

Request for Proposals

Psychotherapist Advisor for the Peer Support Program of the Lebanese Red Cross

Background

The Lebanese Red Cross (LRC) is the main provider of ambulance and blood transfusion services in Lebanon. It also provides disaster management services, primary health services, disaster risk reduction and other services.

The peer support program started in the Lebanese Red Cross in 2015 in the emergency medical services department (EMS). The peer support systems and tools were established gradually and were heavily put to the test during the succession of crises that have occurred since the 17th of October 2019; starting with the protests and revolts, followed by the economic crisis, then the COVID19 epidemic from February 2020, ending with the Beirut Port Explosion on the 4th of August 2020.

During this past year, the Peer Support systems were used extensively to support mainly EMS volunteers who had experienced a severe combination of hardships and difficult missions.

Given that the established Peer Support model has now proven to be relevant, durable and sustainable, and given the complexities of the context and the growing role of the Lebanese Red Cross in responding to day-to-day problems as well as emergencies of all types, there is a clear need to increase both the scope and scale of the peer support program within LRC.

Program Goal

The program aims at ensuring the mental health safety and well-being of LRC volunteers and staff by supporting in enhancing a healthy volunteering path, through prevention and intervention in all phases of the path: recruitment, retention and drop out. The project goals are:

1. The overall well-being of volunteers in the Lebanese Red Cross is improved
2. Volunteer leadership knowledge and practices are improved

Program objectives:

1. Mitigate organizational and contextual stressors that can potentially affect negatively the psychosocial wellbeing of staff and volunteers in LRC
2. Develop and ensure further integration of MHPSS culture and acceptance of services
3. Strengthen and ensure that the existing tailored MHPSS services are accessible to staff and volunteers throughout their engagement with LRC and/or during drop out

Scope of Services

The advisor will work closely with the LRC Peer Support Program Manager, working group, and therapist network to design, implement, monitor and evaluate the mental health component for LRC volunteers and staff by implementing the below activities:

Core Responsibilities

Peer Support Hotline & Referrals

- Responds to the calls for support received on the LRC hotline, on rotation basis
- Managing referrals for individual sessions with therapists or psychiatrist
- Developing and implementing group support sessions as needed
- Advising and coaching therapists regarding hotline calls and group support session

Design and implement response plans adapted to crisis and critical incidents as needed

Therapist Network

- Supports in expanding therapist network of LRC
- Ensures therapists abide by minimum standards and best practices while participating in LRC activities and providing support to volunteers and staff. The advisor must ensure that the counsellors have an approach that is harmonized and aligned with the philosophy of the project
- Conducting regular meetings for feedback from therapists
- Conducting regular meetings with therapists to consolidate key messages/LRC approach and disseminate new training and support session content

Self-Care and Peer Support capacity building

- Perform needs assessments to understand the LRC context and to scale up the existing program to new sectors and to account for changing contexts and needs
- Develop and adapt the content of the trainings and training path for self-care and peer support to different sectors and arising needs within LRC
- Develop training manuals where relevant for sessions to be provided by LRC trainers or other therapists.

Implement and roll out existing advanced trainings such as the designated peer supporters training path

- Coaching new therapists and LRC trainers on new training sessions

Provide technical coaching and supervision for the designated peer supporters to ensure the quality of the support they are providing

Support Tasks

Peer Support Education and communication

- Develop and disseminate education and communications materials related to prevention, self-care and support for volunteers and staff, as needed.
- Support with material for sharing with volunteers, new self-care tips, topics and tools

Leadership Feedback

- Regular meetings with leadership for training, feedback and providing recommendations
- Provide technical support and recommendations for any topics related to psychosocial and mental health needs based on LRC request

Planning, Coordination & Reporting

In coordination with the LRC Peer Support Program Manager and relevant LRC working groups and sectors, the advisor will:

- Support in collaboration and coordination with government and other stakeholders where relevant to MHPSS.
- Participate in regular meetings with LRC working group for planning, feedback, and preparation of activities
- Developing a plan for the delivery of the training and support sessions
- Monitoring and evaluating the program activities and needs
- Propose and support with capacity building initiatives for LRC Peer Support Program Manager, working group and leadership
- Provide technical support for the program management in the development of project proposals.

Terms

The advisor must be able to commit to the below terms of working with LRC:

- Able to provide trainings or participate in meetings both online and face-to-face. Able to commute to training sites and LRC premises across Lebanon as needed.
- Provides regular reporting to the program manager on overall program issues and/or for specific trainings or support sessions as needed
- Submits monthly timesheets showing breakdown of work done and are based on approval from LRC Peer Support Program Manager
- Availability: The advisor should have available time during the following: normal working hours, evenings or weekends due to the nature of working with volunteers
- The advisor should be available a minimum of 50 hours per month
- Commits to RCRC principles during implementation of activities
- Commits to confidentiality and privacy. Does not share any private information resulting from hotline calls, referrals or group session, internally or externally, except what is necessary to implement the referrals (e.g. for tracking and payment)

Requirements & Qualifications

Minimum qualifications needed to apply for this vacancy are:

- Previous experience with the Lebanese Red Cross is preferred but not mandatory
- Master's degree in psychology, psychiatry, clinical social or mental health from a recognized institution
- Minimum 10 years of demonstrable work experience in providing psychological counselling on stress management, mental health training and supervision, with special emphasis on managing organizational critical incident stress and crisis.
- Experience in providing field based mental health and psychosocial support in humanitarian action
- At least two documented experiences of conducting similar/comparable assignments
- Demonstrated capacity and experience organizing and delivering psychosocial support trainings.
- Ability to effectively liaise and establish excellent relationships with government agencies, local authorities, and civil society organizations
- Previous training and/or certifications would be a plus.

Submission of Proposals

Interested candidates should submit the below documents following the tender guidelines in the document (to be specified by procurement unit):

- A technical proposal: Letter of interest stating why you consider yourself suitable for the assignment. Brief methodology on the approach and implementation of the assignment.
- An up-to-date CV
- Three letters of reference
- A financial proposal for hourly rates inclusive of taxes and regular expenses (transportation, telecoms...)
- Tax registration form (preferrable).

All documents should be submitted electronically (soft copy in a single folder) and as a hard copy.

Note: The tasks and the financial proposal will be subject to negotiations and review with the final shortlisted candidates during an interview and before final selection and contract signature.