meetings.
- (m) Facilitate stakeholder participation at all relevant levels in accordance with the identified needs of the different categories of stakeholders, particularly women, youth, and PWDs. This may include other activities – participatory assessments and problem-solving of issues, concerns and opportunities, focus group discussions, information-sharing, and community meetings.
- (n) Assist in evaluating the social, environmental and economic impacts of Project activities on the well-being of community members using participatory approaches.
- (o) Monitor implementation of the recommendations proposed under the Consultancy – “Gender Responsive and Socially Inclusive Communication Plan” and participation in training activities;
- (p) Assist PC in ensuring that the implementation of project activities is in conformance with GOCD's and CDB's environmental and social requirements.

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- (q) Attend Project Steering Committee meetings as required and provide information on community discussions, highlighting any current and/or potential challenges likely to impact implementation progress.
- (r) Maintain comprehensive and updated minutes of meetings with the community and other stakeholders.
- (s) Prepare and submit to the PC inputs for incorporation into monthly progress reports to CDB.
- (t) Prepare and submit to the PC, inputs for incorporation into a Project Completion Report, within three months after practical completion of the works.
- (u) Promote and conduct awareness training on health and safety risks directly associated with the Project. These should include but not be limited to mitigating potential conflicts between any foreign workers and local communities that may arise from an influx of workers to the Project sites during construction, increased risks of harmful practices such as sex work, gender-based violence and the use of illegal drugs.

3. DURATION

3.01 The consultancy is expected to last no more than eighteen (18) months from the date of contract signing.

4. REPORTS/DELIVERABLES

4.01 CLO shall report to PC. CLO will furnish reports/deliverables on the assignment as set out below:

- (a) Prior to commencement of the works, develop and implement a results-based, gender-sensitive M&E framework/plan for the SEP that monitors the implementation of SEP and includes the following indicators:
 - (i) number of consultation meetings and other public discussions (forums, focus groups, etc.) conducted within a reporting period. The reporting period will be defined in the framework (e.g. monthly, quarterly, or annually);
 - (ii) % of women participating in consultations by reporting period;
 - (iii) number of grievances received within a reporting period, number of those resolved within the prescribed timeline, disaggregated by sex of the complainant; and
 - (iv) number of project-related press materials published /broadcasted in the national media.
- (b) Other information to be collected shall include:
 - (i) Geographic origin and type of grievances received, and reasons for non-resolution within the prescribed timeline including an analysis of trends.

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- (ii) Analysis of project-related press releases content: proportion that is favourable, unfavourable, neutral, and trends.
- (c) Provide a monthly (structured) field report to DOWASCO including consultations undertaken, attendance registers (where applicable), concerns raised, requests raised, concerns resolved, potential risks, grievances or opportunities identified;
- (d) Assist in compiling a quarterly report for external stakeholders on stakeholder engagement activities undertaken during the previous quarter including the current status of M&E actions. The quarterly report shall include summarised information on participatory methods employed, grievances received from stakeholders (including information on incidents and events that resulted in grievances) and will be collated by the responsible staff and referred to the PC. These summaries will be accompanied by information on the implementation status of associated corrective and preventative actions and recommendations. This report shall form part of the quarterly status reporting (provided by PC) for the Project; and
- (e) Assist in the compilation of relevant sections of the Project Completion Report.

5. QUALIFICATIONS AND EXPERIENCE

5.01 CLO is expected to possess the following minimum qualifications:

- (a) A Master's Degree in Sociology, Rural/Community Development, Anthropology, International Development, or other related discipline
- (b) A minimum of seven (7) years' relevant practical experience encompassing stakeholder engagement practice, community development, and/or social research using participatory methodologies.
- (c) Fluency in English is required.
- (d) Proficient computer skills and good written and oral communication skills are required.
- (e) Administrative and management competence would be an asset.