

Terms of Reference for Service Provider

Distribution of Materials, Information Sessions and Training for local CSO's

Project Title: 'Empowering of Vulnerable Women through Social Mentoring'

Location: Kosovo

Implementing Organization: Women's Business Association SHE ERA

Funding: German Federal Ministry for Economic Cooperation and Development (BMZ), supported by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Grant Agreement Reference: 81308880

1. Background

The project "Empowering Vulnerable Women through Social Mentoring" aims, among other objectives, to facilitate regional migration and labour mobility by equipping targeted groups, such as job seekers and vulnerable communities, with up-to-date information, counselling, and institutional support mechanisms for accessing cross-border employment opportunities. As part of the regional mobility component, the project has developed country-specific employment guides for Kosovo jobseekers seeking opportunities in Albania, North Macedonia, and Montenegro. In order to improve awareness of the targeted guidance, the project **will disseminate information materials and organize up to 15 regional info sessions** to share practical information and offer on-the-spot counselling to jobseekers, with a special focus on women and vulnerable groups

Additionally, local civil society organizations (CSOs) are recognized as essential actors in this effort, given their proximity to communities and their ability to reach individuals who may face barriers to accessing formal support systems. To strengthen their role, **the project will provide targeted training, mentoring, and small-scale support to enable CSOs to actively contribute to awareness-raising, counselling, and community-level promotion of regional mobility.** For this reason, the project seeks to build the capacities of selected grass-root CSOs to serve as informed local partners in the promotion of safe and inclusive regional migration, aligned with the goals of the wider social mentoring programme.

2. Objectives of the Assignment

The first objective of this assignment is to disseminate materials to targeted groups and organize/deliver community-level information sessions in the regions of Peja, Prizren, Gjakova, and Ferizaj, focusing on regional labour mobility opportunities, employment procedures in neighbouring countries, and support mechanisms for safe and informed migration.

The second objective of this assignment is to strengthen the capacities of at least three (3) local CSOs operating in municipalities/regions bordering Albania, Montenegro, and North Macedonia to actively promote safe, informed, and inclusive regional migration and labour mobility. Selected CSOs will receive targeted

training, tailored mentoring support, and access to small sub-grants to implement community-level awareness and counselling activities focused on cross-border employment opportunities.

3. Scope of Work

For the **Information Sessions** the selected service provider will be responsible for:

- Dissemination of information/materials to targeted communities (online and door-to-door)
- Organizing and delivering up to 15 local info sessions (3–5 per region);
- Identifying and securing appropriate venues in cooperation with local stakeholders.
- Mobilizing participants, particularly jobseekers, women, and marginalized groups.
- Distributing printed employment guides and showing relevant video materials developed under the project.
- Facilitating the presence of trained counsellors or facilitators who will: Present key employment procedures for Albania, North Macedonia, and Montenegro; Respond to individual questions from participants; Collect feedback and register interest for further follow-up.
- Preparing a short event summary for each session (attendance, photos, key takeaways).

For the **training of selected CSOs** the services provider will focus on:

- Participation in a tailored training programme focused on regional mobility
- Labour migration frameworks and legal employment pathways in the region
- Employment opportunities in Albania, North Macedonia, and Montenegro
- Gender-sensitive counselling and inclusive service provision
- Rights of migrant workers and social protection measures
- Strategies for effective community outreach on migration and mobility
- A practical toolkit/manual to support local awareness, information, and counselling efforts;
- Ongoing mentoring and technical assistance during the implementation of their local initiatives;
- Access to small sub-grants to support the implementation of local-level awareness and counselling initiatives related to regional migration and employment

4. Expected Deliverables

For the information Sessions

- ✓ Up to 15 info sessions organized in the targeted regions, with documented attendance and outreach.
- ✓ Distribution of brochures and display of video materials at each session;
- ✓ Summary report including:
- ✓ List of sessions and locations
- ✓ Participant attendance
- ✓ Key feedback and insights from each session
- ✓ Photos and documentation
- ✓ Follow-up list of interested participants for further counselling or support.

For the training with CSOs

- ✓ Active participation in the full training programme and peer learning workshop;
- ✓ Use of the provided toolkit to carry out local-level information or counselling activities;
- ✓ Regular coordination with the implementing partner and participation in mentoring sessions;
- ✓ Submission of a simple action plan or concept for implementing local activities as part of the sub-grants beneficiaries
- ✓ Contribution to final evaluation and documentation of lessons learned.

5. Timeline

The assignment is expected to begin in mid-September 2025 and be completed within 6 weeks of contract signature.

6. Required Qualifications

The service provider should demonstrate:

- Proven experience in organizing public or community-level outreach events.
- Experience working with jobseekers, women, or vulnerable groups in Kosovo.
- Strong Track record of delivering trainings.
- Strong logistical capacity to cover multiple regions (Peja, Prizren, Gjakova, Ferizaj);
- Familiarity with employment or mobility-related topics is an asset.
- Ability to coordinate with local institutions, NGOs, and employment offices.

7. Application Process

Interested service providers should submit the following documents:

- Company profile and portfolio.
- Short technical proposal (max. 3 pages), including methodology and timeline.
- Financial offer (EUR, including all costs).

Please submit your application to wsheera@gmail.com by **30 August 2025**, with subject line: "Service Provider – Information Sessions and Training Provider for local CSO's"

Contact Information

For any questions or clarifications, please contact **Women's Business Association SHE ERA** via email at wsheera@gmail.com.

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