



**NATIONAL INFORMATION TECHNOLOGY AUTHORITY - UGANDA
(NITA-U)**

UGANDA DIGITAL ACCELERATION PROJECT (UDAP)

SOCIAL DEVELOPMENT SPECIALIST

TERMS OF REFERENCE

MAY 2023

TERMS OF REFERENCE FOR THE SOCIAL DEVELOPMENT SPECIALIST

1.0 Background

The Government of Uganda received Credit/Grant from the World Bank/International Development Association towards implementation of the Uganda Digital Acceleration Project (UDAP). The Project Development Objectives (PDO) are to (a) expand access to high-speed internet in selected areas, (b) improve efficiency of digital service delivery in selected public sectors, and (c) strengthen the digital inclusion of selected host communities and refugees. The National Information Technology Authority of Uganda (NITA-U) is the Implementing Agency (IA) for all components with Ministry of Information, Communications Technology and National Guidance (MoICT&NG) and Office of the Prime Minister (OPM) as major Implementing Partners (IP). The procurement processing will be conducted in accordance to the World Bank Procurement Regulations July 2016; revised November 2017, July 2018 and November 2020.

The NITA-U now invites suitably qualified individuals, with qualifications and experience as detailed below to apply for the position of Social Development Specialist under the Project Implementation Unit (PIU). The preparations for effectiveness of the UDAP are already underway and the successful candidate will be required to assume office as soon as possible.

2.0 Objective of Assignment

The objective is to ensure that the project meets the safeguards standards in line with the ESF as stipulated in the Environment and Social commitment plan. To that end it is anticipated that the Social Development Specialist will support knowledge development and management within NITA-U to grow internal skills and knowledge of social impacts of ICT projects. Specifically, the Social Development Specialist will monitor and assess the implementation of resettlement process, inclusion of the vulnerable and marginalised groups, undertake social impact assessments and develop social mitigation programs, as appropriate, to mitigate any negative social impacts of the Project; establish and manage a social monitoring program, encompassing the grievance handling mechanism and support effective community engagement.

The Social Development Specialist is also expected to support the broad policy discussion on ICT in promoting communication and people participation, and community involvement, gender and HIV/AIDS mainstreaming, and ICT in poverty reduction, amongst others

3.0 Reporting

The Social Development Specialist will administratively report to the UDAP Programme Coordinator and functionally to Director Technical Services NITA-U.

4.0 Responsibilities and Tasks

- a) Provide conceptual and operational leadership on the core social development themes pursued in the project and ICT sector and advise NITA-U management on major or sensitive matters relating to social impacts and risks during project implementation and continuously monitor social, equity and gender issues concerning the programme and participate in assessment and evaluation of the social impact of programme interventions.
- b) Serve as a focal point person on social issues including land acquisition/resettlement and vulnerable and marginalised groups who may be affected by the project and work closely with implementing teams to address any challenges.
- c) Coordinating the mainstreaming of social issues in project design and implementation in accordance with agreed safeguard instruments (Environmental and Social Management Framework (ESMF), Resettlement Policy Framework/Plan (RPF/P) and Vulnerable and Marginalized Groups Framework (VMGA). Participate in management of project social risks including; facilitating the preparation of action plans and reviewing implementation social issues documentation required by the funding agencies to ensure that social issues have been adequately addressed and that the project is in compliance with the Safeguard Policies, particularly those on Involuntary Resettlement and social inclusion.
- d) Where appropriate promote and contribute substantively to analyses of strengthening social aspects such as gender, child protection, HIV/AIDs, social inclusion, land acquisition and compensation of the project.
- e) Advise and/or provide quality operational support on safeguards and non-safeguards related social development issues at both the design review and implementation phases and in collaboration with the Environmental Specialist, support project teams to establish operational mechanisms that take into account social opportunities, impacts, constraints and risks of individual projects implemented by NITA-U.
- f) Support and facilitate stakeholders including district and community members in identification of potential sources of grievances, design and implement appropriate grievance redress mechanisms with special attention to prioritisation and mitigation of social, equity, gender and land related matters during the project design and implementation, as well as monitoring and evaluation of social impacts of the projects.

- g) Conducting awareness creation and sensitisation of the communities on social, equity and gender dimensions of the programme along with suggested safeguards.
- h) Advise and/or provide quality operational support on safeguards and non-safeguards related social development issues at both the design0design review and implementation phases, including advice on identification of social impacts associated with the environmental assessment process in close collaboration with Environmental Unit.
- i) Advise and/or participate on project teams in the design and implementation of operational mechanisms that take into account social opportunities, impacts, constraints and risks of individual projects implemented by NITA-U
- j) Prepare and review Terms of Reference for social assessments and other analytical tools required for investment design/review and implementation. This will require working with the funding agencies to assure the quality of project documentation and supporting analysis;
- k) Ensure that all social issues including safeguards implementation are assessed and reported in the periodical Legal, Midterm Review and Project Completion Reports and ensure that all relevant stakeholders including government agencies and partner agencies are well informed on social issues related to the implementation of Programme and seek support for timely implementation
- l) Operationalize the social safeguards instrument including Resettlement Policy frameworks and support preparations of the resettlement actions plans including instituting appropriate mechanism of consultations and information relay on rights and legislation on involuntary land acquisition, stakeholder engagement, complaint handling mechanisms, etc.
- m) Undertake project site visits to assess compliance and make the necessary remedies
- n) Any other duties as will be assigned by the Supervisor from time to time.

5.0 Specific Outputs/Deliverables

- i. Continuous (Monthly, Quarterly and Annual) risk assessment reports for the project to identify all risks and impacts.
- ii. An inception report by end of the third month that would include a status report of progress in the Specialist area of the Consultant, a detailed personal work plan for the next 9 months to the end of the assignment plus the subsequent annual work plans.
- iii. Comprehensive and site-specific Environment and Social Management Plans, Resettlement Action Plans, Stakeholder Engagement Plans, and Vulnerable and Marginalised Groups Plans developed and implemented to address social issues as identified during project preparation, mentioned in the Project Appraisal Document, RPF/ESMF or identified in the Social assessments and respective Reports prepared in accordance with PPF guidelines

- iv. A skills gap analysis report for the environment and the social development team to determine availability of adequate skills for the project and other related projects.
- v. Coaching and mentoring programme for staff on social issues implemented.
- vi. An effective communication and community engagement strategy and plan that will support the ICT project(s) in people participation and social accountability, information sharing and feedback
- vii. End of assignment report

6.0 Qualifications, Competences and Experience

Candidates should have the following qualifications, competencies and experience:

6.1 Qualifications

- i. A minimum of a Masters' Degree in Social Sciences, Gender Studies, Cultural Studies, Socio-economics, Sociology or in a related field.
- ii. Possession of Post Graduate Diploma and/or professional qualifications in Social Sciences, Gender Studies, Cultural Studies, Socio-economics, Sociology will be an added advantage.
- iii. Training in supporting community development and participation, social inclusion, gender-based violence, gender equality, protection of vulnerable groups, land acquisition and management, resettlement and rehabilitation, and social inclusion is an added advantage.

6.2 Relevant Experience

- a) A minimum of 5 years' experience in the application of social development skills to evaluate and address social issues such as resettlement, HIV/AIDS, gender and social inclusion in the context of ICT infrastructure development projects.
- b) Applicant must have a minimum of five (5) years in handling cross cutting issues in ICT infrastructure development projects.
- c) Experience in design and implementation of Grievance Redress Mechanisms (community engagement, working conditions and inclusion of Vulnerable and Marginalised Groups) and Resettlement Action Plans will be added advantages.
- d) Familiarity with the World Bank social safeguard mechanisms will be added advantage
- e) Strong community engagement and training in land management, acquisition and resettlement or forced displacements is desirable – combine with c
- f) Proven track record on dealing effectively with policies that have to do with social inclusion (focusing on gender and region) and on Involuntary Resettlement.

- g) A good understanding of social inclusion, poverty reduction and land management institutions and land tenure systems.
- h) Knowledge of World Bank social performance standards is desirable.
- i) Familiarity with multi-disciplinary approaches for addressing the needs of persons displaced from their land and/or homes.
- j) Familiarity with issues affecting ethnic minorities in the countries of the sub-region.
- k) Experience in undertaking social and institutional analysis and familiarity with participatory methodologies and techniques would be desirable.
- l) Social Safeguards knowledge of and ability to apply social safeguard policies. Ability to employ strategies to help minimize involuntary resettlement and adverse impacts on indigenous peoples, potentially displaced persons and other vulnerable groups.
- m) Ability to integrate social inclusion (with respect to gender, age, ethnicity or any other relevant factor) into analysis, policies, institutions and operations. Ability to design operations that focus on strengthening inclusion.
- n) Experience in developing JMPs, JSAs, implementing toolbox talks, designing and implementing staff EHS gap analysis and capacity building sessions and preparation of monthly, quarterly, bi-annual, annual, project inception and closeout reports.

7.0 Duration of Assignment

The successful candidate shall be engaged under a three (3) year employment contract, renewable subject to satisfactory performance and business needs.

8.0 Other Required Skills and Competences

- i) **Teamwork:** Very good interpersonal skills and ability to establish and maintain effective working relations with people in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity.
- ii) **Integrity:** Must be a person of proven honesty and does not tolerate corruption and unethical behaviors in all its forms and manifestations.
- iii) **Innovation:** Must be a person with ability to seek new ways of doing things efficiently to deliver value to our customers.
- iv) **Customer Centricity:** Must be a person who strives to satisfy customers and clients. Should be able to understand what the customer wants and delivering it flawlessly.
- v) **Quality:** Must be a person who thinks of quality and continuous improvement in his/her work.
- vi) A proven team-player, experienced in working collaboratively in a broad range of cultural and social contexts,
- vii) Demonstrated strong analytical skills.
- viii) Excellent written and verbal communications skills.

- ix) Experience in working with technical teams, contractors, sub-contractors
- x) Experience in mobilizing and making presentations to stakeholders including funders, Executive Committees, technical teams, MDAs, local governments, Civil Society among others.