بسم الله الرحمن الرحيم

Ministry of Higher Education,
Labour and Skills Development
Malé, Republic of Maldives

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Terms of Reference

Caseworker (Local)

1. Introduction

1.1. The Government of Maldives through the Ministry of Higher Education, Labour and Skills Development (MoHELSD) is implementing the Sustainable and Integrated Labour Services (SAILS) Project funded by the World Bank. The objective is to enhance the resilience and employability of Maldivian workers by establishing an employment services (ES) scheme. To ensure ES scheme is accessible to all, government is planning to extend National Careers Service (NCS) operations in Addu City and H.Dh Kulhudhufushi to support unemployed workers to regain productive employment and to extend access to active labour market programs (ALMPs) to all Maldivians.

1.2. At the request of the GoM, the World Bank is providing development financing to support these objectives through the Sustainable and Integrated Labor Services (SAILS) Project, which is being jointly implemented by MOHELSD and Maldives Pension Administration Office (MPAO). As part of the implementation, the MOHELSD wishes to contract Caseworkers to assist jobseekers in finding employment and their career development journey.

2. Objectives

2.1. The primary objective of the assignment is to assist jobseekers in finding employment and their career development journey. This includes preparing individualised employment action plans, assisting in bridging capacity gaps by directing jobseekers to Active Labour Market Programmes (ALMPs), and delivering career guidance through various communication channels.

3. Scope of Work

3.1. The caseworker is expected to carry out jobseeker profile segmentation, provide tailored advice reflecting labour market information, assist individuals to make informed decisions on educational, training and occupational choices, and

effectively deliver aspects related to providing career guidance and employment assistance through the NCS.

3.2. Facilitate jobseekers' journey mapping by conducting initial interviews, induction workshops, and developing best-fit employment action plans that address their goals and career interests.

3.3. Monitor jobseekers' progress and adjust employment action plans as necessary.

3.4. Understand jobseekers' needs and connect them with employers for employment opportunities, career counsellor for career advice, training providers for apprenticeship/ upskilling opportunities, etc.

3.5. Manage all cases within the case management system and ensure optimal functional capability, assessment, planning, communication, education, resource management, and service facilitation.

3.6. Identify jobseekers' unique skillsets to carry out effective profile segmentation.

3.7. Interpret profiling tool and psychometric/self- assessment results to better provide advice to diverse groups of individuals.

3.8. Provide jobseekers with information and resources to make informed decisions about their career development goals.

3.9. Identify jobseekers' concerns/issues, attend it in a timely manner and inform relevant supervisors accordingly

3.10. Ensure data protection policies are adhered to, confidentiality maintained at all time and guidelines for release of information are followed

3.11. Assist the team for collecting information/data for documentation and reporting purposes.

3.12. Attend phone calls, online queries, chats, and face-to-face services

3.13. Carry out administrative duties such as filing, data entry, copying, binding, scanning, etc.

3.14. Assist NCS manager and other team members in day-to-day management and oversight of activities.

4. Reporting and Supervision

4.1. The Caseworker shall report to the National Careers Service (NCS) Manager.

5. Required expertise and qualifications

5.1. Bachelor's degree in Human Resource Management, Customer Care, Public Relations, Social work or any programme in a relevant field.

5.2. Minimum 3 years of relevant work experience

5.3. Previous experience in social work will be an added advantage.

5.4. Possess administrative, analytical, and compute skills in spreadsheets and any other application.

5.5. Demonstrated ability to liaise with different stakeholders to coordinate support service for jobseekers.

5.6. Demonstrated ability to understand complex issues related to the jobseekers' situation.

5.7. Demonstrated ability to work collaboratively within a multi-disciplinary team.
5.8. Fluency in English and Dhivehi.

6. Contract Duration

6.1. This is a 1-year contract. Upon signing of the contract, 3 months shall be counted as the probationary period. The contract shall be renewed based on performance, need, and funding.

6.2. This contract is expected to commence in September 2024.

7. Remuneration

7.1. The caseworker will be paid a lump sum of MVR19,500 per month (inclusive of pension contributions).

8. Required documents

8.1. Interested candidates must submit the following documents/information to demonstrate their qualifications, experience, and responsiveness to this TOR.
   8.1.1. Expression of interest letter
   8.1.2. Curriculum vitae indicating all experience from similar jobs
   8.1.3. References

9. Expression of Interest Submission

9.1. Deadline for submission of the application is 08th September 2024 (03:00pm)
9.2. Application should be emailed to: sails@mohe.gov.mv

Note: Only shortlisted candidates will be contacted for an interview. The shortlisted candidates will be subjected to a face-to-face interview.

Umar Zahir Office Building, Orchidmaa Hingun, Lot: 11602, Hulhumalé, Malé City, Republic of Maldives, Telephone: 3026955, 3026966 | Email: admin@mohe.gov.mv