

# **HUMAN DEVELOPMENT SERVICE DELIVERY PROJECT**

## **Terms of Reference Consultancy for SVG-HDSD-CS-INDV-61**

### **SURVEY COORDINATOR FOR THE JOB OPENING AND LABOUR TURNOVER SURVEY**

#### **1. INTRODUCTION**

1.1 The Government of Saint 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). The LDS/JOLT 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 JOLT Survey in September 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 a Survey Coordinator 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 and collect necessary data from specified enterprises within SVG. The Survey Coordinator shall be responsible for the coordination, scheduling and management of personnel contracted to conduct survey enumeration.

### **2.2 Responsibilities of the Enumerator**

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

2.2.2 Provide daily coordination between the project team and counterparts, ensuring that concerns are effectively communicated between parties, flagging emerging issues that may be of potential concern to parties, and ensuring that effective and productive collaboration is maintained.

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

2.2.4 Ensure that Field Supervisors and Enumerators understand the business areas to which they are assigned. In the event that the Field Supervisors and Enumerators are unsure of this, the Survey Coordinator shall assist regarding same.

2.2.5 Make initial contact with sampled establishments in the Business Register/Sampling Frame to ascertain and encourage their survey interview participation from employers and validate physical locations.

2.2.6 Set up and secure viable survey appointments/meetings to facilitate data-collection with sampled enterprises, ensuring that appointment dates do not conflict with any date previously set for another enterprise.

2.2.7 Plan, prepare and disseminate clear work schedules and other relevant documentation to Field Officers and Enumerators, to ensure that all parties are fully apprised of and committed to the days, times and locations of planned interview sessions in a timely manner.

2.2.8 Follow up with all necessary parties to validate that all scheduled initial meetings/appointments between enterprises and enumerators are still operational.

2.2.9 Liaise with all parties to effectively respond to and address approved changes and preferences to schedules. Make needed changes to appointment/meeting schedules for survey enumeration based on approved requests, changes and suggestions.

2.2.10 Hold periodic meetings with all newly assigned personnel, so that all problems faced could be trashed out through discussion. Throughout the survey, meetings will be scheduled, where problems (conceptual, procedural or operational) could be discussed and sorted out. Notes of these meetings shall be kept so that information can be shared with the DoL and SO.

2.2.11 Assess the quality of each Field Supervisor and Enumerator's work and determine the level of support each Enumerator requires.

2.2.12 Resolve any conflicts that may arise in the field relating to survey execution and relay all difficulties encountered by Field Supervisors and Enumerators to the DoL, SO and/or the Consultant tasked with enhancing the JOLT.

2.2.13 If required to perform the duties of a Field Supervisor or Enumerator, he/she MUST, before so doing, receive approval from the DoL.

2.2.14 Manage the distribution of tokens to enterprises upon completion of the questionnaire.

2.2.15 Ensure the quality, integrity and confidentiality of data collected from participants.

2.2.16 Oversee and keep accurate records of payments advanced to Field Supervisors and Enumerators.

2.2.17 Submit reports and results to the DoL and SO as requested.

2.2.18 Attend ALL meetings called by the DoL or the SO.

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

2.2.20 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 Work schedules for contacting, tracking and interviewing participants within specified business areas.

2.3.2 Review and validate all invoices/requests for payment submitted by personnel within one (1) week of assignment of task, in order to facilitate timely payment.

2.3.3 Submission of a final report on the execution of the full scheduling and enumeration process. The report should document challenges experienced and changes made in the field throughout execution. The report should also indicate lessons learnt and recommendations for future activities.

## **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>six (6) weeks</b> commencing <b>September 2020</b> to <b>November 2020</b> .
<b>Place of work:</b>	Saint Vincent and the Grenadines

<b>Qualifications and experience:</b>	<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>• Experience in the coordination and/or management of labour market surveys or surveys/activities of a similar nature.</li> <li>• Previously trained by the DoL or SO at a Supervisor's workshop, and on the use of the relevant survey instruments and equipment used for this type of activity.</li> <li>• Working knowledge of conducting 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>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Demonstrated leadership, managerial and supervisory ability</li> <li>• Excellent organisational, 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 Survey Coordinator with all relevant materials and equipment needed to complete the consultancy

#### **5. REPORTING/ SUPERVISION**

5.1. The Survey Coordinator will report to the Project Coordinator, HDSD Project under the aegis of the Ministry of Finance, Economic Planning, Sustainable Development, through the Labour Commissioner for the proper performance of duties.

5.2 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 commensurate with the services provided and to cover transportation and telephone costs.

6.3 The basic payment will be forfeited if the following is determined:

- (i) Visitation Records submitted by the consultant are not accepted if defaced or messy;
- (ii) It is determined that the data recorded in the Visitation Records submitted or survey questionnaires completed by the consultant are falsified;
- (iii) The Visitation Records and questionnaires submitted by the consultant are not completed using the “**face to face**” interview or any other method deemed approved for conducting the interview;
- (iv) If the Survey Coordinator for any reason, other than illness certified by a Medical Doctor is unable to complete his/her duties.
- (v) The Survey Coordinator is answerable for any damages or defects to the tablet or charging device assigned to him/her. The cost for any damage or defect to the tablet is EC \$900.00. The cost for any damage or defect to the charging device is EC \$100.00.

## **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.