



Republic of Somaliland

Hargeisa Local Government

Nagaad Project (SURP II)

Project Implementation Unit (PIU)

Terms of Reference
for
PIU COMMUNITY ENGAGEMENT OFFICER

Date October 2026

1. Project Background

With support from the World Bank, the Hargeisa Local Government is implementing the Nagaad Project (SURP-II). This project is part of a broader effort to enhance urban resilience, improve service delivery, and strengthen municipal governance in Hargeisa, Somaliland.

Hargeisa faces a range of urban development challenges, including rapid urbanization, inadequate infrastructure, exposure to climate-related risks, and limited institutional capacity. The SURP-II Nagaad Project was designed as a strategic response to these challenges, aiming to support sustainable urban development through a combination of infrastructure investments and institutional strengthening.

The Project Development Objective (PDO) of the Nagaad Project is to strengthen the public service delivery capacity of local governments, expand access to climate-resilient urban infrastructure and services, and enable an immediate and effective response to eligible crises or emergencies in targeted areas.

The Nagaad Project adopts an integrated approach that combines the development of critical infrastructure with the strengthening of municipal institutional capacity. This strategic focus enhances climate resilience, promotes socio-economic stability, and supports inclusive and sustainable urban governance in Somaliland.

The Nagaad Project is structured around five key components: Component 1 – Urban Infrastructure and Services, Component 2 – Institutional Strengthening and Analytics, Component 3 – Project Management and Capacity Building, Component 4 – Response to Urban Forced Displacement, and Component 5 – Contingent Emergency Response.

2. Scope of Work

The Community Engagement Officer will be responsible for overseeing and facilitating the engagement aspects of the Nagaad Project within Hargeisa Local government, with a primary focus on promoting inclusive, equitable, and participatory processes throughout the project lifecycle. The Officer will ensure that the project is implemented in a socially sensitive manner and that community voices are meaningfully integrated into planning, implementation, and monitoring activities.

3. Responsibilities of the Community Engagement officer

Key responsibilities of community engagement officer include:

I. Community Engagement and Field Support

- Provide substantive support in collecting and transcribing relevant information from community members and municipal authorities during field visits and consultations.
- Keep the Project Coordinator continuously informed about any local issues or social dynamics that may impact project implementation or community relations.
- Support the review of contractor-prepared community participation documents to ensure equitable access to project-related labor opportunities, particularly for poor communities, IDPs, women, youth, and persons with disabilities (PWDs).

I. Grievance Redress and Community Concerns

- Serve as a primary contact point for community concerns related to project activities, and ensure timely communication with the PIU and Project Coordinator.
- Assist in resolving community-related issues in coordination with PIU teams and facilitate constructive community-municipality dialogue.
- Support the design and implementation of the Grievance Redress Mechanism (GRM), including tracking and reporting grievance resolution status.
- Follow up on all grievance cases, especially those related to Sexual Exploitation, Abuse and Harassment (SEA/SH), and ensure confidential handling and survivor-centered response protocols in line with the project's Accountability Response Framework.

I. Gender and Social Inclusion

- Collaborate closely with the Gender/GBV Specialist at the PCU on matters related to gender integration, including awareness-raising and stakeholder sensitization.
- Promote women's participation and the inclusion of vulnerable groups in employment, capacity building, and operation and maintenance activities under SURP-II.
- Develop innovative approaches and tools for gender mainstreaming, and prepare a localized gender action plan to guide project interventions.

- Ensure gender equality considerations are integrated into all community-related project activities and consultations.

I. Capacity Building and Communication

- Conduct outreach activities, awareness campaigns, and community sessions in collaboration with safeguards and communications teams to ensure informed and inclusive participation.

I. Monitoring and Compliance

- Oversee community-level compliance with social safeguards, including ESMP, LMP, and other World Bank Environmental and Social Framework (ESF) requirements.
- Monitor project progress against social inclusion, gender, and employment targets; identify gaps and raise concerns with the Project Coordinator when needed.
- Contribute to project reporting requirements, particularly those related to social inclusion, participation outcomes, grievance trends, and gender action implementation.

I. Other Responsibilities

- Maintain close coordination with the Project Coordinator and PIU staff to ensure alignment and integration of community engagement efforts across project activities.
- Carry out any other duties as assigned by the Project Coordinator to support successful implementation of the project.

1. Duration of the Assignment

The duration of the assignment is renewable one year with a proportion period of three (3) months. The renewal is not validated until after the satisfactory performance evaluation approved by the World Bank and availability of budget

2. Key deliverables

- Community Engagement Plan developed and implemented.

- Monthly grievance reports, including SEA/SH cases, with resolution status.
- Reports on community consultations and stakeholder meetings.
- Regular updates on employment inclusion (disaggregated by gender, IDPs, PWDs).
- Gender Action Plan implementation tracking and reporting.
- Awareness and sensitization session documentation.
- Training and capacity building records for local stakeholders.
- Communication materials and outreach content for community awareness.
- Social safeguard compliance inputs for monitoring reports.
- Quarterly summary reports on engagement outcomes and issues.
- Contributions to mid-year and annual project reviews.
- Ad-hoc reports or field notes on community concerns or emerging issues.

1. Required Qualifications and Experience

A university degree in Social Sciences, Gender Studies, Community Development, Public Administration, or another relevant discipline.

Minimum of 3 years of experience in planning and implementing community engagement activities within development or infrastructure projects.

At least 2 years of proven experience in implementing GBV prevention and response initiatives.

Demonstrated ability to effectively engage and build trust with diverse community groups, including vulnerable populations.

Practical experience in facilitating community consultations, mobilization, and training sessions.

Strong communication and facilitation skills, with the ability to manage sensitive discussions with empathy and professionalism.

Solid understanding of gender equality, social inclusion, and participatory approaches.

Ability to analyse social dynamics, identify risks, and adapt strategies to local contexts and community needs.

1. Input/facility by the Client

The client will provide office space with necessary furniture and other facilities to enable the consultant to perform day-to-day work. The Client shall also provide soft and hard copies of Project documents.

2. How to Apply

The attention of interested Consultants is drawn to section III, para 3.14, 3.16 & 3.17 of the World Bank's Procurement Regulations for IPF Borrowers: Procurement in Investment Projects Financing Goods, Works, Non-Consulting and Consulting Services, July 2016, revised November 2017, August 2018, November 2020, September 2023 and February 2025 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest

A Consultant will be selected in accordance with the Individual Consultant method set out in the World Bank Procurement Regulations.