

## **TERMS OF REFERENCE**

### **TRAINING ON CONTEMPORARY COMMUNICATION SKILLS FOR 30 MEMBERS OF 15 GRASSROOTS NGOS STAFF** **Published on 27 May 2025**

#### **Duration of Assignment:**

Approximately the period of (preferred start in June 2025), maximum 45 working days within this period.

#### **1. BACKGROUND**

Supported by the European Union Office in Kosovo Domovik is implementing project **Strengthening Civil Society in Municipalities Populated with Non-majority Communities in Kosovo** aims to enhance the quality of life for children and youth in municipalities with non-majority communities by strengthening the role of local NGOs as key actors in child rights and youth empowerment.

Domovik is Mitrovica North-based civil society organization, established in 2010. The organization is active in the fields of child rights and child protection and implements activities dealing with psychosocial support and healthcare, social and legal protection, education, and the overall well-being of children, youth, and members of vulnerable groups. Domovik actively analyses the needs of young people and their communities and promotes solutions and initiatives by developing programmes and projects fit for children.

#### **2. OBJECTIVE AND SCOPE**

To address the identified gaps and strengthen organizational capacities, this call builds upon a prior process of capacity assessment and training needs analysis. Based on the findings of this process, targeted training activities and corresponding curricula have been developed to ensure effective capacity development. The primary objective of the training sessions is to build the participants' capacity in communication within a contemporary context. The training aims to equip NGO staff with basic knowledge and skills in oral communication, effective presentation techniques, virtual communication tools and platforms, as well as outreach and advocacy through different social media. This will be achieved through two comprehensive three-day training sessions.

The scope of this activity includes:

- Organizing two 3-day training sessions with representatives of civil society organizations
- Developing a training agenda with course descriptions and learning objectives
- Covering training Topics and areas covering: Oral communication and effective presentation techniques, virtual communication tools and platforms, using social media platforms (Facebook, Instagram, YouTube, X/Twitter, TikTok) for advocacy and outreach
- Training Methodology: Interactive workshops, case studies and practical applications

#### **3. ROLES AND RESPONSIBILITIES**

##### **3.1 Consultant/Company:**

- Deliver informative training sessions based on the curriculum and materials developed by Domovik, in line with the organization's assessed needs.
- Deliver engaging and informative training sessions.
- Evaluate participant progress through assessments or feedback mechanisms.

##### **3.2 Domovik:**

Domovik will have the responsibility for the overall management of the consultancy, and this will include the following:

- Oversee the overall organization and implementation of the training.
- Ensure alignment with project objectives and donor expectations.
- Coordinate logistics, including venue, materials, and participant selection.

#### 4. KEY DELIVERABLES

- Two 3-day training sessions successfully conducted with participation from relevant stakeholders.
- Comprehensive training based on the curriculum and materials developed by Domovik, in line with the organization's assessed needs.
- Post-training evaluation and feedback report assessing learning outcomes and areas for improvement.

#### 5. DURATION AND TIMEFRAME

The contract of the assignment should be within the timeframe of, a maximum of 45 working days within this period, preferably throughout the period starting from June 2025.

#### 6. QUALIFICATIONS AND COMPETENCIES OF CONSULTANT/ COMPANIES

##### Education and Experience

- Demonstrated expertise in designing and delivering capacity-building programs in the areas of communication, effective presentation skills, and social media-based outreach and advocacy, or in a closely related field;
- Strong experience in designing and delivering capacity-building training for civil society organizations (CSOs), or development agencies.

##### Skills and Competencies

- Minimum of 5 years of professional experience in delivering training or consultancy services in the areas of oral communication, digital media, virtual communication tools, and social media advocacy.
- Demonstrated experience in designing and facilitating interactive and practical trainings using participatory methods such as group work, case studies, and real-world simulations.
- Proven track record of supporting civil society organizations or NGOs in building communication, advocacy, or outreach strategies.
- In-depth knowledge and practical use of social media platforms (Facebook, Instagram, YouTube, TikTok, X/Twitter) for advocacy, outreach, and audience engagement.
- Strong skills in presentation techniques, public speaking, and the development of communication materials.
- Commitment to gender equality, social inclusion, and participatory approaches.

#### 7. APPLICATION PROCEDURE

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

- Expression of Interest and availability;
- CV/portfolio with at least 2 references same or similar services;
- 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 Programmes/Policies 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](https://domovik.org/wp-content/uploads/2023/02/NGO-domovik-politika-protiv-zlostavljanja-zastrasivanja-i-uznemiravanja_2022) and [https://domovik.org/wp-content/uploads/2023/02/Politika-zastitu-deteta\\_2022.pdf](https://domovik.org/wp-content/uploads/2023/02/Politika-zastitu-deteta_2022.pdf)

Expression of Interest named “Advanced training on contemporary communication skills for 30 members of 15 local NGOs staff in target municipalities” can be submitted to the email address [office@domovik.org](mailto:office@domovik.org) or as a hard copy at the address Sutjeska bb, L1, Mitrovica North, 3<sup>rd</sup> June 2025, 17:00 hours local time. Only short-listed candidates will be contacted.