

DRAFT TERMS OF REFERENCE

COMMUNITY LIAISON OFFICER

1. BACKGROUND

1.01 The Government of Saint Lucia (GOSL) has received financing from the Caribbean Development Bank (CDB) towards the cost of the Ninth Water (John Compton Dam Raw Pipeline Replacement) Project and intends to apply a portion of the proceeds of this financing to eligible payments to engage the consultancy services of a Community Liaison Officer (CLO) to function within the Project Management Unit (PMU) of the Water and Sewerage Company Inc. (WASCO).

1.02 The Ninth Water (John Compton Dam Raw Pipeline Replacement) Project aims to replace approximately five kilometres of raw water pipeline between the Millet and Vanard pumping stations. It has been identified as a priority project to improve the service to approximately 58 percent of WASCO's customer accounts. WASCO has the responsibility for the provision of portable water supplies and conservation, augmentation, distribution, and proper use of water resources including preservation and protection of gathering grounds. WASCO, through the PMU, will be responsible for the management and implementation of the Project.

1.03 GOSL through its Executing Agency, WASCO, now wishes to procure a CLO to ensure that community engagement requirements are adhered to during the construction phase of the CDB-financed project implemented by WASCO. The CLO will report to the Project Coordinator (PC), PMU.

1.04 Payments by CDB will be made only at the request of GOSL and upon approval by CDB and will be subject in all respects to the terms and conditions of the Financing Agreement. The Financing Agreement prohibits withdrawal from the financing account for the purpose of any payment to persons or entities, or any import of goods, if such payment or import to the knowledge of CDB, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than WASCO shall derive any rights from the Financing Agreement or have any claim to the proceeds of the Financing.

1.04 There are significant benefits to be realised from the Project but there is also a range of social and environmental safeguard issues that were identified through the Environmental and Social Impact Assessment (ESIA) which must be managed during implementation. In this regard, the engagement of a CLO is imperative to support the PC and the PMU in managing the safeguard aspects of the Project. This critical input is intended to increase the likelihood of realising the Project's intended outcomes.

2. SCOPE OF SERVICES

2.01 The CLO will promote constructive partnerships and communication between WASCO and the communities on issues relating to project implementation and will be responsible for implementing community engagement activities as set out in the Stakeholder Engagement Plan (SEP). Among other activities, CLO will:

- (a) Develop a SEP that provides for (i) stakeholder identification and analysis; (ii) stakeholder engagement project (e.g., information to be disclosed, format and communication methods; stakeholder consultation methods); and (iii) schedule for the various stakeholder engagement activities. Information in the ESIA and the Resettlement Action Plan (RAP) should be used to support SEP development and implementation.

- (b) Maintain updates to SEP as necessary, based on issues arising during implementation that may include *inter alia*, stakeholder engagement, and land acquisition. Any major changes to the Project activities and/or schedule will be duly reflected in the updated SEP.
- (c) Provide timely feedback to PC on concerns raised by community leaders.
- (d) Provide timely feedback to community members on project implementation, concerns raised, or important decisions taken by WASCO in accordance with agreed protocols.
- (e) Develop public relations projects along with PMU, WASCO, Non-Governmental Organisations, and Community-based Organisations to educate community members about the Project and encourage their continuous buy-in and active participation throughout the Project cycle.
- (f) Facilitate dialogue and sensitise project-affected communities as necessary, with particular attention being paid to obtaining information from the less vocal persons in the communities through the use of differential participatory techniques.
- (g) Identify and document potential grievances or project risks and/or opportunities for the attention of WASCO.
- (h) Assist WASCO with management of, and timely responses to grievances lodged through the Grievance Redress Mechanism of the Environmental and Social Management Plan (ESMP).
- (i) Manage stakeholder engagement logistics such as soliciting suggestions/grievances from suggestion boxes, placing communication materials on notice boards and *via* social media, and arranging community meetings.
- (j) Facilitate stakeholder participation at all relevant levels in accordance with the identified needs of the different categories of stakeholders, particularly women, youth, and Persons with Disabilities (PWDs). This may include other activities – participatory assessments and problem-solving of issues, concerns and opportunities, focus group discussions, information-sharing, and community meetings.
- (k) Collaborate with the RAP Specialist to ensure there is appropriate engagement of all key stakeholders and Project Affected Persons throughout the process of developing the RAP.
- (l) Raise awareness of employment opportunities, especially for vulnerable groups in the society and within the Project areas, including women, youth, and PWDs, and promote gender-responsive local hiring in accordance with WASCO's Gender Policy and Action Plan.
- (m) Monitor direct and indirect employment under the Project (disaggregated by males, females).
- (n) Assist in evaluating the social, environmental and economic impacts of project activities on the well-being of community members using participatory approaches.
- (o) Assist PC in ensuring that the implementation of project activities, including the RAP, is in conformance with GOSL and CDB's environmental and social requirements.

- (p) Monitor implementation of social mitigation measures during construction guided by the ESMP.
- (q) Provide reports and analysis as needed on stakeholder engagement conducted and beneficiary feedback collected, disaggregated by sex, age and other factors as relevant.
- (r) Prepare and submit to the PC inputs for incorporation into monthly progress reports to CDB.
- (s) Prepare and submit to the PC, inputs for incorporation into a Project Completion Report, within three months after practical completion of the works.
- (t) Promote and conduct awareness training on health and safety risks directly associated with the Project. These should include but not be limited to mitigating potential conflicts between any foreign workers and local communities that may arise from an influx of workers to the Project sites during construction, increased risks of harmful practices such as sex work, gender-based violence, and the use of illegal drugs.

3. DURATION

3.01 The consultancy is expected to be for a period of 24 months, with the possibility of an extension thereafter.

4. REPORTS/DELIVERABLES

4.01 The CLO shall report to the PC. The CLO will furnish reports/deliverables on the assignment as set out below:

- (a) Prior to commencement of the works, develop and implement a SEP with a results-based, gender-sensitive monitoring and evaluation (M&E) framework/plan that monitors the implementation of SEP and includes the following indicators:
 - (i) number of consultation meetings and other public discussions (forums, focus groups, etc.) conducted within a reporting period. The reporting period will be defined in the framework (e.g. monthly, quarterly, or annually);
 - (ii) Percentage of women and PWDs participating in consultations by reporting period;
 - (iii) number of grievances received within a reporting period, number of those resolved within the prescribed timeline, disaggregated by sex and age of the complainant; and
 - (iv) number of project-related press materials published /broadcasted in the national media.
- (b) Other information to be collected shall include geographic origin and type of grievances received, and reasons for non-resolution within the prescribed timeline including an analysis of trends.

- (c) Provide a monthly (structured) field report to WASCO including consultations undertaken, attendance registers (where applicable), concerns raised, requests raised, concerns resolved, potential risks, grievances, or opportunities identified;
- (d) Assist in compiling a quarterly report for external stakeholders on stakeholder engagement activities undertaken during the previous quarter including the current status of M&E actions. The quarterly report shall include summarised information on participatory methods employed, and grievances received from stakeholders (including information on incidents and events that resulted in grievances) and will be collated by the responsible staff and referred to the PC. These summaries will be accompanied by information on the implementation status of associated corrective and preventative actions and recommendations. This report shall form part of the quarterly status reporting (provided by PC) for the Project; and
- (e) Assist in the compilation of relevant sections of the Project Completion Report.

5. QUALIFICATIONS AND EXPERIENCE

5.01 The CLO is expected to possess the following minimum qualifications:

- (a) At least a Master's Degree in Sociology, Rural Development, Anthropology, International Development, Community Development, or other related discipline.
- (b) A minimum of five (5) years relevant practical experience encompassing stakeholder engagement practice, community development, and/or social research using participatory methodologies.
- (c) Fluency in English is required. Knowledge of the local language (Creole) is an asset.
- (d) Proficient computer skills and good written and oral communication skills are required.
- (e) Administrative and management competence would be an asset.