



# Kosovo Women's Network

*Serving, Protecting and Promoting the Rights of Women and Girls*

## Terms of Reference

### Health and Gender Expert

**Project:** Further Advancing Women's Rights in Kosovo II

**Implemented by:** Kosovo Women's Network

**Supported by:** Austrian Development Agency (ADA), co-financed by Swedish International Development Agency (Sida)

**Contact person:** Zana Rudi, Program Manager

#### Background

The Kosovo Women's Network (KWN) is a network of 158 organizations that supports, protects and promotes the rights and the interests of women and girls throughout Kosovo, regardless of their political beliefs, religion, age, level of education, sexual orientation, and ability. The KWN Strategy for 2019-2022, established by KWN member organizations, includes "Women's Right to Healthcare" among its key programs, and this program will likely continue in future years.

In 2016, KWN took the initiative to conduct landmark research on the access of Kosovo citizens to healthcare, as a baseline study to inform its efforts. More than 1,300 people were surveyed in 2016, and 109 health workers and key experts were interviewed. The first of its kind, this research was conducted in close cooperation with the World Health Organisation, UNFPA and Dartmouth College in the U.S., largely on a voluntary basis with significant contributions from KWN and well-trained university student volunteers, given the lack of funding for addressing healthcare issues in Kosovo. Published in 2017, entitled [Access to Healthcare in Kosovo](#), the research found that in general, 81% of Kosovars consider their health to be good or very good, although women on average assess their health condition slightly worse than men; 23% reported apparent limitations in their daily lives due to health reasons. Meanwhile, despite these perceptions, the research evidenced that access to basic, reproductive and gynaecological healthcare remains limited in Kosovo. The low budget allocated to healthcare has resulted in a lack of medical equipment, a shortage of medical specialists, poor quality healthcare providers and poor infrastructure in healthcare facilities (such as no elevators or heating). The same research illustrated that statistically, women in rural areas face more financial and cultural barriers in accessing healthcare than men or women in urban areas. Women living in rural areas and with disabilities mentioned travel expenses as a major obstacle to accessing gynaecological treatment. Women, especially in rural areas, are often reluctant to make annual obstetric gynaecological examinations because most gynaecologists are men. Social and cultural norms make it 'shameful' for a man who is not the husband of a woman to see her naked. Roma, Ashkali and Egyptian women have reported facing discrimination when they have tried accessing public health services, including being denied services.<sup>1</sup> Meanwhile, KWN recurrently receives informal reports of women's rights to access healthcare being violated.

The COVID-19 pandemic seems to have exacerbated this situation and has had even greater consequences for women and girls in [accessing healthcare](#). Interruptions in public transport, social isolation measures and job loss with accompanying economic hardships all have further hampered

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<sup>1</sup> Reported by KWN members, some of which are supporting women to overcome these issues.

women's access to healthcare, given their unequal access to resources within their families, lack of private vehicles (compared to men), socialised care responsibilities at home and precarious position in the economy.<sup>2</sup> At the same time, limited healthcare capacities due to the pandemic, including thinly stretched human resources and a lack of healthcare personnel, have meant that access to other basic health services has not been available. This has affected maternal and new-born healthcare. Further, all reproductive gynaecological services were not provided. This has further endangered the health of women and girls in Kosovo. Again, women with disabilities, in rural areas, elderly women, and minority women in particular have faced added challenges.<sup>3</sup>

In 2021-2025, KWN has received support from the Austrian Development Agency (ADA), co-financed by Swedish International Development Agency (Sida), for a four-year project entitled "Further Advancing Women's Rights in Kosovo II." The anticipated **impact** of this action is "Improved gender equality in Kosovo, where women and men are more equal and have more equal opportunities for education, employment, political participation, healthcare and a life without violence." The action's foreseen **outcome**, to which the expert will contribute, is that women have improved access to healthcare. While the **output** is that more public officials, women, girls and men are more informed of women's right to healthcare and violations of their rights. In order to achieve this, KWN plans to collaborate closely with KWN member organizations, particularly those implementing grants provided through KWN's Kosovo Women's Fund (KWF); to further the capacities of KWN members to monitor healthcare providers and to document any potential violations of women's rights to healthcare; to support women in reporting rights violations to the appropriate authorities; and to work closely with the Ministry of Health towards improving diverse women's access to quality healthcare. KWN is particularly interested in supporting particularly vulnerable groups.

KWN, seeks an expert to support these efforts. This will include improve access to healthcare, particularly for vulnerable groups, through monitoring and grants through the.

### Responsibilities

The expert shall build the capacities of women's rights groups (KWN members), and KWN staff, to document violations of women's rights in healthcare, through workshops and mentoring. More specifically, the expert should increase the knowledge of KWN staff and members on what constitutes a violation of women's healthcare rights; the specific procedures through which to report these violations, including to which institutions they should report rights violations, towards holding health institutions and practitioners more accountable. As a result, women's rights groups should have knowledge and capacities to directly support and advise their constituents, including women who seek to report such violations. As needed, the expert shall also provide mentoring to KWN members implementing KWF initiatives under the KWN Access to Healthcare Program, in their work monitoring institutions, holding them accountable, raising awareness among diverse women and girls regarding their healthcare rights, reporting rights violations using official complaint mechanisms, and engaging communities in advocating for improved access to quality healthcare.

### Duties

- Design interactive and engaging workshop for KWN members on healthcare rights, rights violations, and how specifically to report rights violations to relevant institutions using official complaint mechanisms [amid COVID-19, the expert should consider that the workshop may need to be held online or several workshops provided to smaller, socially distanced groups, which will be decided together with KWN staff based on the situation and current measures];
- Devise workshop agenda, approach, plan, and materials, as needed, providing these to KWN staff for comment and feedback;
- Discuss the workshop plan and materials with KWN staff and revise as needed;
- Deliver workshop(s) based on the plan;
- Provide short report on the training, participants, results, evaluation, and proposed next steps;
- Provide follow-up mentoring to KWN members and staff after the workshop, based on needs, related to reporting and filing rights violations;

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<sup>2</sup> Ibid.

<sup>3</sup> Ibid.

- Review selected KWN members' KWF initiatives related to the Access to Healthcare Programme and provide feedback on strengthening them through written comments on the actions and mentoring;
- Mentor KWN members implementing KWF initiatives during their actions related to Access to Healthcare, as needed and agreed with members and KWN staff;
- Establish and follow a written work plan based on these duties (in close communication with KWN);
- Draft annual report each year that summarizes all services provided, beneficiaries, results, evaluation results from participants, and identifies next steps;
- Revise and provide annual report, based on KWN comments.

### Scope

The expert will be needed throughout this ADA and Sida-supported Action. The geographic range shall include all of Kosovo, focusing on areas where target groups and beneficiaries are located. Cross-cutting issues of gender and environment should also be considered, where relevant. The volume of the work will vary, based on KWF grants and KWN members' needs throughout the years. This will be specified in semester work plans together with KWN.

### Timetable

The approximate timetable shall be as follows:

Position Announced	2 September 2021
Applications Due	16 September 2021
Expert Selected	23 September 2021
Informative meeting	24 September 2021
Work plan, other materials due	4 October 2021
Prepare workshop materials	5 October 2021
Deliver first workshop	8 October TBC
Reports on workshops	7 days after the workshop
Annual Reports	TBC annually
Final Report	TBC after Work plan

### Anticipated Working Days

This contract will involve up to a maximum of 20 working days, divided from 24 September 2021 to 28 February 2025, to be invoiced based on actual time worked. The timing of working days shall be specified in the work plan in discussion with KWN staff.

Task	Anticipated Level of Effort
Coordination Meetings with KWN/KWF	1 day in total over entire contract period
Design workshop and workplan	2 days
Deliver workshop(s)	6 days
Review projects and provide mentoring to KWN staff and KWF grantees	2 days in total (approximately) per year, totalling 8 days
Report writing	3 days
Total days	20 days

### Contact and Coordination

The expert will report to KWN Program Manager Zana Rudi and will coordinate closely with the KWF Grant Manager Gentiana Murati-Kapo and other KWN staff. KWN will provide some assistance with arranging meetings and workshops, though the expert shall bear final responsibility.

### Experts Qualifications

The expert will need to speak fluently in Albanian and English (Serbian, preferred). The selected expert shall demonstrate in their bid that they possess, at minimum:

- A BA diploma related to law, health, or social sectors;
- Extensive knowledge regarding Kosovo's healthcare system, including the specific and general Legal Framework in Kosovo and how specifically to report violations of rights to healthcare;

- At least two years' experience teaching, training and/or mentoring;
- Knowledge on gender equality issues, how these impact women's access to healthcare, and ways for addressing these issues in relation to access to healthcare;
- Track record and appropriate approach in mentoring and working closely with potentially marginalized and vulnerable groups (e.g., including women, persons with disabilities, and in rural areas).

### **Submission of Bids**

Interested, qualified experts, are requested to send:

- CV;
- Motivation letter that explains the qualifications and capacities to undertake these duties;
- Short description of the proposed workshop and mentoring methodology (up to one page);
- Contact information for at least three references; and
- The expert's proposed daily rate, in line with independently verifiable prior rates for similar work performed by the expert.

Interested qualified experts, should consider that KWN is a non-profit organization seeking bids in accordance with local daily rates.

Please submit the requested documents by **16 September 2021**, at 17:00 to [procurement@womensnetwork.org](mailto:procurement@womensnetwork.org) with the subject "Health Expert".

### **Evaluation of Bids**

Bids shall be evaluated by a Commission of three persons, as follows:

40% Experience  
30% Proposed methodology  
30% Lowest cost