

Terms of Reference (ToR) for Development of Practical Guidelines, Procedures and Protocols on Job Adaptation for People with Disabilities

Service title	Local short-term expertise engaged by ADRF to carry out Development of Practical Guidelines, Procedures and Protocol on Job Adaptation for People with Disabilities
Location/Country	Albania
Organization	Albanian Disability Rights Foundation (ADRF)
Time frame duration	30 days within the period of April 2025 - July 2025
Contract start date	April 25 th , 2025
Deadline for submission of deliverables	25.07.2025

Background information

EU for Labor Market Inclusion (EU4LMI) a program funded by the European Union (EU) implemented by United Nations Development Programme (UNDP) Swedish Public Employment Office (Arbetsförmedlingen), and the Albanian Disability Rights Foundation (ADRF) in partnership with the National Employment and Skills Agency (NAES) aims to enhance the partnership of NAES with municipalities, to establish and deliver inclusive and integrated employment, skills development for vulnerable groups, in collaboration with labour market actors. It leverages the role of NAES as a catalyst of the labour market to increase the employability levels of vulnerable jobseekers. It aims to foster sustainability and transfer of the on-going interventions and strengthen results achieved so far, reflecting on lessons learnt.

The action employs a three-folded approach to reinforce integrated pathways for labor market inclusion for the target groups.

Firstly, it focuses on building the capacities of various local labor market actors, including employment counsellors, municipal social workers, technical staff of state social services, teachers, directors of VET providers, employers, and civil society organizations. Training on specific tools, such as career and vocational guidance, counselling, and rehabilitation, aims to enhance the capacities of local level actors and institute trainers who will be responsible to train other peers. In addition, to foster integrated solutions to service provision, the action establishes Communities of Practice, facilitated by extensive experience and expertise of UNDP, Arbetsförmedlingen, and ADRF in this field. Considering the relatively complex composition of project stakeholders, the project management will set up a clear list of all actors at the local level and stipulate standardized and regular flow of internal information.

Secondly, the action directly implements financial assistance to third parties in three programmes: intensive counselling for employment, basic skills training, and supported employment for PwDs. These programs were designed based on ongoing collaboration between UNDP, MoFE, and NAES. The Intensive Counselling for Employment has been piloted in the Elbasan region and is ready for scaling up. The basic skills training program was developed under the SCUL project, informed by the Minilamp study conducted

by UNDP and UNESCO in 2022. Programs for supported employment and skills development for PwD will be jointly drafted by the three partners, utilizing experience from UNDP's catalytic facility that helped establish the Social Employment Fund in the Albanian legal framework. A dedicated web portal will also ensure full transparency of the actions direct results.

Thirdly, the action introduces soft infrastructural improvements in employment offices to replicate best practices developed by ADRF in municipalities where PwD live. Additionally, direct engagement with PwD and employers aims to improve understanding of active living and create favorable conditions for labor market integration.

Purpose of the Service

Labour offices play a crucial role in ensuring equal access to employment for persons with disabilities (PwDs). Effective job adaptations should be based on an individual's functioning, activity, and participation, ensuring that workplaces are inclusive and aligned with national laws and international standards, including the UN Convention on the Rights of Persons with Disabilities (CRPD) and the ILO Guidelines on Disability Inclusion.

To support labour offices in effectively assessing and implementing job adaptations, practical guidelines are needed. These guidelines will help employment officers, HR professionals, and employers understand how to tailor workplace adjustments based on the real capabilities and needs of individuals with disabilities. This document will also establish standardized procedures and protocols for the National Agency for Employment and Skills (NAES) to support employers in implementing reasonable accommodation for persons with disabilities (PwDs). The objective is to ensure equal employment opportunities, promote workplace inclusion, and provide financial assistance to employers for workplace modifications, assistive technologies, and other necessary accommodations.

2. Objective of the Assignment

The expert will develop practical guidelines that:

- Provide clear, functioning-based approaches to job accommodations.
- Align with the International Classification of Functioning, Disability and Health (ICF) framework.
- Offer step-by-step guidance for labour officers to assess and recommend the necessary job adaptations.
- Provide standardized procedures and protocol for labour officers for necessary job adaptation.
- Include best practices, real-world examples, and case studies.
- Ensure compliance with relevant legal frameworks and policies.

3. Scope of Work

The expert will:

1. Develop a structured guidelines, standardized procedures and protocol, including:
 - Definitions and key concepts (functioning, activity, participation).
 - Methods for assessing workplace adaptation needs. This section of the guidelines should provide labour office staff with clear, structured approaches to evaluating the workplace adjustments required for persons with disabilities (PwDs).
 - Sector-specific adaptation recommendations. This section of the guidelines should provide practical guidance on how to tailor job accommodations based on the unique demands of different industries. Since the types of jobs, work environments, and required skills vary across sectors, accommodations should be customized to ensure persons with disabilities (PwDs) can perform their roles effectively.
 - Practical tools and procedures (e.g., instruments, checklists, templates, and decision-making frameworks including for financing) that will help labour offices and employer to realize in practice the necessary adaptations.
2. Engage key stakeholders (labour office staff, disability organizations, employers) to gather insights.
3. Finalize and submit the practical guidelines, including practical tools.
4. Propose an implementation plan.

4. Deliverables

1. **Inception Report** – Outlining methodology, work plan, and initial findings (within 2 weeks of contract start).
2. **Draft Guidelines, Procedures and Protocol** – Complete document for review, including case studies and practical tools and procedures (within 8 weeks).
3. **Final Guidelines & Toolkit including Procedures and Protocol** – Approved document for implementation (within 12 weeks).

5. Qualifications and Experience

The consultant should have:

- Degree in Law, Economics, Social Policy, Health, or a related field.
- Experience in disability inclusion.
- Experience in developing guidelines, toolkits, or policy documents.
- Knowledge of international and national disability rights frameworks (e.g., CRPD, ILO Standards).

6. Duration & Timeline

The assignment is expected to last 12 weeks, with the following key milestones:

- **Week 1-2:** Inception report and methodology approval.
- **Week 3-8:** Drafting of guidelines and stakeholder engagement.
- **Week 9-10:** Consultation and feedback integration.
- **Week 11-12:** Finalization and submission of guidelines.

7. Reporting & Supervision

The consultant will report to Albanian Disability Rights Foundation, with regular check-ins to ensure progress aligns with expectations.

8. Application Process

Interested experts should submit:

- A CV highlighting relevant experience.
- A technical proposal detailing the approach and methodology.
- A financial proposal with a breakdown of consultancy fees.

Deadline for Applications:

Applications should be sent to ADRF, by e-mail at infor@adrf.al; or hand delivery by 20th of April 2025.

Draft Outline of Guidelines for Job Adaptation for People with Disabilities

1. Introduction
2. Methods for Assessing Workplace Adaptation Needs
3. Sector-Specific Adaptation Recommendation
4. Standard Procedures, protocols, practical tools to realize Job Adaptation
5. Monitoring, Evaluation, and Continuous Improvement