



**SCOPE OF WORK
USAID WATER AND SANITATION PROJECT**

Short Term Social Engineering and Communications Consultant

PROPOSED PERSONNEL	TBD	
POSITION	Consultant	
PERIOD OF PERFORMANCE ON/ABOUT (FROM – TO)	o/a October 28, 2019	o/a January 17, 2020
MAXIMUM LEVEL OF EFFORT	60 Days	
BASE OF OPERATIONS	Jérémie, Haiti	
POSITION REPORTS TO	*Director of <i>Centre Technique d'Exploitation</i> (CTE) or delegate	

Project Background:

The USAID Water and Sanitation project – WatSan, is a 4.5-years initiative working in five communes in Haiti: Les Cayes, Jeremie, Canaan, Mirebalais and Cap-Haitian. The primary goals of the Project are the following:

1. Helping 250,000 people get access to basic or improved access to water
2. Helping 75,000 people get access to basic or improved sanitation
3. Laying the foundation for sustainable increases in access to water and sanitation across Haiti.

Purpose of the Consultancy:

In support of the National Directorate for Water Supply and Sanitation, called DINEPA after its French name, *Direction Nationale d'Eau Potable et d'Assainissement*, the USAID Water and Sanitation Project is seeking to retain a qualified social engineering and communications consultant. The consultant will work with the *Centre Technique d'Exploitation* (CTE) of Jérémie to develop a plan to manage the kiosks in the water distribution system. The plan will include specific recommendations for two categories of kiosks and one water point along the water distribution network:

1. The rural kiosks along the Mahotièrè transmission line which are currently unmanaged and left open. The goal is to reduce the water and revenue losses along this line.
2. Many of the urban kiosks in Jérémie are often closed. The goal is to identify the challenges to increasing the sale of water and ensure proper management of these facilities.
3. The well used by water trucks with the goal of developing a paid management structure for this well.

Expected Activities

The duties of the Consultant will include, but not be limited to, the following tasks:



1. Organize information gathering sessions such as focus groups and one-on-one interviews to collect information on how the kiosks are being used and how the local users would like to use them;
2. Organize community meetings in target areas to discuss with residents of the forthcoming infrastructure project;
3. Develop kiosk administration committees in each of the targeted area who will be responsible for managing water to area customers;
4. In agreement with local actors, identify person(s) available and willing to sell water in the kiosks. The candidacy of women is encouraged;
5. Monitor project activities and serve as a liaison between DINEPA, the CTE and local water customers;
6. Integrate community leaders, including the CASEC of the 9th section of the commune of Jérémie, into the Mahotièrè activities;
7. Collaborate with the selected firm on the execution of the Mahotièrè rehabilitation project;
8. In coordination with the Municipality of Jérémie, DINEPA and the CTE organize meetings with truck drivers for the proper functioning of water wells;
9. Develop a hand-over strategy for communications and social engagement for CTE staff;
10. Collect information and write monthly reports updating DINEPA, CTE and WatSan staff on key activities and challenges faced, if any; and
11. Undertake other tasks, as required.

Deliverables:

1. Develop detailed operations plans for the rural kiosks connected to the Mahotièrè transmission line which are often closed and the urban-based kiosks which function intermittently. The CTE will use these plans to institutionalize new practices that ensures kiosks are efficiently managed and provide revenue-generating water. Plans should address administration, finances and maintenance of kiosks;
2. Develop a Memorandum of Understanding or other form of agreement outlining the commitments and responsibilities between the Parties (CTE and Kiosk Operators/Committees) in assuring proper management and operations of the kiosks;
3. Develop a management plan for the well where tanker trucks collect water for private sales. The plan will be based on focus groups and interviews with CTE staff, DINEPA representatives and tanker truck operators and managers. Metering,

hardening of site and other controls necessary to minimize water revenue losses should be addressed in the management plan.

4. Develop a handover communications and outreach strategy document for the Jérémie CTE. The document will provide detailed recommendations for commercialization staff on maintaining and expanding the CTE's customer base, outlining best practices to regularize customers, ensure on-time billing and modernize customer service practices.



Qualifications:

- Residency in Haiti;
- Seven or more years of experience in community development, public communications or water resource management.
- Oral mastery of Haitian Creole.
- Oral and written mastery of the French.
- University degree in the social sciences; urban planning or a related area;
- Proficiency in Microsoft Office, including Word;
- Aptitude in English.

Application:

Interested candidates are invited submit a cover letter and CV to:

email: RecruitmentHaitiWASH@dai.com

By October 28, 2019