

JOB DESCRIPTION & PERSON SPECIFICATION



# National Representative Moldova, Resource and Support Hub (RSH)

April 2022

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## National Representative Moldova

### Safeguarding Resource and Support Hub, Eastern Europe

#### Context and Role

As the war in Ukraine has led to millions of displaced, traumatised, and vulnerable persons inside Ukraine and in surrounding countries, the Safeguarding Resource and Support Hub is in discussions with the Disasters Emergency Committee (DEC), via Save the Children and Plan International to support safeguarding across the humanitarian response. These funds will be used to establish Hubs in Poland, Moldova, and Romania (plus Ukraine if / when the situation allows), providing safeguarding advice, guidance, materials, and resources for use by organisations working on the emergency response and, as the situation stabilises, the longer-term recovery and reconstruction.

This is an exciting opportunity to join an impactful and exciting programme that is expanding its geography into the Eastern Europe (EE) region. The National Representative Moldova (NR-M) position is based in Moldova, with occasional travel within Europe (Covid/ security permitting). The NR-M will be responsible for establishing, designing, and delivering the workplan of the Moldova Hub, including setting the strategic direction (both short and longer term); mapping the safeguarding risks, needs and opportunities; safeguarding service delivery (e.g., developing materials and resources); relationship management with key stakeholders; coordination with other Hubs; and learning. The successful candidate will also lead on developing a national communications plan and safeguarding community of practice (depending on need). S/he will manage all activities targeting Moldovan stakeholders (e.g., civil society organisations, government entities, etc) via the RSH digital platform and face to face (Covid permitting). S/he will report to the Regional Lead and work closely with colleagues from across the RSH EE team and Technical Advisor pool. Support will be provided from a regional M&E and communications advisors, as well as from short term consultants as needed.

#### Background

In December 2019, DFID (UK Department for International Development – now Foreign, Commonwealth and Development Office - FCDO) launched a new centrally-managed safeguarding programme, the [Resource and Support Hub \(RSH\)](#). This programme aims to provide a global service to the aid sector as a whole by marshalling quality evidence, tools and guidance on safeguarding; it also provides more tailored assistance to smaller, local civil society organisations (CSOs) in developing countries to strengthen their safeguarding policy and practice against sexual exploitation and abuse, and sexual harassment (SEAH). RSH has country-level Hubs operating in 8 countries (Ethiopia, Nigeria, South Sudan, Syria, Yemen,

Jordan, Pakistan, and Bangladesh). We now plan to launch 3-4 new Hubs in Eastern Europe, with support from other donors.

The original RSH contract is delivered by a consortium of organisations, most of whom will play a role in the DEC-supported expansion into Eastern Europe. Social Development Direct is the consortium technical and delivery lead, working closely with partners including CLEAR Global, Terre des Hommes, International Council of Voluntary Agencies (ICVA), Options and Sightsavers.

## What RSH does

The RSH is intended to ensure that organisations delivering aid have access to the tools, guidance, support and training they need to ensure that they do no harm. It has an online global platform which is free, user friendly and accessible to all, offered in English, Arabic, French and Swahili. Our work is focused around three main outcomes:

1. Dialogue: Networks of organisations across the aid sector engage in conversations and dialogue that are more inclusive of the voices and experiences of less resourced CSOs, strengthening shared learning on what works to prevent and respond to SEAH in different contexts. Dialogue will be stimulated and better informed by evidence and learning from the programme, as well as the first-hand experience shared by CSOs, resulting in increased knowledge and capacity to address SEAH.
2. Capacity: Less-resourced CSOs have sufficient capacity, motivation to effectively mainstream safeguarding within organisational systems, structures, processes, and programmes, contribute to a shift in organisational cultures, and hold partners to account for their behaviour on SEA. Both dialogue and evidence will help to support greater motivation for less-resourced CSOs to engage, and partners will play a key role in supporting this process, including by being more accountable themselves.
3. Evidence: Contextualised and accessible evidence and learning on what works to prevent SEAH in the aid sector contributes to a strengthened global knowledge and evidence base, which better serves the needs of less resourced CSOs. The RSH programme interventions will ensure that dialogue is informed by the latest evidence and learning, and this outcome will also feed into improving the capacity of less-resourced CSOs including on effective approaches to tackle SEAH. The programme will also generate valuable data and insights on what works to strengthen the capacity of less resourced CSOs to work on safeguarding.

The above will be adjusted to respond to the circumstances of the Eastern Europe regional hubs.

## To apply

If you are interested in joining our dynamic team, please email your tailored CV with a cover letter by email to [jobs@sddirect.org.uk](mailto:jobs@sddirect.org.uk). We will be reviewing applications and interviewing on a rolling basis, so please apply at your earliest convenience. We will review applications on a rolling basis. Please use this email subject line: **'National Representative – Moldova – Your Name'**. Please confirm your eligibility to work in Moldova.

Social Development Direct's organisational vision is a just and equal world founded on gender equality and social inclusion. Our mission is to provide excellence in social development to support policies, laws, social norms, and institutions that advance social, economic, and political justice for all. We are committed to creating a safe, diverse, and inclusive workplace and encourage people from minority and non-dominant backgrounds to apply.

Interviews will be held on a rolling basis. Please let us know if you would require any assistance to attend the interview or complete an assessment.

Due to the high volume of applications, we are only able to respond to shortlisted candidates.

## ROLE OVERVIEW

Summary of role		
1	Reports to:	Regional Lead RSH Eastern Europe
2	Location:	Moldova
3	Appointment term:	Full time Fixed term (18 months)
4	Remuneration package:	Negotiable based on experience

## MAIN DUTIES AND RESPONSIBILITIES

The primary responsibilities of the post holder are as follows: this list includes both rapid turn-around activities as well as medium term pieces that can be delivered over a period of months.

1. **Plan and deliver a safeguarding country assessment and country strategy**
  - Provide an overview of the safeguarding landscape – policies, laws, referral pathways, institutions and norms that pertain to SEAH in Moldova. This includes key stakeholders and thought leaders working on safeguarding and what they

are doing and planning to do. This should be done in two phases – swift turn around to enable fast track work to begin, and a more thorough process that will inform a longer term, sustainable strategy for the Hub.

- Based on the rapid assessment of the context and safeguarding gaps, develop a short-term strategy for Moldovan Hub to deliver safeguarding support, while the more detailed country assessment is being conducted.
- Design (in collaboration with other colleagues within the wider team and STTA), plan and deliver a mapping of safeguarding capacity and gaps in Moldova.
- Collect and synthesise Moldovan safeguarding evidence (including an annotated bibliography).
- Based on the above, draft and complete a country assessment, including proposing priority strategic areas and workstreams that will contribute to the strengthening of safeguarding practices within civil society and to a wider national safeguarding community of practice.

## **2. Design, promotion, and uptake of the Hub activities**

- Draft and implement Moldovan hub strategic and operational workplans, in close consultation with key stakeholders (e.g., smaller CSOs, other safeguarding actors and initiatives) and RSH colleagues. The NA will also develop and implement a contextualized communication strategy, community of practice approach and a MEL framework (in collaboration with MEL regional officer).
- Promote the use / engagement and visibility of the Moldovan Resource Hub – including inputting into the design of the national hub web page (with partners Terre des Hommes) and user feedback.
- Organise and coordinate launching of all promotional and communication events in country.
- Promote and facilitate the participation of safeguarding practitioners and advocates in webinars and other online learning opportunities.
- Support the recruitment and engagement of a Regional Advisory Group (RAG) in Eastern Europe. The RAG will bring together diverse thought leaders and practitioners working on safeguarding across the region, providing contextualised advice, information, networks, and contacts, and helping create a coherent regional response to the Ukrainian crisis in relation to safeguarding.
- Establish and maintain national and local level relationships with stakeholders and networks, including donors, CSOs, Government and others working on safeguarding in response to the war in Ukraine.

## **3. Design and oversee delivery of trainings, webinars, and other country-based initiatives appropriate to the context**

- Input into the design and management of the online hub and any Moldova - specific pages.
- Design, organise and deliver (moderate, facilitate, present as needed) face to face events, webinars, workshops.
- Facilitate access to the digital platform in Moldova.
- Respond to queries raised by Moldovan and international stakeholders on the Hub (e.g., emailed queries, or those raised at events) and connect enquirers with experts in the STTA, as necessary.

#### 4. Programme and Hub learning

- Actively contribute to cross regional learning between EE National Representatives; this will take place through monthly regional working group meetings and ad hoc engagement - and may involve occasional travel (to be determined).
- Organise the quality control of resources and translations.
- Manage the collection of resources and publish them (in original language) to feed the virtual platform library, resources, and tools.
- Organise and implement processed information and resources in written, audio and video format.
- Commission local translation of materials from CLEAR Global.

#### 5. Management and other

- Identify consultants to assist in delivery of Hub activities as part of the Short-Term Technical Assistance (STTA) pool – collect CVs and interview, as necessary.
- Develop terms of reference/ scopes of work for STTA short assignments and oversee the delivery of these and the submission of invoices.
- Work plan and budget for activities.
- Contribute to reports to DEC/ other donors and to the M&E framework on progress of the Moldovan Hub.
- Adhere to SDD or donor compliance requirements and relevant policies (e.g., safeguarding, code of conduct, conflict of interest), as shared by RSH EE Programme Manager or Regional Lead.
- Act as the national safeguarding point of contact for any concerns emerging from national level activities within the RSH.
- Ensured reporting mechanisms (concerning the RSH Moldovan Hub) are clearly visible at national and local level.
- Conduct regular monitoring to assess the awareness, functionality and safety of reporting mechanisms and referral pathways.
- Be familiar with and adhere to RSH safety and security procedures and safeguarding protocols/ Code of Conduct as necessary throughout the life of the programme.

## Person Specification

<p><b>Essential:</b></p>	<ul style="list-style-type: none"> <li>• Have minimum 7 years of experience working in social work/ safeguarding/ child protection/ child safeguarding/ Gender Based Violence.</li> <li>• Have proven management experience with the ability to work autonomously to a high level of delivery. Be familiar with standard work planning and M&amp;E tools and approaches.</li> <li>• Understand the importance of gender equality and social inclusion, and be able to demonstrate commitment to feminist values, including disability inclusion and working with minority groups.</li> <li>• Be able to work under pressure and pick-up new tasks and processes quickly, as well as experience and confidence in problem solving and risk mitigation.</li> <li>• Excellent communication, networking, and facilitation skills.</li> <li>• Be able to collaborate respectfully with colleagues and stakeholders from a variety of experience levels, backgrounds, and cultures.</li> <li>• Have experience of working with/ for civil society organisations.</li> <li>• Have good networks in Moldova with regards to civil society, government institutions, networks, and forums around issues of social protection, social welfare, women's rights child rights.</li> <li>• Able to write to a high standard in English and Moldovan.</li> <li>• Be committed to the highest standards of conduct with regards to safeguarding, and to the RSH core values (see annex).</li> <li>• Be willing to travel to different countries in Eastern Europe to support Hub colleagues.</li> </ul>
<p><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>• Familiarity with Protection from Sexual Exploitation and Abuse network</li> <li>• Familiarity with the aid and particularly the humanitarian sector and architecture. Awareness and understanding of minority rights and discrimination in Moldova e.g., with respect to Roma community, persons with disabilities, gender, and sexual minorities.</li> <li>• Be conversant with digital technology and access.</li> </ul>

## **Annex 1: RSH Core Values**

The following values were adopted by the RSH team and have been operationalised in various ways to inform our work and products. We regularly re-visit the values to assess if we are meeting the standards we have agreed, and to keep refining and improving them as our team expands.

1. We strive to Do No Harm
2. We recognise intersectionality and are gender-sensitive
3. We are committed to education, reflection, and action to address racism and to decolonise our development approaches
4. We value indigenous and local expertise
5. We value contributions from a diverse range of actors
6. We respect non-dominant narratives
7. We respect survivor voices
8. We believe in being responsible and accountable
9. We value mutual listening and learning
10. We value innovation and change