

Terms of Reference

Position Title	Civil Society Organisations Monitoring, Evaluation and Learning (MEL) Support
Duration / Term	Full-time FXTE, until 15 Nov 2027 with option of 2-year extension
Location	Apia, Samoa
Appointment	Samoan National
Travel	Within Samoa as required
Reporting to	Performance, Quality and Learning Manager
Objective	The CSO MEL Support will work under the guidance of the Tautua Performance Quality and Learning Manager to strengthen the MEL capabilities of CSO partners, in order to strengthen Tautua's MEL system and the quality and quantity of data being received from CSO partners. The objective of this role is to ensure that CSO partners are equipped to understand, design, implement, capture, measure and report on both outputs and outcomes resulting from their initiatives. This includes supporting the development of practical fit-for-purpose MEL systems that are sustainable and transferable across staff transitions. The CSO MEL Support will assist the MEL Coordinator in ensuring that the Tautua program activities are effectively monitored, evaluated, and that learning is captured and applied.

1 About the Tautua Program

The Samoa Tautua - Human Development for All Program assists in the delivery of Australia's human development commitments in support of Samoa's development priorities. The program is supporting the human development foundations required for Samoa's health security, economic recovery, and continued stability thereafter. Tautua prioritises five interconnected pillars of human development: Education, Health, Gender Equality, Disability and Social Protection. Guided by the Government of Samoa, Tautua is creating transformative change in human development by addressing complex development needs through multi-sectoral, innovative approaches that identify and focus on the underlying issues. Simultaneously, Tautua intends to be able to respond to emergency, short-term needs, build capacity and through research, monitoring and evaluation apply lessons learned and evidence-based decision making to continuously improve delivery. The goal for Tautua is 'improved health, education, gender equality and social outcomes, and social harmony for all Samoans'.

Tautua has three end-of-investment outcomes (EOIOs):

EOIO1: Samoans, especially women and girls, youth, persons with disabilities, the vulnerable and those living in hardship, have more equitable access to health, education, disability and social protection services.

EOIO2: Samoans benefit from the delivery of more inclusive, gender-responsive and higher-quality health, education, community and social development, and social protection services in line with GoS priority areas.

EOIO3: Tautua is an effective partnership between the Governments of Samoa and Australia that supports Samoa's human development priorities and contributes positively to the bilateral relationship and delivers the specific EOIOs of each of the sub-programs.

Tautua identified, during the design and consultation phases, four critical social issues as key areas of initial focus for the program:

CSI 01: Reducing the rise in non-communicable diseases (NCDs) | Health Sector

CSI 02: Reversing stagnated learning outcomes | Education Sector

CSI 03: Reducing the vulnerability of those whose rights to exercise a choice and whose personal safety are threatened | Community and Social Development Sector

CSI 04: Overcoming barriers to inclusive communities | Community and Social Development Sector

2 Scope of Services

The CSO MEL Support will support Tautua's CSO partners to understand, design, implement, capture, measure and report on both outputs and outcomes resulting from their initiatives, in particular, initiatives supported by Tautua. This includes supporting the development of practical fit-for-purpose MEL systems that are sustainable and transferable across staff transitions. The role requires a hands-on and collaborative approach to build MEL capacity, facilitate the use of MEL data for adaptive planning and reporting, and conduct regular field visits to provide on-the-ground support and monitoring. The successful candidate will have experience in MEL for non-profit, low resource human development organisations. The role requires excellent communication skills, adaptability and patience, excellent problem solving and facilitation skills and a practical approach that inspires partners to engage positively with MEL. Strong familiarity with ethical research practices is essential.

The position will be based in Apia, Samoa and Samoans and people with disabilities are encouraged to apply for the role.

The CSO MEL Support will be responsible for the following tasks:

2.1 Monitoring Support

- a. Assist the Tautua Civil Society Engagement Manager to clearly identify and capture MEL and reporting requirements in grantee and partnership agreements.
- b. Assist CSOs to monitor and capture disaggregated data, and use this data to understand reach and inclusion.
- c. Assess CSOs capability and systems to deliver useful MEL and reports.
- d. Provide guidance on data quality assurance and validation processes.
- e. Track progress against targets and flag deviations for corrective action.
- f. Conduct monitoring and support visits at least monthly, or more frequently when needed.
- g. Assist partners to understand expected and unexpected outcomes and how to capture these.

2.2 Evaluation Support

- a. Assist CSOs to develop simple and fit-for-purpose MEL and reporting systems.
- b. Assist in analysing evaluation data and interpreting findings, including analysing evaluation data through a gender, disability and social inclusion lens.
- c. Promote participatory evaluation approaches that include community and stakeholder input.
- d. Collect Significant Change Stories and case studies as evidence of change, including entering it into the MIS.
- e. Document lessons learned and good practices from evaluations in the MIS.

2.3 Learning and Capacity Building

- a. Develop and deliver any capacity building needed to improve CSOs MEL and reporting systems, including the ethical conduct of research and evaluation.
- b. Foster a culture of learning and adaptive management within CSO's.
- c. Conduct quarterly reflection workshops where CSOs join to reflect on successes and lessons.
- d. Encourage the use of MEL findings to inform strategic planning and decision-making.

2.4 Reporting and Communication

- a. Assist CSOs in preparing high-quality MEL reports for Tautua, that align where possible with the needs of other donors and stakeholders.
- b. Ensure MEL data is presented in accessible formats (e.g. dashboards and infographics).
- c. Ensure timely and accurate data collection from CSO activities.
- d. Ensure that all data collected by CSOs is disaggregated by sex and disability (and other factors as necessary).
- e. Support CSOs in communicating significant change stories and other evidence of change.
- f. Facilitate knowledge sharing across CSOs through reflection workshops and learning events.

2.5 Technical and Strategic Support

- a. Provide ongoing technical assistance on MEL systems and processes.
- b. Help CSOs align MEL activities with Tautua goals and DFAT requirements.
- c. Support the integration of GEDSI objectives into CSO MEL systems.
- d. Advise on ethical considerations in data collection and use.

2.6 Other duties:

- a. Work with the MEL Coordinator and technical teams to identify expected outcomes and impacts of activities/projects and suggest suitable ways of measuring progress and achievements.
- b. Proactively lead and collaborate with DFAT, MEL Coordinator, technical teams and partners to identify evaluative activities that will enable understanding of outcomes and impact.
- c. Support the conduct of evaluative activities in collaboration with the MEL Coordinator and implementing partners under Tautua.

- d. Join Tautua internal and partner reflection workshops and lead and contribute to discussions about MEL related topics and results.

3 Qualifications and Experience

Essential

- Tertiary degree in social sciences, development or other analytics field plus 5 years of relevant experience.
- Experience in designing and implementing fit-for-purpose MEL systems for non-profit organizations.
- Experience in designing and implementing qualitative and quantitative studies, including incorporating GEDSI focus and analysis.
- Must have experience in quantitatively and qualitatively analysing MEL data and synthesising findings for programmatic use.
- Analytical thinking skills to break down complex data and information into manageable components and use evidence and logic to draw conclusions and make decisions.
- Ability to respond positively to change and adjust MEL approaches as needed and manage competing priorities in dynamic program environments.
- Excellent report writing skills in English.
- Experience in facilitating learning and reflection processes with diverse groups.
- Proficiency with Microsoft Excel.
- At least a postgraduate qualification in finance, business administration, or related field.

Desirable

- Experience in programs addressing gender equity, social inclusion, and locally led development.
- Experience designing and delivering capacity building on basic MEL and reporting.
- Excellent project management skills, with the ability to manage multiple priorities efficiently.
- Experience managing electronic data capture and working with real-time monitoring of data.
- Prior experience working on a DFAT funded program.