

TERMS OF REFERENCE

COMMUNITY LIAISON OFFICER

1. BACKGROUND

1.01 The Government of Grenada (GOGR) wishes to apply the proceeds of a loan from the Caribbean Development Bank (CDB), towards the cost of the Sauteurs Coastal Protection Project (the Project). This project will provide protection for the coastline from extreme erosion due to wave action, especially from winter swells and intense storms.

1.02 The Coastal Design and Impact Assessment Report for Sauteurs Bay (2024) documented coastal erosion rates of up to 5.95m per year along sections of the Sauteurs Bay coastline. The property and livelihoods of several vulnerable households in the poor, rural Sauteurs Bay community, as well as vital social and economic services upon which they depend, face an urgent ongoing and increasingly severe threat due to their exposure to coastal hazards and the rapid rate of coastline erosion. Additionally, there is a main access road adjacent to the coast in Sauteurs Bay, which is also at risk of damage due to flooding and storm surge.

1.03 Although there are significant benefits to be realised from the Project, there is also a range of social and environmental safeguard issues that were identified through the Environmental and Social Impact Assessment (ESIA) undertaken in 2024, which must be managed during implementation. GOGR is therefore aiming to engage a Community Liaison Officer (CLO) to support implementation and increase the likelihood of realising the Project's intended outcomes.

2. OBJECTIVE

2.01 The CLO will promote constructive partnerships and communication between MOID and the communities and stakeholders on issues and opportunities relating to project implementation and will be responsible for implementing community engagement activities through tools such as a Stakeholder Engagement Plan (SEP), a Public Information Communication and Education Programme and a Grievance Redress Mechanism.

3. SCOPE OF SERVICES

3.01 Guided by the SEP, and working closely with the Project Supervision Firm, among other activities, the CLO will report to the Project Coordinator (PC) and will:

- (a) Produce gender-responsive community profiles of the demographic, socio-cultural, economic, environmental and institutional situation.
- (b) Review SEP with a view to identifying and documenting any gaps in the (i) stakeholder identification and analysis that were undertaken; (ii) stakeholder engagement programme (e.g., information to be disclosed, format and communication methods; stakeholder consultation methods); and (iii) schedule for the various stakeholder engagement activities. Information in the ESIA should be used to support SEP review and implementation.
- (c) Update SEP based on any gaps identified from the initial review and maintain updates to SEP as necessary, based on issues arising during implementation. Any major changes to the Project activities and/or schedule will be duly reflected in the updated SEP.
- (d) Provide timely feedback to MOID on concerns and suggestions raised by community leaders and make recommendations.

- (e) Provide timely feedback to community members on project implementation, concerns raised, or important decisions taken by MOID in accordance with agreed protocols.
- (f) Develop a public relations programme along with MOID, Non-Governmental Organisations, and Community-based Organisations to educate community members about the Project and encourage their continuous buy-in and active participation throughout the project cycle.
- (g) Develop and implement a monitoring and evaluation (M&E) framework for tracking press coverage related to the project to include number of project-related press materials published /broadcasted in the national media. The framework should provide for analysis of project-related press releases content: proportion that is favourable, unfavourable, neutral, and trends.
- (h) Develop and implement a results-based, gender-sensitive M&E framework/plan for the SEP that monitors the implementation of the SEP and includes the following indicators:
 - (i) Number of consultation meetings and other public discussions (forums, focus groups, etc.) conducted within a reporting period. The reporting period will be defined in the framework (e.g. monthly, quarterly, or annually).
 - (ii) Percentage of women, men, youth and Persons with Disabilities (PWDs) (disaggregated by age) participating in consultations by reporting period.
- (i) Facilitate dialogue and sensitise Project-affected communities as necessary, with particular attention being paid to obtaining information from the less vocal individuals in the communities and from identified vulnerable groups through the use of differential participatory techniques.
- (j) Manage community members' expectations of the Project during scheduled meetings and ad-hoc interaction, as necessary.
- (k) Raise awareness of employment opportunities for community members, especially vulnerable groups in the society and within the Project areas including women, youth and PWDs.
- (l) Assist MOID with identification and management of potential and actual grievances. Develop a framework to, among other items, track the number of grievances received through the Grievance Redress Mechanism (GRM) of the SEP within a reporting period and, number of those resolved within the prescribed timeline, all disaggregated by sex of the complainant, geographic location and type of grievance received. The framework should be integrated into MOID's existing GRM. There should be the capability to assign reasons for non-resolution within the prescribed timeline including an analysis of trends.
- (m) Manage stakeholder engagement logistics such as soliciting suggestions/grievances from suggestion boxes, placing communication materials on notice boards and via social media, and arranging community meetings.
- (n) Facilitate stakeholder participation at all relevant levels in accordance with the identified needs of the different categories of stakeholders, particularly women. This may include other activities – participatory assessments and problem-solving of issues, concerns and opportunities, focus group discussions, information-sharing, and

community meetings.

- (o) Assist in evaluating the social, environmental and economic impacts of Project activities on the well-being of community members using participatory approaches.
- (p) Assist the PC in ensuring that the implementation of project activities is in conformance with Grenada's and CDB's environmental and social requirements, as articulated in the Bank's Environmental and Social Review Procedures.
- (q) Attend Project Steering Committee meetings as required and provide information on community engagement, highlighting any current and/or potential challenges/opportunities.
- (r) Maintain comprehensive and updated minutes of meetings with the community and other stakeholders.
- (s) Promote and monitor awareness training on health and safety risks directly associated with the Project. The activity should include but not be limited to mitigating potential conflicts between workers and local communities.
- (t) Prepare and submit to the PC, inputs on community engagement aspects of the Project for incorporation into monthly progress reports, including consultations undertaken, attendance registers (where applicable), concerns raised, requests raised, suggestions made, suggestions addressed, concerns resolved, potential risks, grievances or opportunities identified.
- (u) Prepare and submit to the PC, inputs on the SEP, GRM, implementation of the Environmental and Social Management Plan (ESMP), social, gender and community engagement aspects of the Project for incorporation into Quarterly Reports. Inputs to include analysis of key relevant social issues for the project context and goals, stakeholder engagement activities undertaken during the previous quarter, summarised information on participatory methods employed, grievances received from stakeholders (including information on incidents and events that resulted in grievances) etc. These summaries shall be accompanied by information on the implementation status of associated corrective and preventative actions and recommendations and cover suggestions received on the prior Quarterly Report.
- (v) Prepare and submit to the PC, inputs on the SEP, GRM, the ESMP, social, gender and community engagement aspects of the Project for incorporation into a Project Completion Report.

4. REPORTING REQUIREMENTS

4.01 The CLO will furnish reports/deliverables on the assignment as set out below:

- (a) Within one month of assignment, prepare a Draft Final SEP following the review of the draft SEP.
- (b) Within two weeks of receipt of feedback on the Draft Final SEP, submit the Final SEP.
- (c) Within 10 days of the end of each month, provide a monthly (structured) field report to PC.
- (d) Within 10 days of the end of each quarter, provide inputs to PC to inform the quarterly

report.

- (e) Within one month of the PC's notification of Project completion, provide inputs to assist in the compilation of relevant sections of the Project Completion Report.

5. QUALIFICATIONS AND EXPERIENCE

5.01 The CLO is expected to possess the following minimum qualifications:

- (a) A bachelor's degree in sociology, anthropology, community development or a closely related field of study.
- (b) A minimum of ten years' relevant experience encompassing stakeholder engagement practice, gender-responsive approaches, community development practices, and social research using participatory research methods and approaches.
- (c) At least 5 years of experience in communication, education, and information strategies, with a proven track record of developing and implementing at least three public awareness campaigns.
- (d) Experience leading or supporting at least three sessions closely related to the topic, demonstrating the ability to transfer knowledge and skills. Additionally, experience in developing at least three capacity development plans.
- (e) Fluency in English and proficient computer skills and good written and oral communication skills.
- (f) Experience working locally, or in the region, in the sector and with multi-lateral agencies, would be assets.

6. DURATION

6.01 The assignment is expected to last approximately 28 months from the date of assignment, from June 2025 to October 2027.

7. INSTITUTIONAL/ORGANISATIONAL ARRANGEMENTS

7.01 The Project will be implemented by MOID, who has assigned a Project Team Leader (PTL). A Project Coordinator (PC), a Monitoring and Evaluation Specialist (MES), and a Project Supervision Firm (PSF) will be engaged. PSF will support the CLO to ensure alignment of priorities, broad-based communication with primary and secondary stakeholders and appropriate management of key issues, risks and opportunities. The CLO will report to the PC.

7.02 CLO is required to work in person and will be provided with a vehicle for site visits and meetings, as well as a laptop, mobile phone and phone service plan.