



The ROUTE WB6 Project is supported by the Norwegian Ministry of Foreign Affairs.



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**RYCO**

**Regional Youth Cooperation Office**

**NORAD ROUTE WB6 Expert for design of the Regional Volunteer Exchange Program in WB6**

**Detailed Job Description, Responsibilities and Requirements**

### **General information about the position**

**Position:** Program Design Expert(s)

**No. of positions:** the total workload is planned for 1 position, but teams of maximum 2 persons are also invited to apply.

**Reports to:** Regional Project Coordinator and RYCO Program Manager

**Work base:** home based; the Expert will be expected to travel to Bosnia and Herzegovina, North Macedonia and Serbia to conduct the workshops.

**Starting date of the contract:** 15 October 2019

### **About RYCO**

RYCO is an intergovernmental organization that stewards and promotes regional, cross-border and intercultural cooperation within and among its six Western Balkan Contracting Parties: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, North Macedonia and Serbia. RYCO's program focuses on creating opportunities for young people to engage in activities that build mutual understanding and reconciliation in the civic, social, educational, cultural, and sports domains. RYCO initiates and participates in policy making and advocates for reform. It supports the development of a political and social environment that empowers and facilitates youth exchange. A key instrument enabling RYCO to fulfil its mission is grant-making; developing tailored calls for proposals that enable CSOs and schools to engage in initiatives that contribute to mutual understanding of youth from various communities across RYCO's Contracting Parties, thus contributing to reconciliation and youth participation.

### **Job Description**

In order to create the ROUTE WB6 cross-border volunteer program, RYCO is hiring 1 or 2 expert(s) to lead the creative process of the program development, together with national and advisory partners. The Expert(s) will work under the supervision and coordination of the Regional Coordinator and will be responsible for designing the program. He/she will closely work with National Coordinators in WB6. All duties performed by the Expert must be in line with donor and RYCO's internal procedures. Three (3) partner program design workshops are also planned with different RYCO Contracting Parties. These workshops should ensure

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\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo Declaration of Independence



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the design of a qualitative, relevant, efficient and effective program that facilitates intercultural dialogue and is applicable to WB. Through this project, an innovative format of cross-border volunteer exchange programs will be introduced, which will be youth-friendly and/or to target some non-represented groups of youth. This program will not replicate already existing programs available for WB6 youth (ESC, EVS, etc) but is intended to be a complementary program creating a new practice.

## **Tasks and Deliverables**

The program design includes the following activities and the Program Development expert(s) will fully or partially contribute to the 4 phases, while the outputs of his/her work will be used in the phases 5 and 6:

### **PHASE 1 - Design of the Route WB6 program prototype(s)**

Using the methodology provided by expert(s), the project partners will design the program prototypes that will be tested at a later phase of the process. Three (3) design workshops with project partners are planned in Bosnia and Herzegovina, North Macedonia and Serbia. The main output of this phase is the Prototype (first version) of the ROUTE WB6 volunteer exchange program which will be tested before scaling phase (6.).

#### **Expert(s) role and responsibilities**

The Program Design Expert(s) will be expected to perform the following:

- Adjusting and finalizing the methodology framework for the development of the regional volunteer program ROUTE WB6 through consultations and online meetings with Regional Coordinator;
- Providing the methodology that will facilitate the process of the unique, innovative and user-centred program design ensuring the fulfilment of the following goals: *the program contributes to intercultural learning and dialogue among WB6 youth; the program is not replication of the already existing volunteer exchange programs;*
- Designing the content of the 3 program design workshop (each lasts for 3 days – 9 days in total) and facilitating the design process which will be run by project partners following the methodology provided by expert(s); He/she is also allowed to engage partners in the period between the workshop (if needed) in order to get additional inputs or have preparatory work for the workshops;
- Collecting and summarizing inputs from the design workshops and designing the document in which the program prototype will be presented and available for use by the project partners during the testing phase; This document has to include the monitoring and evaluation instruments that will be used by the partners in the testing phase to collect all necessary information for further revision(s) of the program.



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## PHASE 2 - Testing of the program prototypes at a small scale

Once the ROUTE WB6 volunteer exchange program prototype is developed, the project partners will test it at a small scale in order to assess its feasibility, efficiency, effectiveness and relevance before the final scaling phase. The program will then be opened to a wider public through RYCOs granting scheme.

- Expert(s) role and responsibilities: Expert(s) develop the monitoring instruments at stage 1. The expert(s) are not involved at this phase of the project design, the project partners being solely responsible for the data collection.

## PHASE 3 - Workshop with youth for receiving the user-feedback

After the testing phase, a 3-day workshop with the youth who participated at the testing exchange will be organized. This will allow getting feedback from the field and obtaining the final inputs for the program revision.

### Expert(s) role and responsibilities:

The Program Design Expert(s) will be expected to perform the following:

- Designing the workshop content in order to collect final inputs.

## PHASE 4 - Final revision of the program

After receiving feedback from the field, the program will be revised in order to fully meet the needs of the target group and impact intercultural dialogue among youth in WB6.

### Expert(s) role and responsibilities:

The Program Design Expert(s) will be expected to perform the following:

- Drafting the document with the final form of the proposed Regional Volunteer Exchange Program – ROUTE WB6

## PHASE 5 - Development of the guidelines and manual of the ROUTE WB6 volunteer exchange program;

For the purpose of the scaling phase, the Program Manager will be responsible to design the program guidelines on the basis of the revised version of the ROUTE WB6 program in cooperation with the Grant Officer, Regional and National coordinators.

The Program Manual is another document that will be designed by the external expert and that will contribute to the effectiveness of the program implementation and increasing the impact of the exchange program on the intercultural dialogue among youth and overall reconciliation in the region.

### Expert(s) role and responsibilities:

- N/A



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## PHASE 6 - Program scaling - granting scheme for youth organizations/individuals from WB to apply for the exchange scheme;

ROUTE WB6 – the regional volunteer exchange program will be scaled up through RYCO’s re-granting scheme that will be available to all youth CSOs in WB6.

### Expert(s) role and responsibilities:

N/A

DELIVERABLES	No. of days
Preparatory activities	2
3 consultative workshops with consortium partners	9
Work on program design	4
Design of the evaluation instruments, evaluation of the test phase of the program and evaluation findings with recommendation	4
Revision of the program	1
Travel days	5

### Necessary Qualifications and Experience

- At least 3 years of working experience in the field of program/products design;
- Demonstrated ability to design monitoring and evaluation instruments as well as to analyse data;
- Previous experience of working on volunteering is seen as an asset;
- Previous experience in using the methodologies influencing innovation development is seen as an asset;
- Previous experience in designing programs contributing to intercultural learning and dialogue is seen as an asset;
- Good understanding of the Western Balkan context (social, economic and political environment) will be seen as asset;
- Experience and ability to work in intercultural environments;
- Strong interpersonal and communication skills;
- Results-oriented and process-oriented;
- High level of organization and time management;
- Proficiency in English;
- Good analytical and computer skills;
- Bachelor degree;
- Knowledge of Albanian, Bosnian, Croatian, Macedonian, Montenegrin and/or Serbian will be an asset.



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## Necessary documents:

### Application process

Applications should be submitted via email to [office@rycowb.org](mailto:office@rycowb.org) by the **2 October 2019** not later than **17:00** (CET).

Interested and qualified candidates need to enclose following documents to the application:

- Letter of interest where applicants should:
  - a) State specific motivation to be selected;
  - b) Describe relevant previous experience;
  - c) State the degree of thematic experience/familiarity with RYCO's core work and target groups (youth, youth organizations, non-profit organizations, and/or high schools);
  - d) Include the draft methodology/approach that will facilitate process of the development of the unique, user-centered regional volunteer exchange program ROUTE WB6 which is not a replication of already existing programs and which contributes to intercultural dialogue in WB6;
- Financial offer based on the calculation stated in the deliverables (fee per day expressed in EUR) and including all applicable taxes. The accommodation and travel expenses of the expert(s) will be covered and those costs should not be part of the financial offer.
- Curriculum Vitae with description of relevant work experience and qualifications.

Only shortlisted candidates will be notified.