

Ministry of Social Development (MOSD)

Terms of Reference

NSPS Implementation Support Unit (ISU)

Senior Officer – Tamkeen (Social Services Pillar)

Position Title: Senior Officer – Tamkeen (Social Services Pillar)

Duty Station: MOSD, Amman, Jordan

Reports to: ISU Manager

Duration: Full-time, renewable annually

1. Background

The National Social Protection Strategy (NSPS) is the overarching framework for social protection in Jordan. The NSPS is designed to guide the development and implementation of a comprehensive set of programmes and interventions across three main pillars: Social Assistance, Social Security, and Social Services. A cross-cutting pillar on Shock Responsiveness ensures the system can adapt and respond effectively to crises and external shocks, strengthening the resilience of individuals and households.

The NSPS is governed by a Higher Steering Committee chaired by the Minister of Social Development and composed of key stakeholders across government and non-governmental sectors engaged in social protection.

Under the overall leadership of the Ministry of Social Development, the Government of Jordan launched the updated NSPS 2025–2033 in May 2025. The strategy aligns with the Economic Modernization Vision (EMV) and strengthens resilience, sustainability, and inclusion.

The NSPS pillars include:

- **Social Assistance (Karama)** – led by the National Aid Fund (NAF)
- **Social Security (Fursa)** – led by the Social Security Corporation (SSC)
- **Social Services (Tamkeen)** – led by MOSD
- **Shock Responsiveness (Sumood)** – led by the National Center for Security and Crisis Management (NCSCM)

The **Implementation Support Unit (ISU)** within MOSD serves as the operational hub supporting coordination, monitoring, and implementation of the NSPS and the Resilient and Sustainable Social Protection Program (RSSP).

Within the ISU, four Pillar Senior Officers will provide technical leadership and coordination for the implementation of each pillar.

2. Pillar Description – Tamkeen

The Tamkeen pillar focuses on strengthening social services that support human development, social inclusion, and protection of vulnerable groups. Led by the Ministry of Social Development, the pillar promotes integrated services across sectors.

Key areas include:

- Strengthening social care and protection services.
- Expanding community-based services for vulnerable groups.
- Improving access to child protection, disability services, elderly care, and family services.
- Supporting professionalization of social workers and service providers.
- Improving service delivery coordination across ministries and institutions.

3. Roles and Responsibilities

The **Tamkeen Senior Officer** will provide strategic leadership, technical guidance, and coordination for the implementation of the Social Services pillar under the National Social Protection Strategy.

a) Strategic Leadership and Technical Oversight

- Lead the planning, implementation, and monitoring of Tamkeen pillar activities under the NSPS 2025–2033 and RSSP, in coordination with MOSD units and relevant partner institutions.
- Provide technical advice to MOSD and partner institutions on strengthening social service delivery systems, including services related to child protection, disability support, family services, and community-based programs.
- Support improvements in the quality, accessibility, and integration of social services, ensuring alignment with national social protection objectives.
- Contribute to the development and review of annual work plans, implementation strategies, and budgets for social service programs under the Tamkeen pillar.
- Prepare policy briefs, concept notes, and technical analyses related to social service reforms and institutional strengthening.

b) Coordination and Stakeholder Engagement

- Coordinate closely with MOSD departments, relevant ministries, and service providers responsible for implementing social services programs.
- Liaise with other NSPS pillar leads to ensure strong linkages between social services, social assistance programs, and economic empowerment initiatives.
- Engage with development partners, civil society organizations, and service delivery institutions supporting social service programs.
- Facilitate technical consultations and working groups to support the implementation and coordination of social services under the Tamkeen pillar.
- Support reporting and coordination with the NSPS Higher Steering Committee and related governance structures.

c) Monitoring, Evaluation, and Reporting

- Oversee monitoring and evaluation of social services programs and interventions implemented under the Tamkeen pillar.
- Support the development and tracking of service delivery performance indicators and program results.
- Promote learning and knowledge sharing to improve the quality and effectiveness of social services.
- Ensure timely preparation of progress reports and implementation updates related to the Tamkeen pillar.

4. Qualifications and Requirements

Nationality: Jordanian

Education:

Master's degree in Social Policy, Political Science, Sociology, Economics, Development Studies, or related fields.

Experience

- Minimum 10 years experience in social services, social development, or human development programs.
- Experience working on service delivery systems, social work, or community programs.
- Experience in policy development and program coordination across sectors.

Skills

- Strong leadership and team management skills
- Strong analytical and policy development skills
- Excellent stakeholder coordination skills
- Fluency in **Arabic** and working proficiency in **English**