



Maldives Pension Administration Office
Republic of Maldives
Pension and Social Protection Administration Project
IDA Credit No.: 4611-MV and Grant: H694-MV
Date: 25 March, 2014
Terms of reference
Field Officer (Local)

A. Background

1. The National Social Protection Agency (NSPA) is by an executive order mandated under the National Social Health Insurance Act (15/2011) to administer and implement specific social protection programs. NSPA is also the responsible agency to administer the national social health insurance scheme under the national social health insurance act (15/2011).
2. Therefore NSPA is in the process of consolidating the administration of Social Protection programs and wishes to create a robust management information system in the near future. NSPA aims to administer all social protection programs defined and directed through policies developed by the respective line ministries in an efficient and effective manner. In order to achieve this, a social Protection information system (SPIS) is under development. The objective is to harmonize the data processes and formats and avoid duplication of costs across programs and ministries. An integrated MIS will also allow policymakers to have a holistic picture of the beneficiary population and expenditures.
3. This Social Protection information system requires unique identification of beneficiaries of the various programs. This may be possible through the existing National ID that, in principle, covers the entire Maldivian population. This ID is managed by the Department of National Registration. There are proposed improvements including the capacity to utilize Biometric data to support the National registration system and enhance its utility.
4. Simultaneously the MIS for active monitoring of the Social Health Insurance Scheme is also under development. For data to be captured from the primary source an integrated health Information system (MIHIS) is also in the design phase.
5. All these initiatives are being supported under the World Bank's Pension and Social Protection Administration Project.

B. Objective

6. NSPA requires a strong administrative and logistical support mechanism to ensure the timely implementation of the project initiatives. The field officer will be responsible to provide the necessary support to the project unit at NSPA in preparing logistical arrangements, field trainings, prompt roll-out, and facilitate implementation of the project activities in the atolls.



C. Scope of Services

7. Support to roll-out and implement the project initiatives

The SPIS, MIHIS and the Interactive training for disability component requires to be implemented throughout Maldives and in order to achieve the objectives in the given time period the field officer is also expected provide input in streamlining the administrative functions of the roll-out phases.

8. Support to the beneficiary outreach process.

The field officer will be closely involved with the preparations necessary for beneficiary communications and roll-out of the implementation process. Thus the officer is expected to provide input and enhance the outreach to the beneficiaries.

9. Support to administrative functions required by the project unit at NSPA.

NSPA has three initiatives; Disability determination and certification process development, SPIS system development and the Health Information System development, that are simultaneously ongoing and thus requires quick responses and immediate actions. The field officer is responsible for providing the systematic activity logs and necessary administrative and logistics support for the project unit.

D. Schedule of Completion of Tasks

10. Preparations of reports as required during the course of the work, including field work, the field officer will be required to complete timesheets or any other document used to identify time spent and completion of tasks.

11. To carry out these tasks, a field officer is required for the period from April 2014 to June 2015. Work must be conducted onsite, stationed at the premises specified by the NSPA.

E. Services and facilities to be provided by the client

12. The NSPA ensures that office space, office facilities, local calls, internet connection, general stationery, support staff and all other relevant information for the completion of the task is made available to the selected staff in timely manner.

F. Expected Deliverables:

13. Deliverables include the following.

- Preparation, documenting and implementation of the field missions and logistical arrangements for all field operations.
 - Support planning and lead the implementation of the field work required for the SPIS rollout.
 - Support implementation and lead the logistical arrangements required for the development and dissemination of the interactive training for disability determination and certification.
 - Provide all necessary support to arrange the field visits required for the MIHIS implementation.
- Liaise with necessary stakeholders in the atolls for the apt implementation of the field operations.



- Liaise with the stakeholder representatives in the atolls and establish a channel for logistical support to fast track operations.
- Lead the travel and logistics arrangements for the field operations.
- Timely reporting to the project coordinator and the PMU on the field missions and ongoing tasks in the atolls.
- Undertake necessary steps to support and ensure the smooth and timely implementation of all project activities.

G. Procedure for Review of Outputs and Reporting Arrangements

12. During the course of the assignment the field officer shall report to the Project Coordinator at NSPA, and will work closely with the technical team responsible for Social Security related activities. The project coordinator would communicate the progress to the PMU, which then would be communicated to all other involved parties.
13. The review processes consist of analysis of outputs by the field officer by the Senior Management of NSPA which grades each point of the outcome accordingly. After driving at a conclusion by the management, each output, based on the necessity, would be communicated to all the parties involved.

H. Required Expertise

- Bachelor's Degree in Business Administration or related field accredited by Maldives Qualifications Authority.
- Minimum three years field experience and familiarity with travel to the atolls.
- Time and task management skills.
- Familiarity with Microsoft Office, and an in depth knowledge of MS. Word, MS. Excel and MS. PowerPoint.
- Good communication skills both in Dhivehi and English.
- Experience with similar assignments is strongly preferred.
