



Government of Saint Lucia

**Ministry of Tourism, Information and Broadcasting, Culture
and Creative Industries**



OECS REGIONAL TOURISM COMPETITIVENESS PROJECT

TERMS OF REFERENCE
FOR
SOCIAL SAFEGUARDS OFFICER

1 Project Background

Tourism is by any measure the single most significant economic sector, driving growth in the Organization of the Eastern Caribbean States (OECS). Notwithstanding the region's dependency on Tourism for economic growth and development, over the past decade, the competitiveness of the vital Tourism sector in the OECS region has been challenged due in part to the emergence of destinations across the globe offering experiences comparable to that of the Caribbean. In light of the transformative role of the Tourism sector as a key economic driver, enhancing the competitiveness of Tourism could stimulate economic activity create employment opportunities and contribute to alleviating poverty. Accordingly, the Government of Saint Lucia (GoSL) has secured financing from the World Bank by way of a credit from the International Development Association (IDA) towards the implementation of the **OECS Regional Tourism Competitiveness Project (ORTCP)**.

The Project will be implemented in the three participating countries: Grenada, Saint Lucia and St. Vincent & the Grenadines. It principally aims to (i) facilitate the movement of tourists within the participating countries using ferries; (ii) improve selected touristic sites; and (iii) strengthen implementation capacity for regional tourism market development in the participating countries.

The Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries is the lead agency responsible for the implementation of the ORTCP. The Project Coordination Unit (PCU) of the Department of Economic Development, Transport & Civil Aviation is responsible for the fiduciary aspects of the Project. Given the significant investment in infrastructural works under the ORTCP, the Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries seeks to engage the services of a Social Safeguards Officer to manage and effectively implementing the social safeguards polices as per the World Bank's Involuntary Resettlement Policy (OP/BP 4.12) and Environmental Assessment Policy (OP/BP 4.01); as well as the ORTCP's Environmental and Social Management Framework¹ (ESMF).

2 Objectives of Assignment

Based on the social safeguards screening conducted for activities under Component 2 of the ORTCP, it is evident that some of the sub-project activities

¹ The Framework for Environmental and Social Safeguards (ESMF) was published on October 26, 2016; <http://www.finance.gov.lc/tenders/view/201>

will lead to social impacts. In particular, the construction of civil works can potentially result in physical and/or economic displacement of persons. Should it be that the social impacts of physical or economic displacement of persons are not mitigated the results can be negative, severe and long-term.

3 Specific Scope of Services

The Consultant will be required to:

- 1) Guided by the project's ESMF² and requirements, identify, screen and assess the potential risks or impacts related to social safeguards;
- 2) Develop strategies for mitigating the negative social impacts associated with the implementation of the ORTCP;
- 3) Provide overall social safeguards management support and oversight support to clients;
- 4) Provide training, technical support and sensitization services to stakeholders including contractors e.g. during pre-bid workshops and the bidding process in general;
- 5) Undertake site visits of ongoing activities (mainly works) to observe and assess operations, focusing on areas such as occupational health and safety requirements, traffic management, contractors' compliance with ESMF and general work site conditions.

He/she will also be responsible for executing the following tasks under the supervision of the ORTCP Project Manager of the Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries inter alia:

- 1) Social Risks Screening: Screen and scope (examine and evaluate) all activities proposed by individual subprojects to assess the potential social risks or impacts and to determine, develop, document, and implement required mitigation measures.
- 2) OP 4.12 Screening: Screen and scope proposed projects for land acquisition, displacement of livelihoods (as per OP/BP 4.12) and in consultation with relevant technical specialists, assess feasibility of altering project designs to avoid impacts related to private land acquisition/resettlement/displacement of livelihoods (as per OP/BP 4.12).
- 3) Resettlement Action Plans (RAP's): As needed, develop, and coordinate the execution of, sub-project Resettlement Action Plans (RAP's), in accordance

^{2 2} The Framework for Environmental and Social Safeguards (ESMF) was published on October 26, 2016;
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with the relevant Project's ESMF, for submission to and clearance by the Bank, to be implemented prior to sub-project financing.

- 4) Grievance Redress Mechanism: Develop, implement, monitor and report on the Grievance Redress Mechanism (GRM).
- 5) Consultations: Conduct consultations with the relevant project beneficiaries and any Project Affected People (PAP) on a regular basis to ensure that issues are addressed in a timely manner and that project beneficiaries are kept abreast of developments. Develop any and all mitigation measures / RAPs in close consultation with PAP.
- 6) Systematically document all community consultations and meetings held with project beneficiaries, local communities, stakeholders and any PAPs in the form of minutes of the meetings.
- 7) Work with the PCU Finance Manager and Accountants of Implementing Agencies to ensure that budgetary provisions are made for the efficient and expeditious payment of claims to PAPS.
- 8) Field Supervision: Conduct field supervision, monitoring and inspection of individual subprojects to ensure compliance with the mitigation measures required, to ensure compliance with World Bank policies, and to ensure compliance with the laws of Saint Lucia.
- 9) Social Impact Matrix: On a regular basis update the Social Impacts Matrix (SIM) as a means of documenting social issues/concerns and their mitigation, and submit updated SIM (as part of the progress report for the ORTCP) to the Bank every quarter. The deadline for submission is the same as the deadline date for submission of the quarterly Interim Financial Report to the Bank.
- 10) Beneficiary Feedback System (BFS): Develop and implement a BFS for the ORTCP to determine the level of Citizen Engagement (CE) in and satisfaction with the projects and its sub projects. This includes: (i) design pre-implementation survey to be implemented at subproject sites prior to the implementation of works, working with the Communications / Liaison Officer for the Project to adjust pre-existing community outreach surveys to comply with data collection requirements of the CE indicator; (ii) design post-implementation evaluation survey to be implemented at subproject sites following the completion of works, or work with the Communications / Liaison Officer for the Projects to adjust pre-existing community outreach surveys to comply with data collection requirements of the CE indicator; (iii) design of a template for the recording of consultation minutes and reporting on the BFS in the quarterly project progress reports; (iv) develop a proposal for the collection of data for the BFI. The proposal should include details on the activities to be executed and

timelines. This may also require consultation and collaboration with the National Statistics Office.

- 11) Social Updates: Prepare the social aspects of the ORTCP quarterly project progress report. Report on project activities and social issues/concerns as they arise to serve as documentation of compliance.

4 Expected Deliverables

The Consultant will be monitored to ensure continuous commitment to fulfilling responsibilities outlined in the Scope of Services. Key deliverables include *inter alia*:

- Social Safeguards Screening Reports
- Resettlement Action Plans
- Social Impact Matrix
- Grievance Redress Mechanism
- Beneficiary Feedback System
- Social Management Plans

5 Reporting Requirements

The Social Safeguards Officer shall prepare the following:

- Quarterly work plans for discussion and approval by the Project Manager and the Ministry of Tourism. The Work Plans should be designed to outline planned activities, expected targets and results that will be used to monitor performance.
- Monthly reports highlighting achievements made based on the approved work plan activities implemented. This report should be submitted by the 17th day of the following month and could include photographs, list of communities, individuals by gender, and agencies, consulted, where necessary and highlight delays, challenges, mitigation actions, expenditure for the month, outstanding invoices to be paid and any other relevant information. This report should be prepared to allow for effective evaluation and assessment of performance against the work plan.
- Inputs relevant to Safeguards to annual and quarterly ORTCP reports, delineating key activities undertaken and achievements made during the period under review.

All reports should be submitted in English. The Client will review and provide feedback on all reports received. All Reports and documents prepared for the assignment is the property of the Government of Saint Lucia.

6 Duration & Engagement Modality

The Social Safeguards Officer will be contracted on a full-time basis for a period of one year in the first instance. The contract may be renewed for additional years as required. Further renewal will be subject to approval based on satisfactory appraisal of performance of services at the end of each term.

7 Terms and Conditions

- The Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries will provide the Social Safeguards Officer with access to office space, office equipment including computer, access to printing and photocopying and all necessary software required for discharge of duties;
- The Social Safeguards Officer will execute the duties and tasks outlined in Scope of Services with due diligence and efficiency and in accordance with the highest standards of professional competence, ethics and integrity;
- To ensure impartiality, the Officer must not in any way be affiliated with business entities that are currently providing or are seeking to provide goods or services to the project. Any potential conflict of interest should be declared;
- The Officer will execute the services in accordance with the Bank OP Policies for Safeguards, and laws of Saint Lucia; and
- The Social Safeguards will be responsible for the collection and analysis of all data and information required for the compilation of all reports.

8 Performance Assessment

The contract, inclusive of the TOR, detailed work plan, with agreed targets, will be used as the basis to evaluate performance.

9 Qualifications and Experience Requirements

Minimum required education and experience

- At least a Bachelor's Degree in Social Work, Community Development, Social Justice, Social Transformation, Social Impact Assessment, Social Administration, or related field in the Social Sciences;
- At least 5 years working experience in the area of Social Work or Community Development;
- At least 3 years working experience in engaging community groups and the private sector;
- Appropriate involvement and/or experience in similar assignments would be a plus.

Knowledge, Skills, and Abilities Requirements

Additional knowledge, skills and abilities that will be required of successful candidates include:

- Ability to communicate effectively in written and oral formats
- Functionally computer literate, possessing operational skills in word-processing and spreadsheet application, including software programs such as Word, Excel, PowerPoint, Microsoft Project;
- Ability to establish and maintain effective working relationships with stakeholders involved in or impacted by the implementation of the project;
- Ability to communicate accurate information concerning processes, policies and procedures to project stakeholders;
- Ability to handle stakeholders tactfully, courteously and diplomatically;
- Must be of high integrity, transparent, and accountable;
- Excellent knowledge of English with fluency in reading
- Knowledge of World Bank Social Safeguards policies would be an asset.
- Work experience in Saint Lucia would be an asset; and

- Knowledge of the World Bank's Involuntary Resettlement Policies and the Saint Lucia Land Acquisition Act would be an asset.