

**TERMS OF REFERENCE  
CONSULTANT FOR IMPROVING PERFORMANCE REVIEW AND TRACKING, OPERATION AND PROJECT  
MANAGEMENT.**

**Document published on September 2nd, 2024**

**Duration of Assignment:**

Approximately the period of 1 month (preferred start on September 13<sup>th</sup>, 2024), maximum 7 working days within this period.

**1. BACKGROUND**

Domovik was established in 2010 in North Mitrovica. Over the years, Domovik has been working on the implementation of various projects. Domovik is specialized in providing activities concerning the psychosocial and legal protection of children, youth, and members of vulnerable groups, and it seeks to help people in understanding the factors that affect their life quality.

Domovik is the strategic partner of Save the Children, an office in Kosova/o, that is implementing a project of the Swedish International Development Cooperation Agency (SIDA). Domovik is seeking services of an external independent consultant for the improvement of senior management capacities in the executive programme and HR departments with the aim of improving performance review and tracking, operation and project management.

This activity aims to enhance the capacity and efficiency of the senior management and HR departments in overseeing and managing the project's performance and staff.

Senior management employees and HR department will be trained on performance review and tracking tools and methods, to ensure better quality project implementation and adequate identification of capacity-building needs.

Systematization act will be updated to reflect the current and future needs and challenges of the project, and to enable more flexible and resilient staffing arrangements, allowing easier transition between different positions within the organization, based on the changing needs in project implementation.

**2. OBJECTIVE AND SCOPE**

The process of improving performance review and tracking, operation and project management should cover the following objectives:

- Enhance the capacity of senior management and HR departments in effectively tracking staff performance and developing a model for resilient staffing within the organization.
- Develop comprehensive training modules focused on performance tracking and resilient staffing strategies
- Include best practices, tools, and techniques for effective performance management, capacity building needs and workforce planning.

**3. ROLES AND RESPONSIBILITIES**

**3.1 Consultant:**

The consultant will be responsible for:

- Providing a detailed work plan for the assignment
- Collaborate with senior management to develop a tailored model for resilient staffing that addresses the organization's unique needs.
- Preparing workshops on performance tracking and resilient staffing strategies
- Prepare a final report summarizing the training outcomes, key findings, and recommendations for further action.

### 3.2 Domovik:

- Domovik will have the responsibility for the overall management of the consultancy, and this will include the following:
- Reviewing and approving the proposed plan for the assignment
- Providing technical and logistical support for conducting assignment
- Ensuring that Domovik management staff provide all necessary documentation
- Monitoring the delivery of milestones

### 4. KEY DELIVERABLES

- Conducting interactive training sessions for senior management and HR departments
- Updated Domovik systematization acts and staff profiles for capacity building needs
- Tool for regular performance tracking and feedback.

### 5. DURATION AND TIMEFRAME

The contract of the assignment should be within the timeframe of 1 month, preferable throughout the period starting from September 13<sup>th</sup>, 2024.

### 6. QUALIFICATIONS AND COMPETENCIES OF CONSULTANT

- A minimum of five (5) years' experience in working with Civil society.
- The consultant should have extensive experience in organizational development, performance management, and workforce planning, with a proven track record of working with NGOs or similar organizations.
- Strong interpersonal skills.
- Strong interpersonal skills and the ability to communicate and collaborate well with diverse people.

### 7. PROCEDURE

Applications must be sent English or Serbian and entail the following:

- Expression of Interest and availability:
- CV
- Expected remuneration, in the form of gross fee

### 8. ZERO TOLERANCE ON SEXUAL EXPLOITATION AND ABUSE

Domovik applies zero tolerance on sexual exploitation and abuse. It is, therefore, required that the interested candidates read and understand the Anti-harassment, Intimidation, and Bullying Policy and Child Safeguarding Policy. The policies are available in About US section of [www.domovik.org](http://www.domovik.org) web site, or through links: [https://domovik.org/wp-content/uploads/2023/02/NGO-domovik-politika-protiv-zlostavljanja-zastrasivanja-i-uznemiravanja\\_2022.pdf](https://domovik.org/wp-content/uploads/2023/02/NGO-domovik-politika-protiv-zlostavljanja-zastrasivanja-i-uznemiravanja_2022.pdf) and [https://domovik.org/wp-content/uploads/2023/02/Politika-za-zastitu-deteta\\_2022.pdf](https://domovik.org/wp-content/uploads/2023/02/Politika-za-zastitu-deteta_2022.pdf)

Expression of Interest clearly named as “**Consultant for improving performance review and tracking, operation and project management**” can be submitted at email addresses [office@domovik.org](mailto:office@domovik.org), [c.djordjevic@domovik.org](mailto:c.djordjevic@domovik.org) or as a hard copy at the address Sutjeska bb, L1, Mitrovica North, before **September 9<sup>th</sup> 2024, 16:00** hours local time. Only short-listed candidates will be contacted.