

# **HUMAN DEVELOPMENT SERVICE DELIVERY PROJECT**

## **Terms of Reference Consultancy for SVG-HDSD-CS-INDV-63A**

### **FIELD SUPERVISOR FOR THE ENHANCED JOB OPENING AND LABOUR TURNOVER SURVEY**

#### **1. INTRODUCTION**

1.1 The Government of St. Vincent and the Grenadines (GOSVG) has received funding from the World Bank (WB) toward the implementation of the Human Development Service Delivery (HDSD) Project. The project is designed to strengthen the quality of service delivery in education, improve the efficiency of social protection systems, and improve the effectiveness of labour market systems.

1.2 The project is implemented by the Ministry of Finance, Economic Planning, Sustainable Development, and Information Technology. The other participating ministries are the Ministry of National Mobilization, Social Development, Family, Gender Affairs, Persons with Disabilities and Youth; the Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour; and the Ministry of Education, National Reconciliation and Ecclesiastical Affairs.

1.3 The project is structured around the four following components:

- Component 1 - Strengthening Pedagogy for Basic and Special Needs Education
- Component 2 - Building Responsive Social Protection Service Delivery Systems
- Component 3 - Strengthening Labour Market Systems and Improving Skills Training of Poor and Vulnerable Populations
- Component 4 - Project Implementation, Monitoring and Evaluation

1.4 This project offers an opportunity for the enhancement of the labour legislative framework and the improvement of the labour market systems, under sub-component 3.2. More specifically, the project will finance the revision of the Protection of Employment Act, which has been completed and awaiting Cabinet's approval; the revision of the Labour Relation Bill; the drafting of a Labour Code; execution of Labour Demand Surveys; and the facilitation of Labour Market Analysis Training.

1.5 The Department of Labour (DoL), the Statistical Office (SO), and the National Insurance Services (NIS), are the principal agencies of government charged with the overall responsibility of collecting, analysing and disseminating labour and employment data in Saint Vincent and the

Grenadines (SVG). With technical and financial resources from the International Labour Organisation (ILO), the DoL developed the SVG Labour Market Information System (SVG-LMIS), officially launched in 2011. The system design also proposed the establishment of the National Survey Programme to be coordinated by the SO in conducting periodic household and establishment surveys. The establishment surveys are intended to provide information on labour demand and supply flows as well as on unfilled vacancies within establishments. It is expected that results from these periodic surveys would provide detailed information on job creation or job losses by reason, industry, and occupation as well as difficulties that employers might have in finding suitable labour.

1.6 In 2014 the DoL in collaboration with the SO conducted its first establishment survey referred to as the Labour Demand Survey (LDS) or Job Opening and Labour Turnover Survey (JOLTS), hereafter referred to as the 'JOLTS'. The JOLTS is a collection of data from randomly selected enterprises to provide a comprehensive assessment of the total number of job openings, hires, and separations. The data collected was meant to will identify the demand for employment and the requisite skills which will be used to formulate and implement appropriate policies and programme related to educational training in St. Vincent and the Grenadines.

1.7 Given that the DoL and SO are seeking to commence another round of a revised JOLTS in October 2020. Data will be collected in two (2) rounds; the first round to be executed in 2020 and the second in 2021. Therefore, the HDSD Project will finance the contracting of Field Supervisors to assist the department in its execution.

## **2. DESCRIPTION OF SERVICES**

### **2.1 Objectives of the Consultancy**

2.1.1 The objective of this consultancy is to work with the DoL to support the execution of the JOLTS and collect necessary data from specified enterprises within SVG. The Field Supervisor shall be responsible for the supervision of and reporting on the operations/activities of Enumerators assigned to him/her within a given business area.

### **2.2 Responsibilities of the Field Supervisor**

2.2.1 Attend all training sessions conducted on how to carry out this survey.

2.2.2 Review and be familiar with the Enumerator's and Field Supervisor's manual, the survey questionnaire, and other relevant materials distributed at training sessions.

2.2.3 Ensure Enumerators understand the business areas to which they are assigned. In the event that the Enumerator is unsure of this, the Field Supervisor shall assist the Enumerator regarding same.

2.2.4 Accompany the Enumerator on interviews as needed, so that it can be observed whether the Enumerator is conducting the interview and using the instruments provided to him/her correctly. If necessary, the Field Supervisor should demonstrate the correct procedure to the Enumerator, by conducting at least one such interview.

2.2.5 Work closely with the Survey Coordinator in making appointments, ensuring that appointment dates do not conflict with any date previously set for another enterprise.

2.2.6 In the event that an emergency arises that is likely to prevent the Enumerator from keeping the appointment, this must be communicated to the Survey Coordinator immediately in order for a new appointment to be secured.

2.2.7 Communicate all relevant appointments to the Enumerator in a timely manner.

2.2.8 Instruct Enumerators to, and ensure that, questionnaires are completed using the “face to face” interview method only and as guided by the Enumerator’s Manual, unless otherwise instructed to use another method.

2.2.9 Hold regular meetings with assigned Enumerators, so that all problems faced could be resolved. Notes of these meetings shall be kept so that information can be shared with the Lead Consultant contracted to conduct the JOLTS.

2.2.10 Review all questionnaires in the Survey Solution Platform under his/her assignment within two (2) days of submission of Enumerator and assess their completeness as guided by the JOLTS Manual.

2.2.11 Reject, return, and discuss with the Enumerator any questionnaire or visitation record with errors and omissions to be rectified. Questionnaires re-submitted, after corrections are completed, should be reviewed within one day of re-submission.

2.2.12 Assess the quality of each Enumerator’s work, as outlined within the Enumerator’s Manual and JOLTS Manual, and determine the level of support each Enumerator requires.

2.2.13 Resolve any conflicts that may arise in the field relating to survey execution and relay all difficulties encountered by Enumerators to the Lead Consultant.

2.2.14 In the event of refusals by enterprises/establishments to allow assigned Enumerators to complete survey questionnaires, ensure that every incidence of this is recorded on the Refusal Record Forms. In the event that the Enumerator is unsuccessful in having the enterprise in question agree to complete the questionnaire, the matter must be referred to the Survey Coordinator.

2.2.15 In the event that the Field Supervisor has to perform the duties of an Enumerator, he/she MUST, before so doing, receive approval from the DoL.

2.2.16 Ensure that for each enterprise interview completed, a token is given to the person completing the enterprise questionnaire.

2.2.17 Ensure the quality, integrity and confidentiality of data collected by Enumerators.

2.2.18 Ensure proper maintenance of all equipment issued and the secure backup of all data selected.

2.2.19 Submit reports and results to the Lead Consultant, DoL, and SO, as requested.

2.2.20 Attend meetings called by the DoL or the SO as requested.

2.2.21 Provide a final written report on each Enumerator at the end of the engagement.

2.2.22 Perform the duty of Enumerator, in the event that the assigned Enumerator is unable to has to perform his/her duties and approval from the DoL is received.

2.2.23 Execute any additional duties or instructions issued to him/her by the Labour Commissioner during the course of his/her employment.

### **2.3 Deliverables**

2.3.1 Submission of the enterprise survey to the Lead Consultant contracted to conduct the JOLTS after entry of each completed questionnaire in Survey Solutions by Enumerators.

2.3.2 Submission of a written report on each Enumerator upon completion of all assignments.

2.3.3 Submission of a report on all Visitation Records submitted by Enumerators within one (1) week of assignment of task, to facilitate timely payment.

## **3. CHARACTERISTICS OF THE CONSULTANT**

<b>Type of Consultancy:</b>	Individual
<b>Procurement Method:</b>	Individual Consultant Selection
<b>Length and Duration:</b>	The consultant will be contracted for a period of <b>five (5) weeks</b> commencing <b>October 2020</b> to <b>November 2020</b> .
<b>Place of work:</b>	St. Vincent and the Grenadines

<p><b>Qualifications and experience:</b></p>	<p>The Consultant shall at a minimum, possess the following qualifications and experience:</p> <ul style="list-style-type: none"> <li>• An Associate Degree in Social Sciences or similar qualification.</li> <li>• Previous training and or experience in the use of survey instruments and equipment.</li> <li>• Working knowledge of conducting and supervising surveys similar to the assignment described within this Terms of Reference.</li> <li>• Working knowledge of the geography of Saint Vincent and the Grenadines.</li> </ul>
<p><b>Competencies</b></p>	<ul style="list-style-type: none"> <li>• Excellent interpersonal, oral, and written communication skills.</li> <li>• Fluency in English (verbal and written) is required</li> <li>• must be Results-oriented, creative, confident, self-motivated and responds positively to feedback</li> <li>• Ability to work well individually and with teams</li> <li>• Persistence when faced with problems or challenges</li> <li>• Ability to identify issues, opportunities and risks and articulate them</li> <li>• Ability to relate to community members and sensitivity to cultural, gender, religion, race, and age differences.</li> <li>• Ability to work to given deadlines.</li> </ul>

#### **4. INPUTS BY THE CLIENT**

4.1 The Client shall provide the Field Supervisor with all relevant materials and equipment needed to complete the consultancy and assess to any other staff assigned to facilitate skills and knowledge transfer.

## **5. REPORTING/ SUPERVISION**

5.1. The Field Supervisor will report to the Lead Consultant contracted to conduct the JOLTS for the proper performance of duties and approval of deliverables.

5.2 All communication with the Lead Consultant, DoL and SO will be copied to the HDSD Project Coordinator, except in cases where data is deemed confidential under the Census and Statistics Act, No. 24 of 1983 is being transmitted. Where confidential data is being transmitted, this will be between the DoL/SO and the Consultant but the Project Team would be informed of such communication.

5.3 At the closing of the contract, the consultant's performance will be assessed by the DoL and SO.

## **6. COMPENSATION**

6.1 The consultant shall make his/her own arrangements to pay income tax, social security contributions and to meet any other statutory obligations arising from the agreement.

6.2 The consultant will be paid at a fixed rate for the submission of completed survey instruments by the enterprises to which Enumerators under his/her purview are assigned. This rate shall also cover transportation and telephone costs.

## **7. CONFIDENTIALITY**

7.1 The consultant shall maintain full confidentiality of all documentation and discretion in the dissemination of results. The consultant may not utilise the information for presentations or studies related to this consultancy without prior approval.

7.2 All materials and deliverables produced under this consultancy shall remain the sole property of the DoL and SO.