



VACANCY NOTICE

SENIOR NON-KEY EXPERT IN SUPERVISION AND INSPECTION

Project title:	Support of Quality Assurance System for Social Services
Contracting Authority:	European Union Delegation (EUD) in North Macedonia
Implemented by:	WYG SAVJETOVANJE d.o.o. with CGM Consorzio Nazionale della Cooperazione Sociale Gio Mattarelli
Beneficiary institutions:	Ministry of Social Policy, Demographics and Youth MSPDY
Project duration	30 months, from November 2024 to May 2027

PROJECT BACKGROUND

The Senior Non-Key Expert in Supervision and Inspection will work as part of the project team for the EU funded project "Support of Quality Assurance System for Social Services" in the Republic of North Macedonia.

Overall objective of the project is to support reforms and policies that promotes access to quality social services for all beneficiaries throughout the country. The purpose of the project is to further develop and support the implementation of comprehensive effective and efficient quality assurance system of social services.

Expected Outputs to be achieved are the following:

- Output1 1: Enhanced functional framework for implementation of quality assurance standards for delivery of social services through advancement of M&E system and performance framework for measuring at national, regional and local level.
- Output 2: Reinforced capacities of relevant stakeholders for applying comprehensive set of M&E methodology and tools for delivery of social services, as well enhanced reporting and planning at national, regional and local level.
- Output 3: Enhanced capacities for conducting supervision and inspection by relevant institutions.

Target groups are relevant staff from following stakeholders responsible and involved in the monitoring, evaluation and inspection of social services:

- Ministry of Social Policy, Demographics and Youth and its departments with roles and responsibilities in monitoring, evaluation, supervision and inspection of social services (Social Protection Department, Social Inspection Department, Department for Decentralisation of and Development of Social Protection Services at Local Level, other departments), Institute for Social Activities (ISA);
- Multi-functional Assessment Commissions, Commission for licensing of social services and Commission for financing of social services;
- Social Work Centres;
- Local Self-Government Units (Municipalities);
- Public and Private Social Service Providers;
- Users of services (final beneficiaries' level);
- Ombudsman.





TASKS

1. Developing and drafting Quality Assurance Methodology to clearly outline quality standards, compliance indicators, and procedures for supervision and inspection;
2. Developing or updating of rulebooks and guidelines to support implementation of the Quality Assurance Methodology.
3. Analysing training needs for staff involved in supervision and inspection;
4. Designing training program and training materials;
5. Conducting training for enhancing knowledge and skills of staff from the MSPDY and the ISA to apply quality assurance practices in their supervision and inspection roles and tasks.
6. Conducting a comprehensive review of the existing procedures and regulatory frameworks governing ISA's supervisory role;
7. Developing new Procedures and Bylaws;
8. Preparing Stakeholder consultation reports summarizing feedback, recommendations, and proposed revisions;
9. Finalising proposals for procedures and bylaws.

DESCRIPTION OF THE ASSIGNMENT

Planned days – contracting period:

A total of up to **40 working days** planned for the SNKE during the period December 2025 – April 2027. Allocation of days to specific tasks is provisional.

Outputs:

- Comprehensive quality assurance methodology developed.
- Updated/developed rulebooks and guidelines.
- Implementation plan developed.
- Trained MSPDY and ISA staff capable of implementing the quality assurance methodology.
- Training materials, including presentations, handouts and case studies developed.
- Drafted procedures and regulatory bylaws.
- Stakeholder consultation reports summarizing feedback, recommendations, and proposed revisions.
- Finalized procedures and bylaws ready for formal adoption and implementation by ISA.

Management

The expert will be responsible to the Project Team Leader.

Location

The office base is in Skopje. In addition, various activities may be performed elsewhere in North Macedonia.

Qualifications and Skills Required

- At least a University Degree (where a university degree has been awarded on completion of a minimum of 3 years of study in a university or equivalent institution) in relevant field or 5 years of general experience above the minimum relevant experience requested in the social field;
- An excellent command in English;
- Full computer literacy;
- Strong experience in preparing written reports;
- Ability to work as part of a team.

General professional experience

- At least 7 years relevant experience in the field of the social services.





Specific professional experience

- At least 5 years of experience of supervision and inspection systems in social welfare;
- At least 2 assignments or projects in developing quality assurance methodology and evaluating/inspecting social services;
- At least 2 assignments in planning and implementing Training Needs Analysis and trainings.

Submission of Applications

Applications must be sent in English (CV in Europass format, including exact dates and the number of working days for each experience, and a motivation letter) via e-mail to Ms. Sanya Stamenkovska, Office Manager, at sanya.stamenkovska@wyg-ta.eu, indicating "Senior Non-Key Expert in Supervision and Inspection" in the subject line. References must be available on request.

The deadline for submitting applications is **5 December 2025 at 17:00**. Applications submitted after this time or incomplete applications will not be considered. Only shortlisted candidates will be contacted.

IMPORTANT NOTICE

The experts must not have had any contractual relationship with the public administration of the Republic of North Macedonia for at least 6 (six) months prior to his/her hiring.

