

## 1. Employment Service Division

Guided by the National Employment Policy (NEP) 2013, the Employment Service Division (ESD) is dedicated to offering services to employers, agents, employees, and job seekers to promote decent jobs that ensure productive work, wellbeing, and job satisfaction. The Division is guided by the Ministry's vision to create opportunities for all the citizens for gainful and quality employment and facilitate the development of human resources that lead to sustainable livelihoods and economic prosperity. The Division's priorities are informed by evidence-based policies, practices, and tools that reflect the needs of the industries, organizations, and workforce needs.

### **Overall Responsibilities of the Division are:**

1. Develop strong evidence-based policy-making that ensures systems, practices, and tools catering to fulfilling the needs of the industries, organizations, agents, and the workforce;
2. To create productive employment opportunities in the country by ensuring a quality match between skills and jobs;
3. Spearhead and coordinate implementation and monitoring of the National Employment Policy;
4. Facilitate overseas employment where Bhutanese can find decent jobs in developed economies aimed at importing long term productive skills and work habits contributing towards socio-economic development;
5. Facilitate and support job seekers to gain knowledge and experience by providing placement and referral services through meaningful engagement in collaboration with the ESCs and other stakeholders;
6. Develop effective programs for both employers and job seekers;
7. Coordinate with agencies for employment creation through the Employment Responsibility System (ERS) using the 3Ps (Promote, Prepare and Place) approach promoting an integrated and shared responsibility;
8. Collect and analyze data related to employment and the labour market through an effective and integrated labour market information system;
9. Conduct employment advocacy & awareness;

10. Initiate and undertake research on pertinent issues related to the labour market in order to formulate evidence-based interventions;
11. Conduct monitoring and evaluation of employment-related programs and interventions;
12. Assist Labour Market Information and Career Guidance Division in providing career guidance and counseling, and the collection and analysis of labour market information.

The Division has 3 units:

1. Engagement Program Unit (EPU)
2. Overseas Employment Unit (OEU)
3. Employment Service Centre (ESC)

#### **1. Engagement Program Unit (EPU)**

1. Participate in the policy, planning and the budgeting process and overall goal setting of the division and the Department;
2. Develop and implement school-to-work transition programs for effective engagement of jobseekers to enhance their employability;
3. Conduct monitoring and evaluation of employment-related programs to enhance the effectiveness of interventions;
4. Implement the Employment Responsibility System (ERS) using the 3Ps(Promote, Prepare and Place) approach in coordination with relevant sectors to promote an integrated and shared approach to employment facilitation and creation;
5. Collaborate with and assist LMICGD to conduct employment related awareness and labour market information;
6. Initiate and undertake research on pertinent issues related to the engagement programs in order to formulate evidence-based interventions.

#### **2. Overseas Employment Unit (OEU)**

1. Carry out foreign demand analysis (including the authenticity of demands, welfare schemes of the employees and the minimum pay requirement as set by the Ministry) in line with the supply side capacity and the situation of the country;

2. Facilitate overseas employment where Bhutanese can find decent jobs in developed economies aimed at importing long term productive skills and work habits contributing towards socio-economic development;
3. Conduct thorough document verification and pre-departure briefing prior to the deployment of candidates overseas;
4. Facilitate repatriation processes as and when necessary, ensuring a seamless transition back to the country and provide necessary reintegration support;
5. Implement the National Reintegration Program(NRP) in collaboration with relevant stakeholders;
6. Implement monitoring and evaluation procedures to scrutinize and enhance the efficiency of the program;
7. Conduct research and assessment to generate evidence and information for program review and improvement;
8. Monitor and evaluate the Registered Bhutanese Overseas Employment Agency (RBOEA) to ensure compliance with the Regulation on Employment of Bhutanese Overseas 2021 ( REBO).

### **3. Employment Service Centre (ESC)**

1. Facilitate referral and placement of suitable candidates as per the available vacancies;
2. Provide employment related facilities and services;
3. Compile and provide up-to-date job vacancies;
4. Maintain up-to-date employment related data and information and submit reports as necessary;
5. Assist jobseekers, training-seekers and employers to register in the Bhutan Labour Market Information System(BLMIS) and avail employment related services;
6. Collaborate and assist LMICGD in initiating career related awareness and other programs;
7. Provide career counseling services and career guidance information;
8. Create awareness on employment related programs such as skills training, entrepreneurship training, engagement, Labour and Employment Act;

9. Provide a platform for connecting talents to the labour market through organization of mini job fairs and on-the-spot recruitment;
10. Provide one-stop-shop services for facilitating employment and related information and services.

### ***Competencies Required***

#### **1. Employment Service Division (ESD)**

- Labour Economics
- Economic assessment and projection skills
- Analytical and research skills (STATA, SPSS, CS pro, Excel)
- Report development and report writing skills
- Knowledge of different training and employment programs.
- Communication and networking skills
- Policy, advisory, roadmap, program development skills
- Project management and coordination skills
- Policy development, review, and monitoring
- Policy and intervention M&E and review skills
- Event management skills
- Leadership and effective management skills

#### **Chief Employment Officer, ToR**

1. Participate in the policy, planning and budgeting process, and overall goal setting of the Division and the Department.
2. Oversee the coordination, integration and delivery of the programs and related services.
3. Coordinate, analyze and assess the programs for its effectiveness and sustainability, and implement corrective measures.
4. Determine staffing plans to achieve goals and objectives.
5. Develop a team-based environment to motivate and inspire staff to work collaboratively.
6. Supervise and mentor the program officers/ provide assistance and guidance on the implementation of the programs.
7. Report on any issues/challenges or any updates to the Head of the Department and relevant authorities.
8. Oversee monitoring and evaluation of policies, plans and programs.