TEMPLATE FOR CURRICULUM VITAE (CV)

Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	Insert Country

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of ……, advisor/consultant to… For references: Tel…………./e-mail……; Mr. Hbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Insert Details

Language Skills (indicate only languages in which you can work):

Insert Details

Adequacy for the Assignment:

Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks

Expert's contact information: (e-mail Insert Email phone Insert Phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

{day/month/year}

_____

Name of Expert   Signature   Date

TERMS OF REFERENCE (TOR)

Main sections of the TOR include:

1. BACKGROUND INFORMATION ON THE PROJECT

2. OBJECTIVE (S) OF THE ASSIGNMENT

3. SCOPE OF WORK & DESCRIPTION OF TASKS

4. EXPECTED OUTCOMES/DELIVERABLES WITH TIMELINES

5. DURATION OF THE ASSIGNMENT AND ESTIMATED EXPERT-TIME INPUT

6. REPORTING REQUIREMENTS

7. CLIENT'S INPUTS

Terms of Reference:

Community Liaison Officer for CAUSE II Project

1. Project Overview

Project Name: Community Access & Urban Services Enhancement Project II (CAUSE II)	
Activity Reference Number (STEP): SB-HCC-472277-CS-INDV	
Agency Name: Honiara City Council (HCC)	
Country: Solomon Islands	
Position Title/Activity Description: Community Liaison Officer (Gizo)	
National/International: National	

Project Background

Project Details:

- **Project Aim:** The Community Access and Urban Services Enhancement Project II (CAUSE II) aims to improve access to climate-resilient infrastructure and services, enhance economic inclusion, and strengthen the capacity of national and local authorities to deliver services in targeted urban centers. Funded by the World Bank and co-financed by the Australian Government through the Papua New Guinea and Pacific Islands Umbrella Facility (PPIUF).
- **Project Length:** The project commenced in November 2024 and the current closing date is 30 September 2030.
- **Project Location:** The project will be delivered in selected urban centers across the Solomon Islands, including Honiara, Gizo, Noro/Munda and Auki.
- **Other Relevant Information:** The project consists of five components: (i) Resilient Township Development; (ii) Safe and Inclusive Communities; (iii) Enhanced Urban Productivity; (iv) Urban Management and Maintenance; and (v) Project Management.

This assignment is undertaken under Component 2 – Safe and Inclusive Communities, the **Community Liaison Officer** will provide essential support to the PMU and PIU teams in facilitating community engagement and ensuring effective implementation of project components.

2. Scope of Work

The Community Liaison Officer will be integral to the support and execution of CAUSE Project Components 1, 2, and 3 by engaging with and mobilizing communities. Key responsibilities include:

- **Community Engagement and Support:**
  - Conduct vulnerability screening surveys to prioritize communities based on vulnerability levels.
  - Disseminate information and raise awareness about the project in target communities.

- Engage directly with communities to monitor community works and educate residents about opportunities provided by the project.
- Support the recruitment of project beneficiaries for the Infrastructure and Service Delivery Training (ISDT), facilitating their participation in work opportunities under Components 1 and 2.

- **Reporting and Monitoring:**
  - Submit regular reports to the management teams for review, integrating inputs into the Management Information System (MIS).
  - Maintain a proactive schedule of visits to all sites for monitoring purposes.
  - Attend Technical Coordination Committee (TCC) meetings to ensure integrated planning and minimize operational conflicts between implementing agencies.
- **Grievance Redress and Community Works:**
  - Manage the CAUSE Grievance Redress System, assisting in the resolution of issues raised by trainees and work program participants.
  - Facilitate Community Works Agreements by coordinating with local councils and community groups, ensuring community-selected projects are endorsed and implemented efficiently.

3. Reporting Obligations & Performance Assessment

- **Direct Reporting:** The CLO will report directly to the CLO Team-lead with close collaboration and coordination with the Senior Design and Supervision Engineer, TSS Team Leader, Environmental and Social Officer.
- **Performance Review:** The PMU management team will implement an semi-annual performance review system, including setting performance targets and conducting semi-annual reviews to assess achievements and areas for improvement.

4. Key Deliverables

Key Deliverables	Frequency	KPIs
1. Conduct comprehensive vulnerability screening surveys in target communities and deliver detailed reports prioritizing communities based on vulnerability levels.	Baseline survey at project inception and updated every 2 years	100% of target communities surveyed as per the schedule. Detailed reports delivered within 2 weeks of each survey's completion.
2. Develop and implement an outreach strategy to disseminate project information.	Initial strategy developed at inception with quarterly reviews/updates.	Outreach strategy finalized and approved by project management within the first month. At least 80% of target communities reached as measured by periodic feedback surveys.

3.	Organize and execute community meetings and awareness campaigns to educate residents about project opportunities.	Community meetings held monthly; awareness campaigns conducted quarterly.	At least 90% of scheduled meetings/campaigns are conducted as planned.
4.	Support the recruitment process for the Infrastructure and Service Delivery Training (ISDT) by facilitating community engagement and delivering a finalized list of project beneficiaries for work opportunities under Components 1 and 2.	Recruitment support provided during each recruitment cycle.	Finalized beneficiary list delivered within the recruitment timeline for each cycle. 100% alignment with recruitment targets as verified by the ISDT team.
5.	Submit timely, comprehensive progress reports to management teams.	Monthly	100% of reports submitted by the specified deadlines. Each report rated ≥4 out of 5 in quality by management. Reports include 100% of required data points and action items.
6.	Ensure all inputs are accurately integrated into the Management Information System (MIS).	Ongoing; data to be updated within 24 hours of receipt.	100% of data inputs updated within the specified timeframe. Data accuracy rate maintained at ≥98% as verified by regular system audits
7.	Attend Technical Coordination Committee (TCC) meetings to provide integrated planning inputs and ensure alignment between implementing agencies.	Monthly (or as per the scheduled meeting frequency).	100% attendance at all scheduled TCC meetings. Active participation documented in meeting minutes.
8.	Oversee and manage the CAUSE Grievance Redress Mechanism, ensuring timely and effective resolution of issues raised by trainees	Ongoing; with weekly monitoring and immediate response within 24 hours of grievance receipt.	100% of grievances acknowledged within 24 hours.100% of grievances resolved within 3 months. Regular user satisfaction ratings of ≥80% on the effectiveness of grievance redressal.

and work program participants.		
9. Document all grievances, resolutions, and any follow-up actions.	Ongoing; documentation completed within 24 hours post-resolution.	100% of grievances documented accurately in the system. Documentation accuracy maintained at ≥98% as verified by periodic audits. All follow-up actions tracked until closure, with no pending items beyond the designated resolution period.
10. Coordinate with local councils and community groups to facilitate the endorsement and efficient implementation of community-selected projects.	Coordination meetings held at least quarterly.	100% of community-selected projects endorsed and on track for implementation. Positive feedback (≥80% satisfaction) from local councils and community groups on coordination effectiveness.
11. Deliver periodic reports on the status and outcomes of Community Works Agreements, including any challenges and recommendations for improvement.	Monthly	100% of reports delivered on time to the CLO Team Lead each month. Reports to achieve a clarity and completeness rating of ≥4 out of 5 from management review.

5. Qualifications

- **Education:** Minimum of a secondary school certificate; higher education is preferable.
- **Experience:** At least 3 years of experience in community facilitation, support of labor-intensive works, or community development projects, with a focus on youth and gender issues.
- **Skills:** Strong interpersonal, written, and communication skills. Demonstrated ability to engage effectively with diverse community groups.
- **Additional Requirements:** Familiarity with the local culture and context; proficiency in local languages or dialects is highly advantageous.

6. Contract Duration

- The position is contract-based, tied to the lifecycle of the CAUSE II Project, with potential for renewal based on performance and project needs. This position is full-time and will last for the duration of the CAUSE II Project, initially set at 12 months.

7. Resources Provided

- Provide an outline of items/resources the client will provide to enable delivery of the contract outcomes.

Resources	
Equipment (IT/Comms etc)	The Project will provide access to IT equipment, software, stationery, internet, communications, and related utilities. The Consultant is fully responsible for the cost of local transportation (to/from the office) in Honiara and provincial sites, however travel to other locations for work will be covered by the Project.
Office Space	The Project will provide the office space, including office furniture.

8. Selection Process

The selection process will include an initial review of qualifications and experience, followed by interviews with shortlisted candidates. The final selection will be based on the candidate's ability to meet the mandatory and desirable criteria outlined above. The expected timeline for the selection process is as follows:

- Application Deadline: 17 March 2025
- Shortlisting: 18 March 2025
- Interviews: 22 March 2025
- Final Selection: 5 April 2025

9. Application Procedure

Interested candidates should submit the following documents:

- A cover letter outlining their suitability for the position.
- Detailed CV highlighting relevant qualifications and experience.
- Contact information for three professional references.

Applications should be submitted by 03 March to 17 March 2025.

For any further information or queries, please contact CAUSE II Procurement (21173/21178)