

# **Tamil Nadu Urban Habitat Development Board**

## **Terms of Reference**

### **Community Officer**

#### **Background:**

The government of Tamil Nadu is currently implementing the Tamil Nadu Housing Sector Strengthening Program. The objective of the Program is to increase the access to affordable housing by strengthening policy, institutions, and regulations of the housing sector. It supports a set of state-level policy, regulatory and institutional reforms that are expected to promote efficient and inclusive housing market development and to increase the supply of affordable housing. In order to achieve this, Social Sustainability and Grievance Management Framework (SSGMF), Environmental Management Framework (EMF) and Resilient Urban Design Framework (RUDF) have been adopted by TNUHDB under the First Tamil Nadu Housing Sector Strengthening Program.

#### **I. Objective of the assignment:**

1. To support effective implementation and monitoring of Social Sustainability and Grievance Management Framework (SSGMF) in coordination with the PMU Social team

#### **II. Reporting mechanism:**

1. The Chief Community Development Officer, Project Monitoring Unit (CCDO, PMU), head of the Community Development cell is based at TNUHDB Chennai Headquarters. The team of Community Officers (CO) will work under the guidance of the Community Development Officer (CDO) and will report on the progress directly to the CDO for the strengthening of the TNUHDB Affordable housing programmes.
2. The CO will work in close coordination with the Project Monitoring Unit and other staff of the Social Team, as well as the Community Development Cell, line departments of TNUHDB under the overall direction of the CDO, TNUHDB.

#### **III. Scope of the work:**

1. Information dissemination to support informed decision making by stakeholders.
2. To promote equitable access to opportunity and resources, security of tenure and enable ownership of fixed assets amongst the weaker sections.
3. Reduce dependency of the beneficiaries on the state by equipping them with opportunities for improved livelihood and income, and skills for managing and maintaining community resources.

**IV. Detailed Scope of work** will cover 3 stages (1) preparation, (2) implementation and (3) Post Implementation (Operation & Maintenance).

**V.Key Responsibilities:** Key responsibilities of the Community Officer is to **assist the Community Development Officer** for the successful implementation of the following activities:

**Preparation:**

1. Facilitate adoption of the SSGMF in all the AHP schemes of the Board
2. Effective communication of the policies and programmes of the TNUHDB Board to the primary stakeholders
3. Disseminate information on roles and responsibilities of TNUHDB staff and other Government Departments responsible for delivering the services.
4. Formation & Strengthening of Stakeholder Consultative Platform committee and coordinate for the conduct of Bi-monthly meetings.
5. Carry out community consultations with separate stakeholder groups every month.
6. Act as a bridge between the community and the TNUHDB
7. Disseminate information of the GRM system to the stakeholder.

**Implementation:**

8. Coordinate for the Conduct of Gender audits
9. Coordination with the specialists for establishment of livelihood linkages to the beneficiaries through the central and state schemes for skill development.
10. Coordination with the specialists in the creating awareness in the fields of substance abuse, women & child protection, education and career counselling and promotion of talented youth in the fields of sports and cultural activities
11. Ensure the issue of notices related to resettlement by the government departments.
12. Coordinate with responsible TNUHDB staff on allotment orders, provision of basic facilities (water supply, electricity, functioning of lifts) at the new housing units. .
13. Liaison with government departments and line departments to enrol children in ICDS/Schools; organize special camps for transfer of ration cards, aadhar cards, voter identity card and social security pensions.
14. Coordination with the specialists in liaising with the Tamil Nadu Corporation for Women Development and National Urban Livelihood Mission for income generation and economic development activities for resettled families
15. Assistance for the Formation of Resident Welfare Associations and Federations

16. Preparation of plan of action for implementation of community development programmes.
17. Identify agencies, NGOs, CSR activities, community-based organizations and women's associations or groups to support project implementation.
18. Coordinate the Redressal of grievances of slum families before and after resettlement.
19. Engage and facilitate in the capacity building measures of the TNUHDB

**Operation and Maintenance:**

20. Information dissemination on roles and responsibilities of RWAs on O&M models.
21. Facilitate signing of MOU between RWAs and TNUHDB for O&M
22. Motivate members to deposit the agreed cost of monthly O&M charges on due date.
23. Support information dissemination of utilisation of O&M funds in general body meeting.

**Deliverable:**

1. Monthly progress reports to be submitted before the 5<sup>th</sup> of every month for the 3 stages of the SSGMF – Preparation, Implementation and Operation & Maintenance

**VI. Educational Qualifications and Experience requirements**

**Qualification:**

Master's degree in Social Work /Sociology from a recognized University

**Experience:**

1. Minimum 2 years of post-qualification experience in social and community development activities in government / semi-government / autonomous organizations or urban local body/ Public Sector Undertaking / NGOs / CBOs / Private Company.
2. A minimum of 1 year practical experience (inclusive of the total experience) in the field of resettlement and social development.
3. Experience in tools and techniques used for community mobilization and organization, stakeholder engagement, communication, information disclosure and dissemination, gender aspects, grievance redressal
4. Experience of working with state / central government organizations will be preferred.
5. Experience of working with World Bank and/or International Financial Institutions funded projects will be preferred.
6. Experience in participatory methods, social mobilization, social analysis, resettlement and rehabilitation.

7. Ability to liaise and work effectively with government officials.
8. Ability to coordinate workshops and presentations to community groups and forums to raise awareness about the Project and ensure community participation and support as and when needed.
9. Excellent IT / computer skills including MS Office (Word, Excel, PowerPoint, etc)
10. Excellent written and oral communication skills in Tamil & English.
11. Ability to work efficiently and effectively in a multidisciplinary team.

**Duty Headquarters:**

The duty headquarters of the CO will be the divisions of the Tamil Nadu Urban Habitat Development Board anywhere in Tamil Nadu. He/ She will be required to travel within the State for official purposes. The travel & connected expenditure may be claimed from the connected project expenditure as per the equivalent eligibility.

**Duration:**

Appointment to the post will be on contract basis initially for a period of one year and may be extended by the Board based on the requirement and performance appraisal based on deliverables mentioned in the Terms of Reference