

TERMS OF REFERENCE

(Individual Contractor Agreement)

Position: Health, Safety, Social and Environmental Senior Associate - Social Development
Duty Station: Phillipsburg, Sint Maarten
Section / Unit: LCR, PAMCO Costa Rica
Contract / Level: LICA 7 (ICS 7)
Supervisor: Senior Project Manager
Duration: Ongoing ICA – Open-ended, subject to organizational requirements, availability of funds and satisfactory performance

1. General background of the project / assignment

The United Nations Office for Project Services (UNOPS) is a United Nations body responsible for infrastructure, procurement, and project management (General Assembly Resolution 65/176 of 2010). Our mission is to help people improve their lives and countries achieve peace and sustainable development. UNOPS' three priority areas are:

- i) Sustainable Infrastructure:** Designing, building, repairing, and maintaining infrastructure in challenging environments, focusing on transportation, education, and health infrastructure.
- ii) Public Procurement:** Serving as a central procurement resource for the UN system and governments, emphasizing efficient, transparent, and sustainable delivery of goods and services.
- iii) Project Management:** Managing over a thousand humanitarian, development, and peacebuilding projects annually for various partners, ensuring quality, effectiveness, and results that meet the highest standards.

UNOPS' work seeks environmental, social, and economic sustainability, which contributes to the progress of equity and the common good of the countries in which it operates, thus promoting the improvement of the living conditions of the most needy people. UNOPS has a presence in 23 countries in Latin America and the Caribbean. The services, products, and technical assistance comply with the principles of public administration of transparency, equity, integrity, free competition, impartiality, morality, effectiveness, efficiency, and respect for national institutions.

Project Information

This project aims to strengthen the justice system in Sint Maarten by providing UNOPS turn-key services for the construction of a new Rule of Law Facility. The initiative will be implemented in two phases, with a total estimated budget of 50 million USD.

The second phase, expected to span 40 months, will focus on the construction of the Rule of Law Facility, including: construction execution & supervision and quality assurance of works. This phase will ensure full integration of human rights principles and incorporate social, gender, climate, and environmental considerations, aligning with international best practices for correctional facilities.

Local Context

Sint Maarten's justice system faces longstanding challenges, including outdated detention facilities that do not meet modern standards for security, rehabilitation, and human rights compliance. This project will directly

contribute to strengthening national infrastructure capacity in the correctional sector, ensuring safe, humane, and rehabilitative detention conditions that support the reintegration of offenders into society.

To ensure effective coordination with key justice sector stakeholders, the UNOPS Panama Multi-Country Office, covering Panama, Costa Rica, and the Dutch and English Caribbean, has established a local office in Sint Maarten. The Social Management Senior Associate will play a critical role in the technical oversight, planning, and implementation of Social Management activities within the UNOPS office in Sint Maarten.

About Our Culture:

Our work contributes to building the foundations for countries and communities to achieve peace and sustainable development, guided by our values: Inclusion, Integrity, Humility and Humanity.

2. Purpose and scope of assignment

The Social Management Senior Associate will provide services to the Senior Project Manager with the objective of permanently interacting with the people of the communities that are potentially affected and/or may be affected in one way or another due to the construction process and project start-up.

At the specific request of the Senior Project Manager, the Social Management Senior Associate should be able to carry out the following responsibilities:

A. Stakeholder Engagement & Communication

- Identify, map, and analyze key social actors (e.g., local communities, businesses, authorities, and civil society groups) who may be affected by the project.
- Develop and implement a stakeholder engagement plan, ensuring tailored approaches for different groups (e.g., direct vs. indirect stakeholders).
- Establish and manage a grievance redress mechanism to receive, track, and resolve community concerns before, during, and after project completion.
- Organize and facilitate community meetings, consultations, and information-sharing sessions, ensuring timely communication on project impacts and mitigation measures.
- Coordinate with institutional stakeholders, including government agencies and social service providers, to align social management efforts with national policies and local regulations.

B. Social Risk & Impact Management

- Conduct baseline social assessments to understand the local context and potential project impacts.
- Carry out perception surveys to assess community sentiment and emerging risks.
- Monitor and document the social impacts of construction activities, proposing mitigation measures as needed.
- Identify and support the resolution of conflicts, promoting mediation and alternative dispute resolution.
- Work with the Senior Project Manager to develop and implement a Social Management Plan, ensuring that social risks are proactively addressed.

C. Construction Site Activities & Social Management

Given the sensitive nature of a prison construction project, the Social Management Senior Associate will focus on the following:

- **Managing Community Concerns:** Address fears and perceptions related to the construction of the prison.
- **Labor-Community Relations:** Monitor potential tensions between local communities and the construction workforce, ensuring fair labor practices, preventing labor influx issues, and addressing worker-community conflicts.
- **Impact on Livelihoods & Mobility:** Assess and mitigate any disruptions to local businesses, transportation, and daily life caused by construction activities, such as road closures, increased noise, and dust.
- **Land & Property Concerns:** Engage with residents, ensuring that all affected parties receive due process.
- **Health & Safety Concerns:** Work alongside Health & Safety Specialist to address potential public health risks, such as dust, waste management, increased traffic, and worker-community interactions.
- **Engagement with Vulnerable Groups:** Identify and provide additional support to vulnerable groups (e.g., women, elderly, low-income families) who may be disproportionately affected by the project.
- **Emergency Response & Crisis Communication:** Support the Senior Project Manager in responding to protests, legal actions, or escalated grievances related to the construction.

D. Reporting & Compliance

- Ensure adherence to social commitments derived from environmental approvals and national regulations.
- Prepare monthly reports and ad-hoc reports detailing stakeholder engagement activities, grievances, social risks, and mitigation measures.
- Support gender and inclusion efforts within the project, ensuring that social management activities consider vulnerable groups and gender-sensitive approaches.

E. Capacity Building & Awareness

- Conduct awareness campaigns on project activities, expected impacts, and mitigation strategies using posters, graphics, and other communication tools.
- Train project personnel and contractors on social safeguards, stakeholder engagement, and conflict-sensitive approaches.

4. Qualifications and Experience

a. Education

- Bachelor's degree preferably in one of the following disciplines: Social Work, Sociology, Psychology, Collective Communication, Political Science, Anthropology or related areas is required.
- A master's degree preferably in one of the following disciplines: Social Work, Sociology, Psychology, Collective Communication, Political Science, Anthropology, or related areas is desirable.




b. Work Experience





- A minimum of 3 years of relevant experience in social management, particularly in social and community projects, is required.
- Experience working with stakeholders, social/citizen dialogue action, and/or conflict resolution is required.
- Experience in projects, activities, and/or initiatives with a social component, applying a human rights approach, gender perspective, diversity, and inclusion is highly desirable.
- Experience in social management of infrastructure projects is highly desirable

c. Language Requirements

- Fluency in English is required.
- Fluency in another UN official language is desirable.

d) Competencies

Competencies	
	<p>Treats all individuals with respect; responds sensitively to differences and encourages others to do the same. Upholds organizational and ethical norms. Maintains high standards of trustworthiness. Role model for diversity and inclusion.</p>
	<p>Acts as a positive role model contributing to the team spirit. Collaborates and supports the development of others. For people managers only: Acts as positive leadership role model, motivates, directs and inspires others to succeed, utilising appropriate leadership styles</p>
	<p>Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first. Builds and maintains strong external relationships and is a competent partner for others (if relevant to the role).</p>

	<p>Efficiently establishes an appropriate course of action for self and/or others to accomplish a goal. Actions lead to total task accomplishment through concern for quality in all areas. Sees opportunities and takes the initiative to act on them. Understands that responsible use of resources maximizes our impact on our beneficiaries.</p>
	<p>Open to change and flexible in a fast paced environment. Effectively adapts own approach to suit changing circumstances or requirements. Reflects on experiences and modifies own behavior. Performance is consistent, even under pressure. Always pursues continuous improvements.</p>
	<p>Evaluates data and courses of action to reach logical, pragmatic decisions. Takes an unbiased, rational approach with calculated risks. Applies innovation and creativity to problem-solving.</p>
	<p>Expresses ideas or facts in a clear, concise and open manner. Communication indicates a consideration for the feelings and needs of others. Actively listens and proactively shares knowledge. Handles conflict effectively, by overcoming differences of opinion and finding common ground.</p>

VII. Signature	
Incumbent Name:	
Signature:	Date: