

Terms of Reference

STAFF CARE – PSYCHOSOCIAL CONSULTANT

Contracting department: Human Resources (Country HR Manager)

1. Background

1.1. Humanity & Inclusion

Humanity and inclusion (HI) is an independent and impartial international aid organization working in situations of poverty and exclusion, conflict and disaster. Working alongside people with disabilities and other vulnerable groups, HI's actions and testimony are focused on responding to their essential needs, improving their living conditions and promoting respect for their dignity and their fundamental rights. HI is currently implementing projects in more than 60 countries worldwide, including Egypt, Jordan, Lebanon, Occupied Palestinian Territory (oPt).

Handicap International is a not-for-profit organization with no religious or political affiliation. It operates as a federation made up of a network of associations that provide it with human and financial resources, manage its projects and implement its actions and social mission.

For more details on the association: <https://hi.org/>

1.2. HI in the Middle-East:

HI is managing a humanitarian program in the Middle East region and is present in four countries, **Egypt, Jordan, Lebanon, Occupied Palestinian Territory (oPt)** employing around **220 national employees**. HI is implementing a wide range of activities from long-term development projects and recovery to response to emergencies, through five main sectors of intervention: Prevention & Health (Early Child Development, MHPSS), Inclusive Education, Economic Inclusion (Basic Needs Assistance, Economic Recovery), Physical and Functional Rehabilitation, Armed Violence Reduction.

2. Objective of the Assignment

HI is seeking a **professional psychosocial support service provider** who has the ability to provide a collective psychosocial support session for HI's staff in addition to individual support sessions for staff members who are in need for more in-depth individual support sessions in Lebanon.

The aim of hiring the specialist is to support the psychosocial well-being of HI's staff who are living the current situation of COVID-19 and who are in touch with end beneficiaries in which case they are exposed to different vulnerable people's experiences. The number of staff concerned is 80.

In details, the objective is to provide psychosocial services to HI national staff with maximum of 400 hours for individual sessions and maximum of 20 group sessions for the period of one year as below:

1. Provide at least 1 awareness raising session to inform staff on the service and general information on staff care (this might require 1 visit per year in the offices depending on where is located the service provider and on the Covid-19 protocols).
2. Provide individual psychological support sessions to the staff members preferably face-to-face sessions, but also by phone, skype, zoom as needed, to a maximum of 6 individual sessions per staff per calendar year,
3. Upon HI provision of staff list to the service provider, staff are free to contact the specialist for support, within the range of the 6 sessions that would be introduced, and in case referral to other external sources is needed then HI will be notified of that by the specialist,
4. The company / firm / institution should be gender-balanced (male and female), based on the needs of the staff and taking in consideration the potential sensitivity of situations.

3. Scope of Work

The psychosocial support specialist will develop a detailed plan for the implementation of collective and individual psychosocial support sessions including the aim of the intervention, expected results, set of the session activities that will be implemented, and the timeframe of the activity.

Sessions can be delivered via Skype/phone/Zoom, depending on the situations/conditions.

In case of field visits required, HI will take care of the transportation, accommodation (either in hotel or individual room in shared guesthouse), visa, and all costs related to the trip and the travel allowance, as specified in the contract for the working hours spent traveling, according to flight tickets.

The place of performance is Beirut, Toula or Baalbeck based on the staff location.

The service shall start on the 1st of June 2021 for a period of 1 year.

During the performance of the service, the consultant will be required to work in liaison with HI's Human Resources teams and notably with Mrs. Rita HABIB, who will be his/her contact person.

All written reports and correspondences will be done in English language.

4. Expected Results of the Consultancy

By the end of this consultancy, HI staff will be able to identify causes of stress and adopt skills to cope with difficulties resulted from emergencies, in addition to the psychosocial impact of their work.

5. Expertise required

Experience

- Education degree in mental health or psychology or related science with proven long experience working in field of adults' psychosocial support. Licensed as a Psychotherapist is a plus.
- At least 5 years of relevant work experience, preferably in the field of Mental Health or psychosocial support.
- A previous work experience in humanitarian mental health psychosocial support (MHPSS) or with INGOs is preferred.

- Knowledge and experience providing individual and group staff support activities.
- Cross-cultural working experience in the field of staff care and psychosocial support.
- Strong work ethics and commitment to humanitarian issues.
- Strong interpersonal and communication skills in a dynamic, multicultural setting.
- Proven reliability in the delivery of timely and quality services.
- Strong analytical and organizational skills.
- Sound understanding of professional ethics as they apply to mental health and employee care.
- Positive, innovative, inspirational and problem solving attitude.

Languages:

- Arabic: Native speaker
- English: excellent command in English written and spoken

6. Timeframe and Location

The dates of the service provision, the modalities as well as the location will be agreed once the successful service provider has been agreed.

7. Applications procedures

9.1 Preparation of Proposals

The Consultant shall bear all costs associated with the preparation and submission of its Proposal and HI shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. HI is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultant.

- 7.1.1. The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and HI, shall be written in English;
- 7.1.2. Proposals must remain valid for 120 calendar days after the proposal submission deadline, during this period; the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price;
- 7.1.3. HI will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Client may request, in writing, all Consultants who submitted Proposals prior to the submission deadline to extend the Proposals' validity;
- 7.1.4. The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.

9.2 Technical Proposal

The following documents must be included in the Technical proposal:

- 9.2.1. A list of proposed actions (work plan) in accordance with the terms of reference with the methodology of implementation

- 9.2.2. The work plan should give a clear description of how the consultant intends to approach the activities necessary to the services' completion
- 9.2.3. The expected results
- 9.2.4. The evaluation forms (needs assessment, pre/post-test and final evaluation)
- 9.2.5. Specialists' CVs detailing relevant skills and experience of the consultant and her/his team of no more than 3 pages each, including contactable referees. In case of team of experts, the team leader must be clarified.
- 9.2.6. Copy of degrees in Psychology or related science of all specialists.
- 9.2.7. Proven previous experience.

9.3 Financial Proposal

The Financial Proposal shall list all costs associated with the assignment, inclusive of all taxes, and shall include the materials necessary which together with other logistics resources will be managed by HI.

The offer should also include the cost of follow-up sessions should staff need any thereafter.

9.4 Administrative Documentation

- 9.4.1. Legal and valid registration in the country.
- 9.4.2. Evidence that government taxes have been paid.
- 9.4.3. The consultant(s) are responsible for personal/life/travel and health insurance for themselves and their team(s).
- 9.4.4. Proof that the Service Provider has paid social security contributions.

8. Professional standards

HI contractors must adhere to the values and principles outlined in HI Code of conduct. In accordance with these values, HI operates and enforces policies on Beneficiary Protection from Exploitation and Abuse, Child Safeguarding, Anti-fraud, bribery, and corruption.