

Attachment (1)
مرفق رقم (1)
Scope of Service
المهام المطلوبة من مقدم الخدمة

PURPOSE

The consultancy mission is for hiring Egyptian Community Service Leaders to support CRS in implementing the “Technical and Vocational Skills Development for Refugees and Host Communities in Greater Cairo” project, focusing on programmatic activities that enhance livelihoods through skills training, employability support, and entrepreneurship interventions.

BACKGROUND

Catholic Relief Services (CRS) works in a wide variety of areas within the humanitarian and development fields, regardless of race, creed, religion, or gender, to advance our mission to assist the poor and vulnerable. Our team reflects this diversity. The CRS Egypt country program began in 1956 at the invitation of Egyptian president Nasser by providing relief assistance to the victims of the Suez War. Over the following few decades, CRS Egypt moved from large-scale food relief to long-term poverty alleviation and development programs.

Currently, CRS Egypt programs in these main areas: education, livelihoods, social cohesion, and emergency response. CRS focuses on safeguarding and working with local partners across its portfolio. Projects under these programs range from the provision of technical assistance and capacity building to partners, promoting gender transformative behaviors and cohesion and tolerance across groups, educational grants for refugees and assistance to refugee community schools, promoting protection and safeguarding of children, and technical support, start-up funds, and vocational training for refugee and vulnerable Egyptian entrepreneurs.

OBJECTIVES

Provide in-person support to “Technical and Vocational Skills Development for Refugees and Host Communities in Greater Cairo” team in executing the project’s activities starting from the counter signature to the 28th of February 2027.

ACTIVITIES

The selected community service leader shall complete the following activities to achieve the above objective(s).

- Assist in delivering community awareness sessions.
- Conduct participant interviews and support evaluation processes.
- Monitor vocational training activities across targeted areas within Greater Cairo.
- Facilitate study groups and peer-to-peer learning sessions.
- Support outreach activities targeting Egyptians and refugees through various channels to promote the project and engage interested candidates.
- Maintain regular communication with beneficiaries through phone calls, WhatsApp groups, and other follow-up mechanisms.

- Assist in mobilizing and enrolling each beneficiary in vocational training suited to their needs and interests.
- Co-organize and prepare logistics for training sessions, including orientation and skills training for wage employment and self-employment.
- Conduct individual and group coaching sessions for participants who will be enrolled in the self-employment track
- Assist with mentorship visits, and social support activities.
- Provide career coaching for the beneficiaries enrolled in wage employment track
- Support beneficiaries throughout the project and conduct regular data collection for progress monitoring (e.g., follow-up calls, referrals, coaching).
- Compile data provided at the community level as part of monitoring field activities.
- Support preparation of assessments, surveys, and evaluations.
- Report complaints to accountability records or supervisors to ensure proper documentation of beneficiary feedback.
- Maintain organized documentation, including registration records, attendance sheets, and pre/post-training assessments, to ensure accurate record-keeping and smooth project implementation.

DELIVERABLES/OUTCOMES

The community service leader shall provide CRS the below deliverable(s):

- Monthly timesheet signed by the supervisor and monthly Completion of Service certificate prepared by the supervisor.
- Provide a one-page report at the end of the contract period describing his/her experience and learning.

SAFEGUARDING POLICY

CRS is committed to safeguarding program participants from exploitation and abuse. Based on CRS policies and procedure, the service provider may be expected to attend a safeguarding orientation. Based on CRS request, the service provider should comply. All CRS service providers and Suppliers are required to review, sign on, and adhere to CRS Safeguarding Policy and Code of Conduct. This will form part of the contract.

PLACE OF PERFORMANCE

CRS Maadi office, and activities will take place *in Greater Cairo*.

PERIOD OF PERFORMANCE

From the counter signature, until the 28th of February 2027. Working hours will be from Sunday to Thursday, 8:00 am - 4:00 pm or 9:00 am - 5:00 pm (working hours are subject to change during the activities period).

CONDITIONS

As applicable CRS issues payments to service providers, only if an electronic invoice reflecting the implemented activities is submitted by the service provider to CRS.

CONTACT PERSON

The technical supervisor for this activity will be the “Technical and Vocational Skills Development for Refugees and Host Communities in Greater Cairo” ILO Field Officer. All questions related to completion of activities and deliverables should be directed to this person.