

TERMS OF REFERENCE
INSTITUTIONAL CONTRACTOR

Section:	Human Resources	Date:	7 February 2021
Title:	Trauma Informed Organizational Care/Staff Wellbeing Assessment and Action Plan	Duty station:	Beirut
Reporting to:	HR Manager	Contract type:	Institutional
Duration:	1 year	Start date:	15 March 2021

Objectives	Conduct a holistic trauma informed organizational care assessment for the UNICEF Lebanon Country Office and develop and implement an organizational care/staff wellbeing action plan to provide psychoeducation on trauma, mental health and wellbeing, self-care and resilience.
Background	<p>Since October 2019 UNICEF Lebanon (230 staff in 3 offices across the country) has been experiencing multiple crisis with severe impact on staff wellbeing, starting with the deterioration of economic and political conditions, various prolonged and extreme lockdowns related to COVID 19 (with a latest surge in January 2021) and the catastrophic Beirut port explosion in August 2020. In addition, the office is working on a fast paced and dynamic environment to deliver for children in need.</p> <p>The office has been prioritizing UNICEF's value of Care throughout, with a network of local counsellors offering individual and group coaching sessions and providing an enabling work environment as well as accommodating to the various crisis situations in supporting staff in any possible way. This being said, considering the multitude of crisis and severe impact of staff wellbeing, a comprehensive and holistic approach is required to provide an immediate – as well as medium and longer term plan to improve a package of support to staff – including on psychoeducation on trauma, mental health and wellbeing, self-care and resilience.</p>
Scope of work	<ul style="list-style-type: none"> Assess the current 'state of play' within the UNICEF Lebanon office relating to trauma informed care and staff wellbeing overall, also considering organizational set up and local/regional services available. Develop and implement a trauma informed care programme for the office which is contextualised for Lebanon and culturally appropriate and integrated in the existing wellbeing/counselling services on local/regional level. Identify and implement specific (individual and group) interventions, tools, resources and strategies, including but not limited to: <ul style="list-style-type: none"> Provide trauma support to leaders and managers to ensure an effective plan is in place which can be delivered to provide psychoeducation on trauma, mental health and wellbeing, self care and resilience in support the mental health of their teams and employees. Deliver mental health and wellbeing workshops to groups of staff (options of both virtual and in-person to be included), on topics such as Stress Management, Psychological First Aid training, Burnout Prevention, Grief Management, etc. Individual psychosocial support a needs basis including related to traumatic incidents. Provide advice for referral where required. Provide critical incident debriefing and follow up as required – including defusing of individuals to teams and individuals as required; Provide trauma therapies such as trauma focussed CBT and EMDR as required – including both in-person and virtual solution focussed counselling to individuals and support to families of staff members affected by trauma; Monitor and reports on progress made and impact of interventions undertaken, while maintaining utmost confidentiality. Advise senior management and staff association on care and wellbeing activities.

	<ul style="list-style-type: none"> Consult with UNICEF regional/local counsellors in the development and implementation of the action plan as part of UNICEFs overall wellbeing/care strategy as required.
Deliverables and Schedules	<ol style="list-style-type: none"> 1. Conduct trauma informed organizational care assessment (March-April) 2. Propose an integrated trauma informed care action plan – including actions for immediate implementation (April) 3. Provide group interventions (20 sessions for 90 minutes) (April 2021 – March 2022) 4. Deliver mental health and wellbeing workshops, Psychological First Aid training to groups of staff (options of both virtual and in-person to be included) (April– Dec. 2021) 5. Provide trauma informed leadership training – 2 sessions 20 staff each (May 2021) 6. Provide access to individual counselling services (including trauma therapies) on a needs basis (up to 50 sessions) (May – March 2022) 7. Conduct impact assessment/evaluation after 5 and 10 months.
Timing	The contract will begin 15 March for a period of 1 year.
Reporting Requirements	Contractor to report to the HR Manager through monthly progress reports Monthly reporting
Profile Requirements	<ul style="list-style-type: none"> - A minimum of 5 years of experience in trauma informed organizational care assessments and action planning/well-being plans - International experience, preferably in the humanitarian/development sector - Experienced team of professionals who have advanced academic background in Psychology, Psychiatry or Psychotherapy or related degree. - Training/certification to provide psychological counselling is required. - Additional training/certification in areas such as stress management, traumatic stress, cross-cultural communication, change management, coaching, conflict resolution is considered an asset. - Ability to provide interventions virtually and on the telephone support given the logistical barriers
Technical and Financial Evaluation Criteria	<p>The following criteria must be part of the submission, with a total score over 70:</p> <ol style="list-style-type: none"> 1. Completeness of Response and understanding of UNICEF Requirements (10 points) 2. Overall concord between RFP requirements and proposal (10 points) 3. Provide an outline for the trauma informed care assessment (10 points) 4. Provide an outline of a sample action plan (15 points) 5. Quality of references (5 points) 6. Experience working on similar projects, preferably with international humanitarian organizations (10 points) 7. Key personnel: relevant academic and work experience of the proposed “Care Team” (10 points). <p>Financial evaluation Criteria: <i>Only bidders obtaining the minimum pass mark in the technical evaluation (45) will be considered for the financial evaluation. Financial evaluation is composed of 30 points. The lowest financial offer will obtain 30 points. Short-listed institutions may be invited for a pilot session should it be deemed necessary for final selection.</i></p>