



Draft

TERM OF REFERENCE FOR CIVIL SOCIETY PARTNER

**“Vulnerable Communities’ Development through Accountable Municipal Services Delivery
in Gaza Strip.”**
Reference No.: GVCD – 2.1

1. Background:

The GVCDP is designed to help operationalize the country’s macro-level policies and strategies, namely the Palestinian’s National Policy Agenda – Putting Citizens First (2017,2022), the Draft Local Government Strategic Framework, and the new MDLF Strategy (2017-2021) which positioned the needs of Vulnerable populations as a development priority.

Overall the GVCDP seeks to improve the provision of basic services to vulnerable populations on the one hand (supply-side) and to increase Municipalities’ accountability, civic and vulnerable groups’ participation in local planning and decision-making process on the other (demand side).

The GVCDP proposed intervention builds on and will be complementary to MDP (the multi-phase municipal development program implemented by MDLF), a dedicated mechanism could eventually be injected into the MDP (“end of this intervention vision”) so the vulnerability issue will be tackled, this issue and it’s institutionalization will be tackled within the policy dialogue component C3 of the entire intervention.

GVCD views NGO and civil society organizations as the catalysts to social and community participation that denote building a socially inclusive, equitable, participatory, and empowering society. In particular, it focuses on strengthening the relationship between vulnerable groups, social organizations, and LGUs to enhance democratic principles and practices: transparency, effectiveness, openness, responsiveness, and accountability; the rule of law, acceptance of diversity and pluralism, and social inclusiveness.

Geographic and Vulnerability Targeting

In the piloting phase, the vulnerable areas were identified based on the reality that municipalities develop their SDIP by focusing on the populated areas at the center of cities, ignoring those located in the remote areas, close to the borders, and with low population density. The challenge of small municipalities is to raise funds for their services in the rural and vulnerable areas, thus the program has focussed on supporting smaller municipalities, and vulnerable areas in the middle and south of the Gaza Strip eastern of Salah El Dien Road.



In this context, MDLF conducted an assessment to identify the most vulnerable areas and municipalities depending on PCBS assessment of infrastructure services in 2017, the conclusion showed 13 municipalities located in the middle and south Gaza east of Salah ElDein Road. Accordingly, 7 municipalities were targeted in phase 1 (Al Buriij – Al Qarara – Abasan Jadeeda – Khuza – Al Shoka – Al Naser and Rafah)

In the new phase, MDLF is planning to select a number of municipalities from the previous phase (4 -5) based on competition and targeting new municipalities (6 -7), around 12 municipalities will be targeted in this phase.

The reason behind this is to scale up the support given to the previously targeted areas given the huge demands of those vulnerable communities for basic services and the lack of resources of the municipalities to provide infrastructure services. Thus, there is a need to allocate additional resources to improve service delivery and have a tangible impact and outcomes of the intervention on the vulnerable communities. This should be in line with the overall program framework and obligations to ensure targeting the most vulnerable communities.

GVCD Objectives

The overall goal of the GVCD is that Vulnerable communities in the targeted municipalities enjoy improved access and voice in local service delivery and decision-making. the *Gaza Vulnerable Communities Development Program* envisions two overarching outcomes:

OUTCOME 1: Improved and accountable local service delivery for vulnerable communities.

OUTCOME 2: Strengthened local authorities' accountability toward citizens and civic groups (youth, women, and Neighbourhood Committees) and citizens' participation in local decision-making processes.

GVCD Program Structure and Components

GVCD attempts to improve tangible service delivery needs on the one hand and improving participatory, collaborative governance and social cohesion on the other are mutually reinforcing. It is expected that this will catalyze human and social capital and social cohesion, both critical for building community resiliency in conflict-affected settings. Adopting a “no harm” lens will further prevent the deepening of inequalities between groups. It is important to highlight that the program will not exclusively target the highest number of beneficiaries or the area with the highest population density for cost efficiency purposes and economies of scale but rather address equity issues, enabling the right of every citizen to receive basic services across the Gaza Strip. *To achieve its fulfillment, GCVD is structured along with three main components:*



Component 1 (C1): The emphasis at this level is given to improving equal access to basic services for vulnerable communities through the implementation up to 7 small-to-medium hard and social infrastructure projects in the new areas and 5 top priorities in the areas from phase 1, the priority will be given to enhance the social services to respond to the vulnerable community's needs (women and girls centers, youth services, disabled centers, playgrounds, public parks and limited projects to improve the infrastructure services include water, sewage, roads .etc.) in several targeted municipalities. The selection of the project is based on Strategic Development and Investment Plans (SDIPs) facilitated by the MDLF and on criteria that cater to vulnerable communities, women's, and other identified social groups' needs (details indicated section below). Through this Component, municipalities will address social inclusion through their enhanced capacity to plan, implement, maintain and monitor infrastructure/ service delivery projects, thus improving their overall accountability toward citizens.

Component 2 (C2): Intentionally, GVCD values the qualitative, participatory, and capacity-building dimensions of the Program and is considered as a backbone of the program in its relation with C1 and C3. The objective of C2 is to empower municipalities, civic groups (women, youth, local committees, Neighbourhood Committees), CBOs, and citizens to increase their participation in joint local decision making, project planning, prioritization, selection, and monitoring processes. It will be achieved in two ways.

- a) Provide training to a 'critical mass of municipal staff, qualified CSOs, CBOs, and local social mobilizers (especially youth including females and males) on sustained civic participation (CP) and social accountability (SA) practices. CBOs and citizens will be also trained on applied light maintenance and monitoring of infrastructure projects selected for implementation in C1 (e.g. on basic functions of projects, early detection of infrastructure breakdowns, on the formation of user groups, and joint problem-solving techniques with municipal staff). The communities will be more apt to hold LG authorities accountable for their service delivery functions and simultaneously be held responsible for better usage and monitoring of sustainable public infrastructure, hence contributing to stronger local ownership and sustainability of infrastructure projects.
- b) Enhance community ownership, encourage hands-on learning, and to put the training into use, through the disbursement of small grants for applied, innovative smaller-scale CP and SA projects community development projects (e.g. civic monitoring of C1 infrastructure projects, public beautification, public awareness campaigns, civic journalism, use of popular new online and mobile technologies such as project monitoring applications, etc.).
- c) **Component (3): This component** is to i) increase and influence policy and institutionalization of development support for vulnerable communities at the local level, and ii) improved qualitative standards of SDIP processes. Particular attention will be paid to empowering and ensuring MDLF's effective implementation of support for vulnerable



communities within the new MDLF Strategy (2022 – 2026) as well as raising more awareness about vulnerability topics in Gaza. The key instrument for C3 will be the annual policy roundtable, topics for roundtables that are jointly co-organized by MDLF Head (Ramallah) and Gaza and SDC Office (Jerusalem). Evidence for policy dialogue entry points can be derived from research studies, analyses, and surveys jointly commissioned by SDC and MDLF.

2. Main Objective of the Assignment

Addressing the needs of the most vulnerable at the community level by improving service delivery and their participation in decision-making processes cannot be fully realized without the effective involvement and assistance of civil society. The Program thus seeks to engage reputable and experienced civil society organizations (CSOs) as implementing partners for Component 2 (C2). The primary objective of C2 is to complement the Program’s harder infrastructure Component 1 by *”enhancing civic participation of vulnerable communities in local decision making and thereby improving citizen-municipality relations and the latter’s accountability.”* Enhanced civic participation is not only a globally accepted good governance standard but it is particularly relevant in the Gaza context, where the prospect for holding local elections remains elusive hence perpetuating weak ties between local authorities and citizens.

The overall objective of the entire consultancy is to strengthen civic engagement as an approach where vulnerable communities have the power to influence the decisions and services provided by the LGUs. To have progress toward effective community participation, the NGO Consultant role will focus on:

- Empowering civic groups (women’s, youth, local committees, Neighborhood Committees), CBOs, and activists to constructively engage and pro-actively provide inputs in the joint decision-making – selection of projects (for component no.1) based on the preliminary selection criteria listed **in annex 2**, this is to complement the geographic selection. The geographic selection is targeting the Gaza Macro level selection while the detailed criteria of annex 2 will do the micro-level selection on the municipality level and community/project level
- Coordinate with the LTC in the planning, **prioritization, and selection - of hard component projects selected for implementation under C1.**
- Enhance citizens’ and civic groups’ awareness and capacity to assist in the maintenance and monitoring of infrastructure projects selected for implementation under C1. It is



assumed that more informed and engaged citizens will be more apt to hold municipal authorities accountable for their service delivery functions;

- Enhance citizens' and civic groups' participation through concrete, innovative and gender-sensitive smaller-scale community social accountability projects funded by small grants;
- Strengthen local civic groups and community-based organizations' capacity to effectively and sustainably utilize civic participation and social accountability tools such as public hearings, civic consultations, focus group discussions, citizen scorecards, and satisfaction surveys, as indicated in the MoLG Social Accountability Toolkit.
- Engagement of particularly vulnerable (women, widows, youth, elderly) and marginalized groups, ensuring that they are heard and their inputs are incorporated into the local decision-making processes.

3. The Scope of Work:

The NGO Consultant will work closely with MDLF staff, and while performing this assignment it must adhere to the principles and transversal themes including gender & youth empowerment, do no harm, human rights-based approach, collective sensitive program management (CSPM), in alignment with Municipal Development Program (MDP) tools and instrument concerning SA. *In particular, consulting NGOs should fulfill the following tasks:*

The consulting NGO will work closely with MDLF staff, and while performing this assignment It must adhere to the principles and transversal themes including gender & youth empowerment, do no harm, collective sensitive program management (CSPM), in alignment with Municipal Development Program (MDP) tools and instrument concerning SA.

ID.	Main Tasks	Tasks/ Description
1.	Task #1 Identify and select the vulnerable communities in the selected and targeted municipalities	<ul style="list-style-type: none"> - Desk review of GVCD Phase I, including evaluation report, baseline report, vulnerable communities' selection report, need assessment report, - Municipalities selection report prepared by MDLF for phase 2, and any related documents - Develop and implement a methodology and tools to identify and select the vulnerable communities in the targeted areas and municipalities, the selection process shall be fully coordinated and approved by MDLF - Provide a list of selected vulnerable communities combined with details and backed analytical information on the selected localities - Provide a final report on the overall vulnerable communities' selection process



<p>2.</p>	<p>Task # 2 Development and conduct Need Assessment to assess municipalities, citizens, and community groups' redness to effectively use civic participation and social accountability tools</p>	<ul style="list-style-type: none"> - Design, plan and implement need assessment on civic participation and social accountability, community mobilization, and collective actions <i>in the new selected</i> communities and municipalities: - Desk review of all available documents, studies, and reports related to social and civic participation - Review existing policies, programs, plans, studies, etc. on civic participation and social accountability and other related documents - Design and develop a participatory methodology and tools to implement the need assessment and collect data - Conduct community workshops to validate data and discuss the findings - Finalize a comprehensive need assessment report including the feedback from the stakeholders - Update the need assessment of the targeted municipalities and venerable groups conducted in Phase 1,
<p>3.</p>	<p>Task # 3 Capacity building and training program for municipalities, community activists, and members, formed local committees, CSOs, and CBOs in the targeted localities on civic participation and social accountability,</p>	<ul style="list-style-type: none"> - Based on the need assessment, identify the capacities and training needs of community members, vulnerable groups, community activists, community mobilizers and municipalities staff, CSOs, and CBOs on civic participation and social accountability concepts, practices, and tools. - The training program shall include the needs of the local groups, community members, and municipalities staff from Phase I - Design and implement relevant training and coaching for municipal officials, civic groups, local mobilizers especially youth and women, CSOs, CBOs, and citizens at the community level on MDLF civic engagement and social accountability tools and practices - The training program should use innovative methods and tools, and also promote an authentic learning environment and effective participation of the target groups - Prepare training materials, exercises, case studies, and a manual on civic engagement and social accountability - Development of a training manual and guidebook to enhance civic participation and social accountability in local services development - Develop and implement TOT to the active citizens who will sustain CP and SA initiatives on an ongoing basis at the local level. - Develop and conduct pre and post evaluation of the training program and highlight the lessons to improve the



		<p>capacity of both municipalities' teams and community members and groups and provide an evaluation report</p> <ul style="list-style-type: none"> - Develop and document best practices to increase civic participation and social accountability at the local level and municipalities level
4.	<p>Task # 4 Community mapping and identification of CSOs, CBOs, civic active groups, and other related stakeholders and developing a communication plan to promote civic participation and social accountability</p>	<ul style="list-style-type: none"> - Plan, design, and implement community mapping in the selected communities to identify CSOs, CBOs, and other related organizations serving the selected communities - Provide one fact sheet presenting existing resources and critical needs of civic participation in every targeted local community - Conduct stakeholder engagement analysis including the active CSOs, CBOs, other institutions, and groups and identify their potential roles and capacities - Develop a communication plan to engage stakeholders (CBOs, CSOs, and other active institutions) in the development of a civic engagement plan
5.	<p>Task #5 Assist municipalities to develop civic engagement and social accountability strategic plan</p> <p>Provide recommendations about the studies, research, and areas to be implemented by MDLF</p>	<ul style="list-style-type: none"> - Conduct constructive dialogue with municipalities and community members, CBOs, and other stakeholders to identify the gaps and challenges to enhance civic participation and social accountability - Assist municipalities and relevant stakeholders to develop a strategic plan to promote and strengthen civic engagement and social accountability in the targeted municipalities - Develop monitoring procedural and tools to support implementing civic participation strategic plan. - Report on the best practices and tools to enhance CP and social accountability - Conduct follow-up sessions (biannual meetings) to provide technical support and assistance.
6.	<p>Task # 6 Develop and implement public awareness and educational campaigns on civic participation and social accountability</p>	<ul style="list-style-type: none"> - Design, plan and implement public awareness and educational campaigns on CP& SA, at least one campaign per year - Facilitate and lead media campaigns to promote social accountability - Develop and produce educational materials, and leaflets to increase publicity of social accountability and civic engagement. - Facilitate workshops and focus group discussions at municipalities level, partner level, community level, and



		MDLF for sharing experiences and learning, constructive dialogue, and building trustful relation
7. R	Task # 7 Advancing gender mainstreaming at the municipalities level, providing coaching and training to enhance municipalities' capacities about gender sensitivity at both employment level and project level), and developing gender mainstreaming strategy to enhance internal competence for implementing it.	<ul style="list-style-type: none"> - Review the gender assessment and audit report from Phase1, including main findings, identified entry points to integrate gender in municipal work, - Conduct gender audit for the new municipalities - Building and strengthening mechanisms, and instruments for achieving gender equality in the municipal work - Develop a gender action plan to sustain gender mainstreaming and the municipalities - Establishment of local mechanisms to empower women and promote gender mainstreaming and gender sensitivity throughout municipality work. - Design, plan and implement activities and training sessions, coaching to enhance gender mainstreaming and sensitivity in the municipal work, - Developing a minimum standard of gender equality in the municipal sector
8.	Task # 8 Enhancing accountable infrastructure services (about C1)	<ul style="list-style-type: none"> - Review the deliverables of the SDIPs and other documents concerning the vulnerable communities as part of the desk review and diagnostic assessment. - Collect any other needed data to apply the scoring mechanism and then conclude the target vulnerable communities accordingly. - Liaise with and promote a culture of constructive dialogue between municipalities, MDLF, CSOs, CBOs, local committees, and citizens from the targeted communities (in relation to Component 1) - Facilitate community meetings, and focus group discussions with the participation of LG and local communities (for the new selected areas to identify 7 infrastructure projects to respond to vulnerable communities' needs) to ensure effective participation in the design, planning, implementation, and evaluation of the infrastructure projects. - Facilitate communication with the municipalities and local committees from Phase 1 to compete and identifying 5 top projects and needs • The selected infrastructure projects should improve the basic services for the vulnerable communities (emphasis



		<p>will be given to Community centers, youth centers women's centers and community and cultural services, etc.....</p> <ul style="list-style-type: none"> • Ensure women's participation and have representation in all forms of discussion and dialogue to identify needs and projects priorities • Document the outcomes of discussing and dialogue between the vulnerable groups and • Provide a comprehensive report to document the process of selecting projects and outcomes
9.	<p>Task # 9</p> <p>Organize grants calls for small-scale community projects (with potential relation to civic participation and social accountability)</p> <p>Enhance community mobilization and strengthen the local committees from phase 1, to sustain the impact of the implemented initiatives and promote civic participation</p>	<ul style="list-style-type: none"> • Plan, design, and implement small grants to promote civic participation and increase social accountability • Provide mentoring, and training to local committees, and community groups to identify and select community projects and initiatives • Ensure a participatory approach in all processes to identify, select, design, implement, and evaluation the selected community projects <ul style="list-style-type: none"> - Report on the progress and disbursement flows - Document lessons learned and collect anecdotes - Conduct a review of the implemented initiatives from the phase 1, and assess the need to maintain the impact of the community initiatives - Assist the local committees to mobilize community participation
10.	<p>Task # 10</p> <p>Enhance local committees, community members, CBOs, and CSOs ' capacities in monitoring and maintaining infrastructure implemented projects</p>	<ul style="list-style-type: none"> - Plan and conduct training and coaching to the community members, local committee members, CBOs, and CSOs to monitor and maintain infrastructure projects - Develop a procedural manual to enhance local committee members' capacity to monitor infrastructure projects implementation and maintenance - Develop and document best practices to increase community participation in monitoring and maintaining infrastructure projects



11.	<p>Task # 11</p> <p>Monitoring and evaluating and enhancing learning and feedback mechanisms to improve civic participation and social accountability LG sector</p>	<ul style="list-style-type: none"> - Based on the outcomes of the baseline survey on civic participation and social accountability in the vulnerable communities in the targeted areas - Prepare monitoring, evaluation, accountability, and learning (MEAL) plan including main outcomes, outputs, activities, quantitative and qualitative indicators, baseline and targets, means of verification, data collection methods, frequency and responsibility, accountability measures like complaint and response mechanisms and lessons learned for knowledge capitalization - Conduct quarterly learning through reflection “meetings (2-3 hours each) in each targeted municipality - Systemize and document lessons learned and best practices from the citizen’s engagement mechanisms like feedback mechanisms, complaints, and community meetings, and produce briefing notes identifying key recommendations and sharing them with stakeholders towards knowledge capitalization
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4. Deliverables Breakdown and Schedule,

No.	Task	Main Deliverables	Description	Expected Date
1.	<p>Task # 0</p> <p>Develop and prepare an inception report</p>	Inception Report	<ul style="list-style-type: none"> - An inception report to be submitted (in English) to the MDLF, the inception report shall clarify the management and implementation of the assignment within the designated timeframe as well as the expected level of quality. the report shall include a detailed implementation plan of the assignment 	Within two weeks after the start of the assignment



2.	<p>Task # 1</p> <p>Identify and select the vulnerable communities in the targeted areas and municipalities</p>	<p>Selection and identifying vulnerable communities report</p>	<ul style="list-style-type: none"> - Develop and implement a methodology and tools to identify and select the vulnerable communities in the targeted areas and municipalities, the selection process shall be fully coordinated and approved by MDLF - Provide a list of selected vulnerable communities combined with details and backed analytical information on the selected localities - Provide a final report on the overall vulnerable communities' selection process 	<p>Within two months of signing the contract</p>
3.	<p>Task #2</p> <p>Develop and implement Assessment</p>	<p>Comprehensive Need Assessment Report</p>	<ul style="list-style-type: none"> - Develop and implement a comprehensive and analytical Need Assessment disaggregated on age, gender, - The assessment baseline report should be able to report on the vulnerability and civic participation in the municipal sector and reflects on the relations, communication between vulnerable communities and LGU 	<p>Within 6 months of starting project implementation</p>



4.	Task # 3 Design, Plan and Implement capacity building and training program	Capacity Building and Training implementing the report	- Develop the Capacity Building and Training Plan based on the need assessment on Civic Participation and Social Accountability of the targeted groups: vulnerable community groups, municipalities, citizens, and local media.,	Within the second half of the first year
5.	Task # 4 Design and plan Civic Participation and Social Accountability strategy	CP and Social accountability strategy document	- Develop strategic guidance and framework to promote and sustain civic participation and social accountability.	During the second half of Second-year
6.	Task # 5 Develop and implement public awareness and educational campaign on CP, SA (at least two times during the project course)	Public awareness and educational campaigns report	- Documentation of all public meetings focus groups meetings and discussions,	End of the first year
7.	Task # 6 Advanced Gender mainstreaming at the municipalities level including capacity building and training for municipal staff	Gender sensitivity analysis report Gender mainstreaming plan	- Developing advanced gender mainstreaming framework and plan, - Training materials and report on gender sensitivity and raising awareness - Develop gender minimum standards	During the first half of the second year
8.	Task # 7	An assessment report to identify vulnerable	- The assessment and selection of vulnerable communities will be	End of 1 st year



	Enhance accountability of communities and infrastructure services delivery	f communities and needs	completed in accordance to specific selection criteria (included in the document) and with review of the SDIP deliverables and any other potential projects under C!	
9.	Task # 8 Call for small grants to community-based citizens groups)	Analytical reports of the implemented community-based projects	- The small community grants will enhance community ownership, and apply skills related to civic participation and social accountability, the project selection, and design will be made in close discussion with MDLF, CBOs, and CSOs	2 nd quarter of the second year
10.	Task # 9 Enhance local committees and community, CBOs, CSOs. (including women and youth) monitoring skills and observatory capacity of infrastructure projects	Monitoring of infrastructure projects and observatory training report Procedural manual of monitoring and observatory skills Document the best and good practices of citizens' participation in monitoring and maintaining infrastructure projects	- Plan and conduct training and coaching to the community members, local committee members, CBOs, CSOs, to monitor and maintain infrastructure projects - Develop a procedural manual to enhance local committee members' capacity in monitoring infrastructure projects - Document the best practices in terms of local community roles and responsibilities to preserve and maintain infrastructure projects	Within the second quarter of the second year



11.	Task # 10 Monitoring, evaluating, and enhancing learning and feedback mechanisms to improve civic participation and social accountability in LG sector	Monitoring and Evaluation and Learning Plan document Document reflection meetings in each targeted municipality Conduct a progress survey by the end of first year of the project	<ul style="list-style-type: none"> - Prepare a clear MEAL plan - Conduct quality reflection meetings - Systemize and document lessons learned and best practices - Assessment report on civic participation and social accountability impact documented and shared with municipalities 	During the project implementation
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5. Reporting and Management

In addition to the deliverables described by the TOR , the NGO shall provide the following reports to MDLF

Report	Description	Due Date
Inception Report	<ul style="list-style-type: none"> • An inception report to be submitted (in English) to the MDLF, the inception report shall clarify the methodology and plan of management and implementation of the assignment within the designated timeframe as well as the expected level of quality. The report shall include a detailed implementation plan of the assignment. 	Within one week after the sign/start of the assignment
Monthly Progress Report	<ul style="list-style-type: none"> • Monthly progress report to be submitted (in English) to MDLF. The report shall summarize the progress achieved during the month, attach copies of the interim deliverables concluded during 	Within one week after the end of each month



	the period of the report, and specify any issues that may have impacted the expected progress, as well as the measures, are taken to address these issues.	
Semiannual Report	<ul style="list-style-type: none"> The semiannual report describes the major or significant progress toward the key steps of building the capacity of individuals, groups at both the community and municipal level, enhancing civic engagement and social accountability tools, and establishing sustainable and accountable infrastructure services delivery, reporting on the obstacles and correction actions and mitigation measures. 	Each six month
Final Report	<ul style="list-style-type: none"> Delivery of final report, and capture the feedback observations and general and specific recommendations on options for MDLF on CP and SA approach going forwards 	One month after the end of the project

6. Consultant Qualifications:

The Consultant shall provide the following expertise and team of experts in order to be able to implement the assignment

Title (Count)	Minimum required qualifications
Team Leader (1)	<ul style="list-style-type: none"> - Master's degree in public administration, social science, human resources management, development studies, or a related field, - Minimum 6 years' experience providing designing, managing, and implementing projects relevant to civic engagement, civil society



	<p>strengthening, community mobilization and social accountability, or equivalent combination of education and/or experience;</p> <ul style="list-style-type: none"> - Proven work experience as a team leader or manager and supervisory - Have experience in addressing issues related to management for local government units in Gaza Strip. - He/she should have previous experience in similar assignments and in working with and building the capacity of local government units' officials in the fields of project designing, procurement, implementation, and monitoring. - He/she should also possess strong analytical, communication, reporting, and people management skills, as well as solid mediating and consensus-building skills.
<p>Project Coordinator (1)</p>	<ul style="list-style-type: none"> - Bachelor's degree in business administration, social science, economic studies, or a related field, a master's degree is preferable. - Minimum 5 years' experience providing designing, managing, and implementing projects in civil society strengthening, social and community development projects including social accountability and civic participation. - Project coordinator with administration or management background, He/she should have advanced professional and/or academic qualifications in municipal engineering or related technical/development disciplines. - Have experience in addressing issues related to management for local government units in GS. - He/she should have previous experience in coordination and organization of similar assignments and in working with and building the capacity of local government units' officials in the fields of project designing, procurement, implementation, and monitoring. <p>a. He/she should also possess strong analytical, communication, reporting, and people management skills, as well as solid mediating and consensus-building skills.</p>
<p>Social Transformation and Community Mobilization Expert (1)</p>	<ul style="list-style-type: none"> - Minimum BSc degree in a related field (social studies, social development, sociology, socio-economics, etc.). - Professional social and community development and mobilization expert with at least 7 years of experience in carrying out community consultation for the identification of community development projects focused on enhancing community participation in municipal decision-making. Experience with social impact assessments (identification, mitigation), participatory planning and budgeting, improvement of consumer satisfaction, enhancement of customer relations by municipalities and utilities, and public awareness campaigns.



	<ul style="list-style-type: none"> - Capability and Experience in conducting community mobilization activities such as, awareness workshops to the local communities to identify subprojects, and action plans, update the communities' priorities, and engage LGU. - Familiar with the Palestinian culture, traditions, and values across the different regions of the country. - Sound facilitation and moderation skills
<p>Researcher/ Community Analyst (1)</p>	<ul style="list-style-type: none"> - a Master's degree in Social Sciences/ development studies /Public Policy or related fields with supervised academic thesis work; - Minimum 5 years' experience in conducting research assessment, and community studies are required - Published/unpublished research, studies, and reports - Knowledge of research methodologies and techniques - Previous experience and familiarity with municipal and infrastructure projects are required. - Demonstrated the ability to work with teams and supervise junior colleagues - possess strong analytical, communication, reporting, and people management skills, as well as solid mediating and consensus-building skills. - action plans, update the communities' priorities and engage LGU. - Familiar with the Palestinian culture, traditions, and values across the different regions of the country.
<p>Trainer (2)</p>	<ul style="list-style-type: none"> - At least 5 years of experience in conducting training in similar projects including social and community projects. - Senior trainer with advanced professional and/or academic qualifications in training in relevant fields with a focus on civic engagement and social accountability. - Have experience addressing issues related to management for local government units in GS. - He/she should have previous experience in similar assignments and in working with and building the capacity of local government units' officials in the fields of project designing, procurement, implementation, and monitoring. - He/she should also possess strong analytical, communication, reporting, and people management skills, as well as solid mediating and consensus-building skills.
<p>Media and</p>	<ul style="list-style-type: none"> - Bachelor's degree in media, communication, or related field



<p>Communication Expert (1)</p>	<ul style="list-style-type: none"> - At least 3 years of experience in social media - Strong familiarity with the business applications of social media platforms (Facebook, Twitter, YouTube, LinkedIn, etc.) - Knowledge of project management and web design best practices - Experience to address community development issues including social accountability and community mobilization - Understanding of social media metrics; able to interpret the results and take action to increase the effectiveness of social media campaigns - Strong written and verbal communication skills
<p>Monitoring and Evaluation Officer (1)</p>	<ul style="list-style-type: none"> - Bachelor's Degree in social sciences, development studies, statistics, or a related field, a master's degree is an added value. - A minimum of three years of similar work experience is required. - Demonstrated and extensive social media experience is an added advantage. - Good knowledge and strong demonstrated experience in monitoring, evaluation, accountability, and learning, including participatory approaches. - The ability to facilitate capacity building and training at different levels for staff - Excellent written and oral English communication skills are required, - Excellent coordination and organizational skills. - Ability to plan workload and demonstrate accountability for outputs with minimal direct supervision. Ability to work under pressure, ability to prioritize, and commitment to meet deadlines. - Proven knowledge of computerized systems; high degree of computer literacy and word processing and spreadsheet/Excel skills - Experience with statistical packages (e.g. SPSS, STATA) and familiarity with IT applications to support MEAL and information management an added advantage.

Eligibility criteria: Officially registered and reputable non-governmental, civil society, or community-based organizations ideally from Gaza Strip but also from **the West Bank with a credible track record in implementing civic** participation and social accountability projects at the local level can apply.

Required qualifications

- Relative experience (3 years or more) working with municipalities



- Strong experience (5 years or more) working with communities, and vulnerable groups on civic engagement activities and ideally in connection to urban planning or monitoring of infrastructure projects.
- Knowledge and previous experience in implementing civic engagement and social accountability policies, methods, tools, and practices (e.g. public hearings, civic consultations, citizen scorecards, and citizen satisfaction surveys at the community and municipal level); familiarity with MDLFs already developed civic participation and social accountability guidelines are desirable.
- Capacity to effectively organize, facilitate and lead workshops, and focus group discussions at community and municipal levels.
- Demonstrated capacity to effectively manage the distribution of small grants at the community level.
- Prior experience working with the media including social media and digital communication.
- Experience in conducting training on civic engagement and social accountability.
- Be committed to core human development principles including transparency, accountability, participation, inclusion, empowerment, capacity development, and citizens ownership
- Have the mandate/ability to make a significant contribution to supporting the rule of law and access to justice through, service provision; strengthening accountability and civilian oversight; human rights protection and advocacy; improving gender justice and justice for vulnerable groups.



NGO recommend needed studies and research to be implemented by MDLF