

TERMS OF REFERENCE

Social Facilitator for Supporting Project Implementation and Monitoring in Quang Ngai Province

“Digital Learning and Accessible Technology for Improved Employability of Persons with Disabilities” project

I. Introduction and Background Information

1. Introduction of Humanity & Inclusion

Humanity and Inclusion (HI) – Legal name Federation Handicap International - is an independent and impartial aid organisation working in situations of poverty and exclusion, conflict and disaster. We work alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights. HI is working in more than 60 countries over the world.

HI has been working in Vietnam since 1989, mostly in the fields of health and prevention (mother and child health and road safety), rehabilitation (rehabilitation care for people with spinal cord injury and brain lesions), education (access to inclusive education for children with disabilities) and livelihoods (access to decent work for people with disabilities).

2. Project "Digital Learning and Accessible Technology for Improved Employability of Persons with Disabilities"

HI is implementing the project “Improving Access to Information and Employment Opportunities for Persons with Disabilities through Appropriate Digital and Technology Solutions” in collaboration with the Quang Ngai Department of Health, funded by the Delegation of European Union in Vietnam from February 2026 to July 2027. The project aims to enhance socio-economic inclusion and employability of youth with disabilities through enhanced access to digital learning and accessible technologies as well as increased engagement of disability-focused Organizations of Persons with Disabilities (OPDs).

To support the implementation and quality monitoring of project activities, HI is seeking a Community Social Facilitator based in Quang Ngai Province (within the former Kon Tum province area).

II. Objectives

The Social Facilitator will support:

- Support the implementation of project activities according to the project plan in Quang Ngai Province.
- Provide individualized support activities for 45 selected youth with disabilities and their families in developing employability skills and accessing digital solutions.
- Monitor project activities and document project results and lessons learned.

III. Scope of work

The Community Facilitator will work under the supervision of the Project Manager and in close coordination with HI project staff and the Quang Ngai DOH to carry out the following tasks at the local level:

1) Support the implementation of project activities in the field

- Participate in planning and implementing project activities
- Coordinate logistics for project meetings, workshops, training sessions, and events
- Support scheduling, activity coordination, and preparation of materials and supplies for implementation;
- Participate in project monitoring visits, regular project team meetings, and required training sessions;
- Prepare monthly activities reports.

2) Provide social support activities for youth with disabilities and their families in developing employability capacities through the use of appropriate technology and digital applications.

- Conduct consultations and needs assessments to select youth with disabilities for individualized social support activities (45 youth aged 18–40);
- Support youth in developing individual action plans related to career orientation and skills development to improve employability through appropriate digital technology applications;
- Recommend support measures and guide participants in accessing appropriate resources. Provide information and referrals to social protection, health, education, and employment services;
- Conduct home visits, discussions, and counselling sessions to support participants in implementing their action plans. Monitor and supervise the quality and progress of implementation;
- Update beneficiary databases, maintain records, prepare reports, and propose measures to strengthen the capacities of persons with disabilities.

IV. Deliverables and estimated working days

No.	Tasks	Deliverables	No. of working days	Estimated time
1	- Review project documents and participate in training on individualized support. - Learn about project beneficiaries and work with local partners to conduct the need assessment and select participants. - Support logistics and coordination for need assessment and planning meeting.	- Monthly activity reports; - Action plan for need assessment and planning meeting.	10–14 days	Oct 2026
2	- Provide counseling and guidance for 45 youth with disabilities to develop individual action plans on skills development and access to employment opportunities through appropriate technology applications (implemented in phases depending on actual conditions, averaging 5–7 participants per month). - Implement support activities to help youth with disabilities carry out their individual action plans and connect them with appropriate resources and	- Monthly work plans. - Monthly activity implementation reports. - Updated personal files of participants.	10–14 days/month	Nov 2026 to May 2027

	services. - Support logistics and coordination for training activities and meetings according to the project plan. - Compile information, prepare reports, and document activity results.			
3	- Continue implementing individualized support and monitoring activities; - Support the organization of review meetings and sharing sessions on project lessons learned; - Contribute to endline evaluation and project reporting activities.	- Monthly work plans. - Monthly activity reports. - Assessments of individualized support activities and finalized participant profiles. - Annual reports and documentation of success stories and lessons learned.	10–12 days/month	June–July 2027
	Total number of working days		100-120 days	

V. Location and working arrangement

- Expected contract duration: from July 2026 to the end of July 2027;
- Working time will depend on actual work requirements, averaging 3–4 days/week (10–12 days/month), including weekends if required;
- Main working location: home-based, with approximately 50% travel time to communes and wards in Quang Ngai Province (mainly at Kon Tum, phường Đak Cẩm, phường Đak Bla, xã Đak Hà, xã Đak Mar, xã Đak Ui, xã Đak Tô, xã Kon Đào, xã Sa Thầy và xã Sa Bình communes) as required by the work.

VI. Benefits

The Community Facilitator will receive a monthly allowance in accordance with the organization's policies (inclusive of personal income tax as regulated).

VII. Required qualifications

- Vietnamese nationality;
- Bachelor's degree in Sociology, Psychology, Education, Economics, Information Technology, Community Development, or related fields;
- At least 03 years of relevant experience in community development, livelihoods, or career counselling. Experience working with persons with disabilities and case management is preferred;
- Experience in teamwork and coordination with multiple stakeholders;
- Strong independent working, communication, problem-solving, organizational, and time management skills;
- Responsible, patient, and dedicated to work;
- Enthusiastic, honest, supportive, and willing to learn;
- Willingness and commitment to travel to project areas. Good health and ability to arrange personal transportation;
- Proficiency in Microsoft Office; knowledge of technology applications is an advantage;
- Preference will be given to qualified applicants with disabilities.

VIII. Application procedure

Application package includes:

- CV/Resume;
- A short cover letter introducing yourself and expressing your interest in the Community Facilitator position.
- Your proposed gross daily rate, inclusive of Personal Income Tax (PIT)

Interested applicants are requested to send their applications to: procurement@vietnam.hi.org

Email subject: “Social Facilitator – EU Digitalization Project – Full Name”

Deadline for application: September 27th, 2026

Questions related to this assignment; it is recommended to send an email before September 24th, 2026 to procurement@vietnam.hi.org.

HI reserves the right not to consider applications submitted after the deadline. Only shortlisted candidates will be contacted for screening and interviews.

Only candidates passing the screening stage will be considered for technical assessment and subsequently informed of the final decision. Selected candidates may be invited for interviews. HI reserves the right to contact candidates for additional information before the selection committee makes the final decision.