
Terms of Reference
-
Community Mobilization Manager
for
Mizoram Health Systems Strengthening Project

Background

The Department of Health and Family Welfare, Government of Mizoram is implementing a project titled 'Mizoram Health Systems Strengthening Project' with financial and technical assistance from the World Bank. The proposed project aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The project will target investments towards health facilities and locations across the state over the five-year project duration where the demand for health services is high and required capacities are in place to maximize the impact of the project. The project will accomplish these objectives through implementation of four components:

- I- Strengthen management and accountability through Internal Performance Agreements (IPAs)
- II- Improve the design and management of the state health insurance programs
- III- Enhance the quality of health services and support innovations
- IV- Contingent Emergency Response Component

Objective:

Under the overall supervision of the Project Director - MHSSP, Community Mobilization Manager will be responsible for delivery of technical expertise on approaches and methods for organizing large-scale community engagement, and support to the MHSSP. The Community Mobilization Manager will support the project team and partners to plan, implement, monitor, and evaluate community mobilization activities including the Social & Behaviour Change Communication (SBCC) and Village Health Sanitation & Nutrition Committee (VHSNC) training activities in selected areas. S/he will ensure commitment and involvement of local authorities and community members in the program. S/he will work in close coordination and maintain good working relationship with the PMU of MHSSP, other government line agencies, and other stakeholders in the State and the World Bank team for the smooth operation of project activities. The detailed tasks and responsibilities are mentioned below:

Responsibilities:

The Community Mobilization Manager will liaise closely with other technical advisors, as well as the Project Director, MHSSP and the World Bank Team.

Key responsibilities will include:

- i. *Coordination and supervision:*
 - Oversee and provide day-to-day coordination support between the State government, implementing partner(s) and other and local counterparts ensuring that concerns are effectively communicated between parties, flagging emerging issues that may be of potential concern and ensuring that effective and productive collaboration is maintained.
- ii. *Technical inputs to project strategy, design and tools:*
 - Contribute to design and implementation of outreach activities by providing technical inputs to the SBCC strategies, modes of communication, key messages and its implementation modalities.
 - The candidate will also provide inputs to the development of the training material targeted to the VHSNC members and Self-Help Group (SHG) members.
 - The candidate will be responsible for the quality of the technical material (including the versions in Mizo language) developed under the project.
 - Ensure community participation includes the most vulnerable and marginalized groups.
- iii. *Training and capacity building:*
 - Work closely with implementing partner(s) in designing and roll out of training and capacity building activities in the project target areas especially the training of VHSNC members.
- iv. *Monitoring and overall supervision of the activities:*
 - Work closely with assessment and verification agency(-ies) and implementing partners to ensure timely collection, analysis and reporting of field-level data.
 - Undertake regular field visits to ensure smooth implementation of project activities.
 - Managing MIS / Trackers / Database / Dash Boards.
 - Analysis/review of data from HMIS and other sources and communicate information to decision makers.
- v. *Documentation:*
 - Proper documentation of community level activities to help the PMU in preparation of regular reports (may include field level data) as and when required for decision-making purposes.
 - Preparing Terms of References/ Job Advertisements / Tender Documents / SOPs / HR Policies and preparing Offer Letters & Contracts, Induction of Consultants, as and when needed.
 - Finalizing Contract arrangement with recruitment agencies, as and when needed.
- vi. *Perform other duties as required or as directed by the reporting officer.*

Measurable outputs of the work assignment:

- i. Monthly/quarterly/annual/ad hoc reports, risks assessments are prepared and updated;
- ii. Programme activities implemented in keeping with personal work plan;
- iii. All programme activities implemented in line with Project Mobilization and Communications Strategies and using the community-based methodology;
- iv. All assignments performed in a quality and timely manner.

Education:

Master's degree or advanced degree in Public Health/ Public Administration/Political Science/Social Science International Relations or Business Administration or relevant field is required.

Experience:

- i. Minimum of 2 years relevant experience in humanitarian activities and/or public works and /or community mobilization or related area is required.
- ii. Experience in community development, and civic engagement is an added advantage;
- iii. Experience in preparation of the methodologies, guidebooks, analytical reports is an asset;
- iv. Experience with a multilateral or international technical assistance or development organizations would be an asset;
- v. Knowledge of local community development principles, trends, and policies in Mizoram is an asset;
- vi. Knowledge and experience in World Bank systems is an added advantage.

Languages:

Fluent working knowledge (Written and Verbal) of English language is essential. Knowledge of local dialect(s) will be an asset.

Essential:

- i. Substantial experience in advocacy and policy development / research in the development context.
- ii. Technical knowledge of Mizoram State Health Insurance scheme and health challenges of the state.
- iii. Knowledge of the media and its role in raising awareness and shaping public policy.
- iv. Excellent conceptual and analytical skills. Demonstrable ability to think strategically, innovatively and practically to ensure achievement of desired change objectives.
- v. Ability to communicate effectively with a wide range of audiences at local, state and national levels.
- vi. Ability to build and maintain relationships with partner agencies and key contacts in the government, NGO, civil society (coalitions) and media sectors.

- vii. Strong organizational skills and ability to effectively handle multiple tasks and meet strict deadlines.
- viii. Excellent interpersonal skills, flexibility, adaptability and ability to work effectively as a member of a team.
- ix. Skills in Communication and People Management is required.
 - x. Ability to develop reports, plans and community mobilization strategies, tools and IEC materials.
 - xi. Good computer skills (word processing, spread-sheets, email / internet) and ability to be self-supporting in most administrative tasks.
- xii. Qualified local candidates are strongly encouraged to apply.

Salary and Contract term:

- i. The assignment is on purely contractual basis. The tenure will be co-terminus with the project duration. The contract will be for one year at a time, and extended based on satisfactory performance.
- ii. Consolidated Pay of Rs. 40,000/- (Rupees Fifty thousand) per month with 5 percent increment annually on extension of contract.