



Terms of Reference for service contracting

For the regional project: *Youth Empowerment Enabling Prospects (YEEP II)*

Assignment: Delivery of trainings on career development for professionals working with vulnerable young people



Terms of Reference and Scope of Services

1. Background

The national organization, the association of citizens SOS Detsko selo Severna Macedonia, was formally registered in 2001 as a social-humanitarian association with a scope of activities in the domain of social protection. As an independent member of the Federation SOS Children's Villages International, SOS Children's Village North Macedonia is pursuing the following **overarching goal**: "*To uphold the right of the child to grow up in a family with love, respect and in safety.*" In concrete terms, this means supporting vulnerable children and young people, their families and communities through:

- (1) Family support or family strengthening
- (2) Family-based care
- (3) Advocacy work

The **common standards and policies** of the national association include child protection, gender equality, inclusion, data protection, anti-corruption, financial management, good management and accountability, results-based management and many more.

Within the framework of its total capacities and services, SOS Children's Village North Macedonia employs over 100 individuals working in various social service programs. These programs include the Center for the Support of Foster Families, four residential units for assisted living, and two centers for advising families at risk. Moreover, the national association has implemented various programs and projects for children and young people at social risk, along with other projects for capacity building with institutions and professionals who work as part of the system for placement in care for children without parental care.

SOS Children's Village North Macedonia and the other four project partners -- the national associations of SOS Children's Villages in Albania, Bosnia and Herzegovina, Kosovo and Serbia since July 2023 are implementing the regional project *Youth Empowerment Enabling Prospects (YEEP II)* funded by the German Federal Ministry for Economic Cooperation and Development (BMZ) and Hermann-Gmeiner-Fonds Deutschland e.V. **focused on sustainable improvement of the living conditions of 2,770 vulnerable young people in the five project countries.**



The project is implemented by the five national SOS Children's Villages in partnership with 23 civil society organizations on 29 locations, such as: Albania (Tirana, Fier, Elbasan, Lezha, Korca), Bosnia and Herzegovina (Sarajevo, Tuzla, Mostar, Zenica, Banja Luka, Brcko District), Kosovo (Pristina, Gjilan, Prizren, Mitrovice, Peja, Ferizaj), North Macedonia (Skopje, Stip, Kavadarci, Strumica, Prilep, Tetovo) and Serbia (Belgrade, Zajecar, Krusevac, Kragujevac, Sombor, Pozega).

The duration of the project is from 15.07.2023 – 15.11.2026.

Direct target group:

At least 2,770 disadvantaged young people (aged 16-35, at least 50% female) from the five Balkan countries:

- Unemployed vulnerable young people and young parents
- Young people who are or have been in alternative care and are growing up in a social institution or with foster parents.

The main objectives of the project are:

1. Professionals are empowered to apply a holistic training methodology and provide quality labour market integration services to the target group.
2. Vulnerable young people have acquired knowledge and skills that improve their employability in the labour market. Vulnerable youth have improved their socio-economic integration.
3. Vulnerable young people have built their employability skills and professional networks through practical experience in the labour market.
4. Local and national decision-makers have increased their awareness of the situation of young people at risk and are informed about possible strategies to address the socio-economic exclusion of the target group.

2. Objective of the Assignment

The main objective of these Terms of Reference is to contract a Company/Team of Experts/or an Expert aiming to strengthen the capacities of 75 professionals working with vulnerable young people in facilitating career development of the vulnerable young people.

Participants should be divided into 5 groups (one group per country comprising 15 participants) and groups are going to include SOS Children's Villages co-workers and employees of the partner civil society organizations.

The objective is to build competences of Career Facilitators to:

- Understand the different terminology used for different Career Guidance services;
- Understand the rights and obligations of the career counsellor;
- Understand the position of the young unemployed person and use methods of activation and motivation of unemployed;



- Run individual career counselling sessions with a focus on young people as a target group, as a service that is based and tailored to the individual needs and interests of young people;
- Use tools for profiling young unemployed people as part of the process of self-awareness and orientation towards certain professions. The tools for profiling are available in Macedonian and Albanian language and will be translated in Serbian and Bosnian language;
- Use techniques to support the client in the decision-making process, in terms of career choice (with a focus on employment and job activation), and as a method for developing an action plan;
- Gain knowledge and skills for preparing people for active job search and presentation of a conversation with an employer (interview).

Purpose and Scope of Services

The purpose of these trainings is to empower professional staff from the five SOS Children's Villages and the partner CSOs with new knowledge and skills enabling them to provide high quality services for career counselling of unemployed vulnerable young people.

For this reason, SOS Children's Villages in the frame of YEEP II project will organize:

- 4 days of online trainings in career counselling for professionals working with vulnerable young people.
- Delivery of two individual mentoring sessions for each participant of the training as follow-up of the training.

The 4-day training and mentoring sessions will be repeated in each project country for 15 participants. The mentoring sessions should rely on a case study each of the participants need to provide with a real client. The training and the mentoring should be delivered in local language (Albanian, Bosnian, Macedonian and Serbian language). So, the total number of trainings which the Company/Team of Experts/or an Expert is going to deliver is 5 trainings with the same agenda and expected results.

The contracted Company/Team of Experts/or Expert are/is responsible to develop the program of the trainings and all materials/documents necessary for successfully accomplishment of the trainings.

Timeline of the trainings, place and number of participants:

The trainings and mentoring should be delivered in the period December – April 2024. Details regarding the dates will be described in the contract and will be determined based on agreement with each national team availability. The trainings are expected to be conducted online and the duration of each training day should be minimum 3 hours excluding breaks. The number of participants per country is 15 persons.



3. Obligations of the Contracted Company/Team of Experts/or Expert

- 3.1 The Company/ Team of Experts/or Expert should prepare detailed and interactive training modules, training sessions plan and all other materials necessary to carry out with quality and success the trainings topics.
- 3.2 To use interactive methodologies and involve energisers during the development of the training sessions.
- 3.3 Prepare the Pre-post-test for the trainings, administrate them with participants before and after the trainings course, analyse the data from Pre- and Post tests, and reflect the findings in the narrative report in consultation with each country YEEP II project manager.
- 3.4 Prepare a detailed narrative report, one for each of the trainings and send it to YEEP II project manager.
- 3.5 Prepare and equip each participant who attended the trainings with a certificate of accomplishment.

4. Experience and qualification of the Contracted Company/Team of Experts/or Expert

The desired qualifications of the Contracted Company/Team of Experts/or Expert for this assignment are the following:

- Proven and extensive experience in the development of training programs and curricula.
- Experience in online training delivery
- The Contracted Company/Team of Experts/or Expert should have at least 3 years of experience in providing similar services in career counselling and guidance for other CSOs representatives and professionals.

5. Technical and Financial Proposal/Documents

- Technical proposal should include a detailed implementation plan/technical proposal in accordance with the scope of work, expected outputs and deliverables provided for herein.
- The financial proposal should include the cost of preparation, delivery and reporting. These should be included in the payment per participant – calculation shall be based on 75 training participants. The financial proposal should be given in local currency and in Euro where all the costs to be incurred should be clearly specified indicating all the taxes payable.
- A clear proposal document (technical and financial) explaining methodology and content of the training, expected results.
- The composition of the working team (if applicable), including the role for each member.
- CV highlighting the expertise of the Company/Team of Experts/Expert.



The Service Providers will be evaluated in terms of the quality of complete coverage of all aspects of the terms of reference, as well as compliance with qualifications as provided for herein.

6. Submission of the proposal

The deadline for submitting the proposal is 15. December 2023. The proposal has to be submitted in English language.

Any questions related to the terms of reference may be submitted by 7 December on the email address: kornelija.cipuseva@sos-kd.org

The proposals should be delivered in electronic form to the email address: ira.murtovska@sos.org.mk