



International
Labour
Organization

EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU's Rules of Origin for Jordan – Phase II

Terms of Reference

*Training on the Provision of Gender Responsive Employment Service Delivery
National Consultancy*

1. Background

The Jordanian economy has experienced over a decade of stagnated growth, an issue that can be traced back to a cascade of external shocks, compounded by structural and cultural shortcomings that inhibit the private sector's ability to capitalize on potential opportunities. The issue of low growth is coupled with a rapid increase in population, largely driven by an influx of refugees fleeing Syria, beginning after the spark of conflict in the neighbouring country in 2011. To date, Jordan has received over 670,000 Syrian refugees registered under UNHCR's mandate, 80.43 percent of which reside in host communities¹. This has placed an immense pressure the country's infrastructure and limited resources, leading to unfavourable outcomes for Jordanians and Syrians alike. Per capita income has dipped to below its pre-global financial crisis levels, while the cost of living continues to climb, greatly dampening the average purchasing power and quality of life among residents. Paired with severe reductions in consumption amongst the local population, prolonged socio-political turmoil within the surrounding region led to disruptions in key trade routes. This not only hindered Jordanian enterprises from accessing major markets, but also led to sharp rise in energy and transportation costs, damaging business growth and profitability, while increasing basic living expenses for households.

For Jordanian enterprises, the obstacles to growth are plentiful. Businesses not only have to navigate the volatility within the region, but also face a difficult regulatory ecosystem and doing business environment, combined with logistics challenges and pervasive shortages in the skills most needed to sustain private sector development. These challenges are reflected in a weak labour market, characterized by a historic struggles of insufficient job creation, high informality, and widespread unemployment, underemployment and inactivity, to name a few. Today, more people in Jordan are facing difficulties in securing work, with unemployment reaching 20 percent of the total labour force in 2021, and 24.1 percent amongst Jordanians, posing a major threat to social cohesion and overall stability. Outcomes are even more concerning for historically excluded segments of the population, including women, youth, and refugees.

Young women in Jordan are faced with an array of barriers to acquiring and retaining decent employment, resulting in poor labour market outcomes. The challenge of poor female labour market performance is multi-faceted in nature, and leads to an array of subsequent social and economic impacts. Despite making significant strides in correcting the gender gap in educational attainment, Jordan is yet to have improved the socio-political, economic and cultural conditions, which disable women from engaging in economic production. While women outnumber men at the tertiary education level, their labour market

¹ UNHCR. *Operational data portal*. 2022.

indicators fail to reflect this reality. Women in Jordan have long presented alarming unemployment rates, standing at 26.2 percent in 2021, compared to 18.7 percent amongst men.

Even more concerning are Jordan's historically low female labour force participation rates (LFPR), which stood at 13.8 percent in 2021. According to the World Economic Forum's 2020 Global Gender Gap Report, Jordan ranks 145th out of 153 countries on the pillar of female economic participation and opportunity. Further, despite the severe fluctuations in Jordan's political and economic environment, female LFPR has shown negligible changes for over a decade, appearing seemingly unscathed by the 2008 global economic crisis, the Syria conflict, and the COVID-19 catastrophe, posing several questions regarding the factors which impede its growth.

These poor labour market outcomes are both a symptom of several underlying challenges, as well as a provocation of detrimental impacts for the lives of women and families. Within traditionally structured households in Jordan, men tend to be the primary breadwinners, leaving women in charge of most, if not all, domestic care duties. Often, childcare and other household responsibilities can conflict with existing aspirations to seek, secure and remain in employment. This is especially true for women in lower income positions, due to the relatively high costs of childcare in Jordan. Another barrier limiting women's economic participation is the lack of access to safe, reliable and affordable means of transportation. This imposes a significant obstacle to women's commutes to and from the workplace, particularly for women living in rural areas. Further, assuming that affordable childcare and safe transportation are available, sweeping misconceptions regarding women's fitness to fill certain roles reduce their engagement to a narrow pool of occupations. Tirelessly, these factors leave many women with a lack of personal income-generating avenues, often causing their financial exclusion, and thrusting them into situations of complete dependency.

The situation is much more pronounced among Syrian women, and young Syrian women who experience a multiplicity of disadvantages with regard to formal labour market access. Syrian women suffer disturbingly high unemployment rates which, according to UNHCR, reach 46 percent of female Syrian refugees in (2018), compared to 23 percent for Syrian men. Although 22 percent of Syrian households are headed by women, economic activity among Syrian women reached a tepid 8 percent. The narrow engagement of Syrian women in employment can be attributed to numerous factors, including household and family responsibilities, access to affordable transportation, skills mismatches, and fear of experiencing violence and harassment at the workplace. In a study by UNICEF, Syrian women repeatedly voiced that better livelihoods, access to formal work, and comprehensive support for both themselves and their families are the foundations for empowerment and equality.

2. EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU's Rules of Origin for Jordan (Phase I)

Despite the challenges the country faces, Jordan has assumed a key role in supporting the international response to the Syrian refugee crisis, hosting the second highest rate of refugees per capita globally. This commitment to assisting the mitigation of the crisis was solidified by the introduction of the 2016 Jordan Compact Agreement, intended to promote inclusive growth through increasing the economic opportunities available to both Syrians and host communities in Jordan. The Compact crowded substantial donor support, concessional financing and beyond-aid incentives. This came in tandem with critical policy advancements on part of the Jordanian government, which mainly pertained to allowing Syrian refugees access to the formal labour market. The Compact spurred the introduction of the Relaxed Rules of Origin (ROO) agreement in 2016, which sought to promote the employment of Syrian refugees by allowing exporting industrial firms facilitated access to the EU market. The agreement was intended to promote productive economic growth for Jordan, while also serving as a tool for increasing livelihood opportunities available to Syrian refugees. Concomitantly, with the introduction of the ROO, the EU partnered with numerous government entities and international implementing agencies to put forth interventions for enhancing the ROO outcomes.

One such initiative includes *EU-ILO Collaboration in the Monitoring of Labour Aspects in the Implementation of the EU's Rules of Origin Initiative for Jordan (Phase I)* project, launched in November 2018. Amongst several other measures and initiatives, the project saw the establishment EU-funded employment service centers (ESCs) across Mafraq, Zarqaa, Amman, Irbid and Zaatrai refugee camp, accounting for 5 of the 13 ESCs operated by the ILO in Jordan. The ILO-affiliated ESCs work directly with refugees and host communities to provide a variety of services catered to the needs of both job seekers and employers. The purpose of the established ESCs is to meet the immediate employment needs of refugees and other vulnerable groups such as women and youth, by facilitating their access to the labour market. ESCs also support employers by helping announce job opportunities and assisting firms in identifying eligible candidates for hire.

The advantage of these ESCs becomes most apparent when taking the needs of Syrian refugees and other highly vulnerable groups into account, particularly women. The ILO-affiliated ESCs are located in communities with large numbers of youth and Syrians, and some of the highest unemployment rates in the country. Further, their independence from the public sector allows them to serve Jordanians and non-Jordanians alike, as the Jordanian Government views offering provisions to Syrians as beyond its responsibility. Correspondingly, in recognition of the great necessity for inclusive ECS services in Jordan, the project is now entering into Phase II, over which the ILO will increase the quality and efficiency of provisions offered by the pre-established ESCs under the collaboration.

3. Rationale

Women in Jordan continue to face deeply ingrained disadvantages in achieving secure and decent livelihoods. Facing a myriad of socio-political, economic and cultural hindrances, the majority of women in Jordan are unable to engage in economic production, leading to stubbornly low female labour market participation at 13.8 percent in 2021. For economically active women, the outcomes are just as worrisome with female unemployment rates reaching 26.2 percent that same year. These outcomes persist despite comparably higher levels of educational attainment amongst women, highlighting a need to implement targeted interventions that support the inclusion of more females into the active workforce. This requires an approach that takes into account both the supply and demand-side obstacles women face, by improving women's ability to navigate the job market, while simultaneously increasing employers' receptiveness to female workers. Furthermore, considering the great potential self-employment and other non-standard forms of employment have in enhancing female livelihoods outcomes, a diversity in supportive services that can match the personal aspirations and abilities of beneficiaries is integral. This is particularly true in the case of vulnerable women, including Syrian women, female single parents, women who have experienced instances of past trauma, and women with lower-income backgrounds. Thus, under Phase II of the project, the ILO will implement gender-responsive ESC services that specifically cater to the needs of women across the country, while also taking factors of intersectionality into account. This will ensure that all provisions are well in-line with the unique challenges women face in securing decent and sustainable livelihoods. Nonetheless, the quality and effectiveness of the aforementioned gender-responsive ESC services is largely reliant on the presence of well trained and informed service providers. However, due to common misconceptions regarding the many barriers women face in securing decent livelihoods, there is a great need to implement capacitation and sensitivity training programmes, specifically directed towards employment service officers (ESOs) and relevant national partners.

4. Objectives

To ensure the effectiveness of gender-responsive ESC provisions, the project will develop and implement a five-day capacitation and sensitivity training package, directed towards the ILO's employment service officers and national partners within the labour directorates. Accordingly, the ILO is seeking to hire a senior national consultant to design and deliver training materials for capacitating

ESOs and national partners with the knowledge and tools required to ensure that employment services are impactful and inclusive. Training materials will focus on enhancing service delivery for women, both on the beneficiary and the employer-ends. This will aid in improving the ability of ESCs to better meet the needs of female beneficiaries, by aiding ESOs in offering the targeted supports needed to promote women’s employability, while also increasing employer’s receptiveness to female workers and job-seekers. A major aspect of the capacitation program, is the delivery of sensitivity training, to ensure that ESOs are able to retain the engagement of female beneficiaries, particularly women who fall under a one or more additional vulnerability groups.

5. Target Participants

The training will target 25 participants including ILO’s employment and career guidance officers (ESOs) and national partners in the labour directorates.

6. Scope of Work

Stage I: Programme Planning and Development

- Engage with stakeholders and key ILO personnel, to gain an understanding on the main deficits of current ESC provisions; with regard to the tools and knowledge ESOs need to effectively offer services to female beneficiaries.
- Identify key capacitation needs amongst national partners and ESOs offering services to female beneficiaries.
- Conduct a review on successful capacitation and sensitivity training programmes implemented for the improvement of gender-responsive employment services globally, with a focus on programmes implemented in countries with socio-political and economic challenges similar to Jordan’s.
- Draft a training programme concept and course syllabus, and submit to ILO personnel and project technical committee.
- Finalize training package, in accordance with feedback received from the technical training committee. The package must include: (i) course syllabus, (ii) learners guide, (iii) detailed course schedule, (iv) evaluation criteria, (v) course implementation action plan and list of needed materials.

Stage II: Programme Delivery

- Produce all training materials, hand-outs and presentation slides under the five-day course English and Arabic.
- Deliver training to ESOs and national partners, in accordance with the approved course syllabus and course schedule.
- Evaluate participants.
- Produce a final assessment report on programme performance and participant’s receptiveness to materials, alongside recommendations.

7. Deliverables

| # | Activity | Deliverable | # of Working Days |
|---|---|--|-------------------|
| 1 | Identify key capacitation needs amongst national partners and ESOs offering | i. Engage with stakeholders and key ILO personnel. | 5 |

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| | services to female beneficiaries. | ii. | Conduct a review on successful capacitation and sensitivity training programmes implemented globally. | |
| 2 | Develop five-day capacitation and sensitivity training package to enable the effective provision of gender-responsive services amongst ESOs and national partners. | i. ii. | Draft training programme concept and course syllabus. Approved and finalized training package, including (i) course syllabus, (ii) learners guide, (iii) detailed course schedule, (iv) evaluation criteria, (v) course implementation action plan and list of needed materials. | 8 |
| 3 | Deliver five-day capacitation and sensitivity training package to enable the effective provision of gender-responsive services amongst ESOs and national partners. | i. ii. | Training materials, hand-outs and presentation slides under five-day course, produced in English and Arabic. Original, evaluation responses and test scores. | 6 |
| 4 | Conduct programme assessment and offer recommendations for improvement. | i. | Final assessment report on programme performance, participant receptiveness and recommendations for improvement. | 5 |

Assignment Location

The consultancy assignment will take place in Jordan.

Timeframe

The consultancy assignment will take place during August 2022 with a total number of 24 working days.

Payment Schedule

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|------------------|---|
| Payment 1 | Upon the completion and approval of Output (Activity) 1, 2, 3 & 4. |
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Qualification, knowledge and experience required

- A university degree in Education, Sociology, Politics or related field.
- At least 5 years' work experience in employment services provision with focus on Gender Responsive Employment Service Delivery;
- Experience in delivering training;
- Able to draft reports and present findings in English and Arabic;
- Excellent communication skills;
- Excellent command of the Arabic language;
- High command of the English Language;
- Experience with ILO or other UN agencies is an asset.

Application

Interested candidates should send the following documents to ishtaiwi@ilo.org no later than 4th of August 2022.

- Updated CV
- Technical proposal
- Financial proposal including all costs.

The technical and financial proposals should be submitted in a separate documents.

Emails must use subject title: EU-ILO_JO_02/2022

Supervision

The consultant will conduct the assignment under the supervision of the ILO Project coordinator and the overall guidance of the CTA-ILO Programme of Support to the Crisis Response.