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| *Syria Response*  Terms of Reference (ToR)  NAME OF ROLE: Staff Counselling provider |

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| **BACKGROUND** | | | | |
| On Feb 6th, a powerful earthquake with a magnitude of 7.8 struck Syria and Turkey. The seismic event caused widespread destruction, resulting in the loss of lives, injuries, and displacement of thousands of people. The affected areas experienced severe damage to homes, infrastructure, and essential services, exacerbating the already vulnerable conditions of the population. National and international organisations immediately responded to the earthquake by providing life-saving and protection interventions. However, staff of humanitarian organizations and their families have been affected as well. As they were focused on providing support to the affected communities many of them did not receive adequate support for themselves in times of double load, losing their own homes, friends, or even family while supporting other to deal with these shocks.  World Vision is looking for a professional mental health aid organisation or individual consultant who can support frontline workers in their mental well-being by overcoming their own shocks, stresses and anxieties experienced in the past months. | | | | |
| **CONSULTANCY INFORMATION** | | | | |
| **Name of Role/service** | | Staff Counselling provider | | |
| **Contract Type** | | Consultancy | | |
| **Service Location** | | North-West Syria | | |
| **Hours per Week** | | Full time | | |
| **Period of Contract** | | 4 months |  | |
| **Vacancy Details** | | Relief, Grant-funded | | |
| **OBJECTIVES** | | | | |
| 1. To **assess the psychosocial needs** of World Vision and partner staff to develop a comprehensive understanding of their challenges and coping mechanisms. | | | | |
| 1. To provide **individual counseling and coaching** to staff that can help them to thrive personally and professionally | | | | |
| 1. Facilitate **group sessions and support groups** as needed, promoting emotional healing and coping strategies. | | | | |
| 1. **Provide confidential support** for managing any workplace, personal, or family issue, including: Stress; grief and loss; burnout; relationship concerns; personal resilience; managing life changes; PTSD support. | | | | |
| 1. **Data Protection, Monitoring and Reporting**  * Contribute to monthly reports submitted to the CP Manager that include information on anonymous achievements and challenges. * Ensure the data collection and storage respect data protection and information sharing protocols, particularly in terms of confidentiality and do no harm principles. * Ensure regular communication with CP Manager and flag urgent issues when challenges arise. | | | | |
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| **Required Professional Experience** | Minimum 5-year general professional experience working as a councellor. | | | |
| **Required Education, training, license, registration, and**  **certification** | At least Bachelor Degree in psychology, social work with additional qualifications in councelling  proven track record of providing individual councelling in humanitarian or crisis situations. | | | |
| **Preferred Knowledge**  **and Qualifications** | * Providers are required to have experience living or working in high-stress humanitarian and development environments, or working with humanitarian and development personnel. * Experience working with diverse populations, particularly in contexts of trauma and distress. * Knowledge and skills of international mental health best practices, standards and methods. * Sensitivity to cultural nuances and the ability to adapt interventions accordingly. * Strong communication skills in Arabic, English is an asset * Strong ethical and sensitive communication and interpersonal skills * Service orientation * Self-motivated individuals, positive, and able to work independently and in a team * Generally positive and hopeful outlook/disposition * Adherence to confidentiality and data protection. All information shared during the consultancy must be treated as confidential and used solely for the purpose of this assignment. * Commitment to and understanding of WV’s and partners aims, values and principles. | | | |
| **Travel and/or**  **Work Environment**  **Requirement** | Ideally being able to travel inside North-West Syria | | | |
| **Language**  **Requirements** | Fluent in Arabic, English is of advantage | | | |
| **KEY WORKING RELATIONSHIPS** | | | | |
| Contact (within WV or outside WV) | Reason for contact | | | Frequency of contact |
| Project Manager | Line manager, day-to-day support, monitoring and reporting, coordination, information | | | On regular basis |
| District Coordinator | day-to-day support, monitoring and reporting, coordination, information, logistics needs | | | Daily |
| Targeted Audience | * Schools personnel including teachers, cleaners, guards, and admin staff. * Project staff who are directly interacting with beneficiaries and were impacted by the EQ. * Initial target should be 180 to be achieved in the first month (could be done through groups sessions as arranged with the line manager.)   All staff are based in NWS. | | | 306 staff  10 staff |
| Time Frame | * Start date: ASAP * Duration: 4 months (including weekends if needed). | | |  |
| Other Notes | * Online and face- face sessions are required (blended module) * Counselling providers should have both males and females counselors * Counselling providers should share CVs in their applications for the counselors that include experience in the humanitarian and NGOs sector. * Counseling companies and individuals are welcome to apply. * Applications from Jordan, Turkey, and Syria are welcomed. | | |  |