



Terms of Reference

for

Civic Engagement Specialist "CES"

Objectives of the assignment:

The Palestinian Water Authority (PWA) is looking for a specialist in the subject of **Civic Engagement** to work within the community engagement program for **the Wastewater Management Project in Hebron**. The Civic Engagement Specialist will be the main link between the project manager, the Civic Engagement implementer/s, and with local communities, thus facilitating project implementation processes. He/She will be responsible for managing the implementation of all civic engagement activities in the project and will play a key role in promoting the participation of citizen and community organizations. He/She will report to the project manager. The job requires the ability to work under pressure and to deliver on tight deadlines.

The Civic Engagement Specialist will design and implement Civic Engagement programs for each of PWA's projects in order to leverage the potential of citizen engagement as a means to improve PWA's delivery and quality of infrastructure and services being delivered. Given the nature of the PWA's activities beneficiaries should have a role in making decisions about projects affecting them.

The Civic Engagement Specialist will through a combination of consultations, public hearings, advisory body/committees, household surveys and focus group discussions, electronic consultations through ICT and social media and project-level mechanisms engage and receive comments and suggestions from stakeholders and beneficiaries, to ensure that their concerns are taken into account while decisions are made.

The role of the Civic Engagement Specialist will be to:

- Create an upstream awareness raising campaign mobilized to explain the project, its objectives, its ambition and its limits, signaling the intent of PWA to entrench its presence through the delivery of its various initiatives and reestablish trust and legitimacy with citizens as well as manage expectations;
- Improve both policy and delivery mechanisms of the PWA by drawing on the diverse experiential knowledge of the public (usually in combination with other forms of knowledge) and legitimizing PWA decisions by taking citizen's values into account.
- Overcome polarization, reducing conflict, looking for common ground: Through a well-structured process of dialogue and deliberation, parties who disagree may come to understand *why* the others hold the position they do, enabling compromise to be more easily attained. Through civic engagement processes, relationships of trust are built.

Ensure a strong inclusive interaction with citizens, sensitizing them to the benefits they will be receiving as well as providing the means to monitor the fairness and the transparency of the rebuilding process. It is intended that Civic Engagement initiatives will strengthen beneficiary feedback mechanisms such as the establishment of a grievance redress mechanism and giving



effective voice to citizens' concerns and queries. The Civic Engagement Specialist which will ensure that all community groups, either as individuals or collectives (the latter through civil society or any formal or informal group), are targeted for inclusion and involvement in the project. The role will require a regular presence at the project site in Hebron, along with the required travel to the target municipalities.

Responsibilities and Scope of work (activities):

- Managing the implementation of the project's civic engagement activities considering the developed civic engagement implementation plan.
- Design, as necessary, additional CE components to the civic engagement implementation plan.
- Maintain good contact and close partnerships with local communities, municipalities, civil society organizations, and other public institutions and community groups.
- Provide leadership and strategic vision to civic engagement activities promoting community engagement in Hebron project.
- Organizing and follow up all civic engagement events and provide suggestions on enhancing existing and for new civic engagement activities.
- Act as PWA representative during the procurement, logistics, all needed financial process between the project manager and the activity implementers.
- Evaluate activities and provide periodic reports to the project manager of the Hebron Regional Waste Water Managements Project (HRWMP) and other relevant stakeholders as needed.
- Undertake stakeholder consultations (public hearings/meetings, household surveys and community focus groups, study circles, community task forces).
- Manage the media activities of the project by preparing content, messages, selecting proper media tools and follow media designs and digital media productions.
- Support in the design and maintain electronic connections (SMS information flows, websites and social media pages).
- Developing website and social media content that are consistent with the civic engagement objectives.
- Working in tandem with the Communications Specialist to raise awareness through the transmission of clear and consistent messages and enhancing communities' voice and participation through mainstreamed beneficiary feedback mechanisms. Informing, proactively managing expectations of beneficiaries and communities about the project, promoting understanding and buy-into the process, as well as generating and sustaining broad stakeholder interest and ownership, is an important building block for mainstreaming citizen engagement in the overall project.



- The Civic Engagement Specialist will also work closely with the M&E Specialist to ensure a systematic analysis of impact and feedback should be conducted on a regular basis to help refine messages, citizen's engagement activities and improve targeting as well as the use of appropriate citizen's engagement channels (TV, radio, brochures etc.).

Management Arrangements and Reporting Requirements

- The Civic Engagement Specialist "CES" will report to and take instructions from the Project Manager of HRWMP. He/she will submit monthly report summarizing his/her input, outputs results and recommendations to the Project Manager.

Required Qualifications:

- Bachelor's degree required; Master's degree preferred in international development, public administration, communication, business administration, social work, public relations, or related discipline.
- A minimum of 5 years of professional experience and demonstrated success working in local government or civil society or private sector, and/or on similar donor-funded programs and/or projects.
- Proven ability to foster cohesion among different groups in Palestinian communities.
- Proven ability to engage women, youth, and other marginalized populations in community development activities.
- Very strong interpersonal and written communication skills.
- Experience working in public relations, communication, awareness, media, project managing) or any related experience.
- Fluent Arabic and English required.
- Substantial and diverse experience in all facets of citizen engagement programs and proven ability to conceptualize, design and implement major campaigns, strategies or programs.
- Demonstrated awareness and ability to diplomatically handle sensitive situations with target audiences and to otherwise cultivate effective, productive client relationships/partnerships.
- Previous experience in Water/ Wastewater is a plus

Commencement of the Assignment, Time and Duration:

The Civic Engagement Specialist (CES) is expected to start his/her duties as soon as possible on a full-time bases. The selected candidate will be contracted for one year, renewable annually until

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completing the Design Supply Installation DSI Contract. The CES is expected to work both in PWA offices-Hebron with regular travel to project sites and target areas.

