**Terms of Reference**

**Position:** Family supporter

**Place:** Municipality of XY

**Type of employment:** full-time; duration – 18 months

**Background information relevant to the ToR**

The Solid Waste Programme will improve the waste management system in Serbia through closing 15 municipal landfills and the development of six regional waste management centres serving a total of 42 municipalities. Waste will be diverted to the six new regional waste management centres (RWMCs), which will see many informal waste pickers faced with the loss of their livelihoods.

On the other hand, the joint United Nations programme “PRO – Local Governance for People and Nature” (the Programme) will provide the opportunity to a certain number of informal waste pickers affected by the modernization of the waste management system in the territory of the local self-government units (LSGs) included in the Solid Waste Programme, with the aim to enable them to earn income and have better access to public services relevant to social inclusion (health care, education and social protection).

The intervention will be implemented in 42 LSGs covered by the newly established RWMCs as part of the Solid Waste Programme, namely:

* Banjica (Nova Varoš) - 4 LSGs: Sjenica, Priboj, Prijepolje and Nova Varoš
* Kalenić (Ub) - 15 LSGs: Obrenovac, Ub, Vladimirci, Valjevo, Lajkovac, Ljig, Mionica, Osečina, Koceljeva, Barajevo, Lazarevac, Mali Zvornik, Loznica, Krupanj and Ljubovija
* Rančevo (Sombor) - 5 LSGs: Sombor, Apatin, Odžaci, Kula, Bač
* Sremska Mačva (Sremska Mitrovica) - 5 LSGs: Sremska Mitrovica, Šid, Bogatić, Šabac, Ruma
* Duboko (Užice) - 9 LSGs: Užice, Čačak, Bajina Bašta, Požega, Arilje, Čajetina, Kosjerić, Lučani, Ivanjica
* Pirot (Pirot) - 4 LSGs: Pirot, Babušnica, Dimitrovgrad and Bela Palanka

The most important social impact of the Solid Waste Programme is the expected economic displacement of persons engaged in waste picking at municipal waste landfills that are planned to be closed in the future when waste is diverted to regional landfills. To reduce economic displacement, the Livelihood Restoration Plan (the Plan) has been developed, in accordance with the national legislation, as well as the environmental and social policy of the European Bank for Reconstruction and Development (EBRD) and the French Development Agency (AFD). This Plan recorded up to 150 individuals engaged in waste picking and up to 250 members of their families, i.e. a total of 75 families that will be affected by the Solid Waste Programme, which make up the so-called priority target group of the Programme.

Taking into account the extreme vulnerability of this target group, the Programme will support all 42 LSGs to develop and establish systemic policies, structures and processes to address the rights and needs of informal waste pickers. However, only 12 LSGs (Apatin, Bač, Valjevo, Kula, Loznica, Obrenovac, Odžaci, Prijepolje, Ruma, Sremska Mitrovica, Ub and Šid), which have more than one household from the priority target group living there, will be eligible for financial support of the Programme to establish local intersectoral mechanisms, including hiring a family supporter.

**Purpose and scope of work**

Under the direct supervision of the municipal administration, as well as 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 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 twofold support, namely from the:

* **Local intersectoral mechanism**, which consists of representatives of the local self-government and relevant local institutions from various areas of importance for social inclusion (employment, education, social protection, health care, etc.). The local intersectoral mechanism supports processes related to the rights and needs of local waste pickers, through monitoring the implementation of Individual Household’s Support Plans with a special focus on support in restoring their income, access to public services, as well as proposing and developing new systemic policies and measures. Lastly, this mechanism should manage the grievance procedure in accordance with the Grievance Procedure Guidelines developed within the Programme.
* **Mentor – programme officer**

| For family supporters who will also be supporting a family (or families) in neighbouring municipalities:   * The family supporter will have the task of providing support to registered families in the Municipality of XY. According to current records, there are XY families with XY members registered on the territory of the Municipality of XY. |
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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 XY families of informal waste pickers from the primary target group with XY members registered on the territory of the Municipality of XY.

**Key tasks**

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

**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 LSG), 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.

| For family supporters who will also be supporting a family (or families) in neighbouring municipalities:   * In addition to the listed tasks, regularly visiting the family with the place of residence in the Municipality of XY, as well as cooperation with the local institutions of the Municipality of XY |
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**Local community and programme level:**

* Participating in local intersectoral team meetings according to their plan
* 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 (individual and group, at least once in two weeks)
* Participating (as needed) in municipal and/or inter-municipal gatherings and exchanges of examples of good practice
* 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);
* 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 work experience in coordination in project-based or similar activities
* Experience working with vulnerable groups, particularly waste pickers, will be an advantage

**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 an advantage

**Other conditions:**

* Having a category B driver’s licence is desirable