

TERMS OF REFERENCE

SUMMARY

Type of Contract (tick the appropriate box)	Institutional Contractor	Individual Consultant	Technical Assistance to IP (individual)
Title	Strengthening the Mental Health and Psychosocial Support system in Social Welfare		
Purpose	Strengthen MHPSS skills of Social Welfare officers and practitioners in the context of COVID19		
Location	Lusaka with field trips as necessary, Zambia		
Duration	6 months (not to exceed 90 days)		
Start Date	May 2021		
Reporting to	Child Protection Officer (Institutional Strengthening and Coordination)		

BACKGROUND

The protracted COVID-19 pandemic has had a significant impact on daily routines in communities and families causing disruptions. The socio-economic dimension of society has been negatively affected by COVID-19 outbreak and the consequences for the wellbeing of the vulnerable population are detrimental. The increased demand for social services during this outbreak is inevitable, especially for the poorest of the poor, older persons, persons with disabilities and vulnerable children. COVID-19 has impacted on household income, family structures resulting from quarantined family members, psychosocial and mental wellbeing. The pandemic has also heightened risks to child abuse, violence and exploitation and social stigma for the affected families. This calls for enhanced social and child protection measures to respond to the realities being experienced.

The Ministry of Community Development and Social Services recognize the impact of COVID19 and has prioritized continuity of services and consider mental health and psychosocial support as an essential service for its officers and the clients. In this regard, MCDSS has since developed a comprehensive COVID-19 Response Plan to provide essential services to the vulnerable in society targeting older persons and children in institutions, other separated children, circumstantial children, persons with disabilities, families with children affected by COVID-19 and communities at large.

JUSTIFICATION

The plans to address the medical dimension of COVID-19 are well articulated and focused, targeting victims and their contacts through a robust system. However, the social and mental health dimension of COVID-19 focusing on livelihoods, care and protection of families especially children, persons with disabilities and the older persons, have received little attention. The need for psychosocial support for the vulnerable population cannot be overemphasized. Integration of Mental Health and Psychosocial Support (MHPSS) in the COVID-19 response is essential in the process of securing the provision of social welfare services. This starts from caring for the social welfare officers and their front-liners and making sure their good mental health is supported by their social work system. Then, wellbeing of so many individuals and families who have either lost their family members or have experienced isolation due to their illness or have suffered social stigma as a result of COVID-19 is crucial. In this context, there are particular subgroups that are

recognized as a priority including the following: children growing up in children's homes and their carers, child victims of violence abuse and neglect, survivors of GBV and child offenders. Namely these are the beneficiaries that social welfare officers and carers from childcare facilities interact with. It is, therefore, important that frontline staff such as Social Welfare Officers and child care facility carers, are empowered to recognize and deal with any of their own mental health problems and then also are armed with skills and knowledge on mental health and psychosocial support for the wellbeing of communities. Taking into consideration the dynamics of this global pandemic and its impact on society, the role of Social Welfare in providing counselling services is key in this process and strengthening social welfare systems may provide the required answers.

OBJECTIVES / TARGET

The long-term objective is to ensure that the social welfare system is strengthened to respond to mental health and psychosocial support needs of society. This should enable the Department of Social Welfare to take up cases of individuals and families in need of mental health and psychosocial support services through an integrated case management approach.

The short-term objective is to equip officers with knowledge and skills to respond to victims of COVID-19 and their families in as far as provision of mental health and psychosocial support. This intervention will ensure that those affected by COVID-19 through the death of a family member/caregiver or those experiencing long term isolation as a result of illness or facing social stigma in communities.

DESCRIPTION OF THE ASSIGNMENT (SCOPE OF WORK) / SPECIFIC TASKS

The consultant selected for this assignment will:

1. Provision of MHPS virtually to District Social Welfare Officers and CCF managers through holding monthly sessions
2. Orienting Social Welfare Officers on how to provide MHPS to children and adults affected by Covid19
3. Provide guidance via online sessions with childcare facility managers on what to do when the children under their care have mental health problems
4. Support trainers of trainers on MHPSS and mentorship to complete an online Basic Psychological First Aid course.
5. Strengthen services mapping and linkages: Identify networks on ground at sites of service for linking available resources for sustainable and continued care beyond project consultancy. (eg with MOH, civil society etc)

EXPECTED DELIVERABLES

Tasks	Deliverables	Timeframe (Tentative)
1. Hold Virtual Monthly MHPS Sessions for DSWO and Managers of CCF	MHPS Sessions held with 116 Districts Social Welfare officers and 118 Child Care Facilities	21 day of 2hours online sessions with DSWO and Child Care Facilities managers per months in 6 months
2. Orient virtually 116 DSWO and on how to provide MHPS to children and adults affected by covid19.	DSWO and CCF managers oriented on how to provide MHPSS to children and adults affected by covid19	9-day online orientation of DSWOs on MHPSS followed by 2 days mentorship sessions in month 3.
3. Provide guidance via online sessions with childcare facility managers on what to do when the children under their care have mental health problems in 118 CCF	care facility managers provided with guidance on what to do when the children under their care have mental health problem	24 days of 2hours session with childcare facility managers per months in 6 months, Ongoing WhatsApp monthly groups session and case presentation and experience sharing including mentorship
4. Hold workshop of Master trainer of trainers on MHPSS for preparation for the Psychological First Aid course.		
5. Accompany online training on MHPSS, through facilitating discussions for 20 participants attending the training.	MCDSS Social welfare officers mentored on MHPSS and complete the Basic Psychological First Aid course.	34 Days for Task 4,5 & 6 plus accompany 3 weeks online training on MHPSS, through facilitating discussions for 20 participants attending the training and provision of mentoring support through whats App group for one month after finalization of course
6. Provision of mentoring support through whats App group for one month after finalization of course.		
7. Strengthen services mapping and linkages:	Social welfare workforce provided with local service	Ongoing support

Tasks	Deliverables	Timeframe (Tentative)
Identify networks on ground at sites of service for linking available resources for sustainable and continued care beyond project consultancy. (eg with MOH, civil society etc)	provision resources and linkages created	

REPORTING REQUIREMENTS

As indicated under the section 'Expected deliverables', a number of reports are required.

1. Carers support Report at Months 2, 4 and 6
2. DSWO/CCF MHPSS Orientation Report at Month 4
3. Childcare facility Report at Month 4 and 6.
4. - TOT Psychological First Aid Report.
5. - TOT Trainers/facilitators guide. At month 6
6. +/- Linkage Report. at month 6

PROJECT MANAGEMENT

The assignment will be implemented through a contract with UNICEF. The Child Protection officer (Institutional strengthening and Coordination) in UNICEF Zambia will act as contract supervisor in close collaboration with the MCDSS focal point person. Day to day management of the assignment will be monitored by the MCDSS senior social welfare officer – statutory functions.

LOCATION AND DURATION

The assignment will take place both remote-based and on the ground in Zambia (Lusaka with selected field travel) expectedly between May 2021 and October 2021 (6 months).

PAYMENT SCHEDULE

Please refer to table of deliverables for payment schedule:

30% of fee upon completion of deliverables under task 1 and 2 above

30% of fee upon completion of deliverable under task 3 above

40% of fee upon completion of deliverable 4,5 & 6 above.

Each payment will be made upon submission of invoice with requisite outputs of this assignment. UNICEF holds the right to withhold payments if deliverables do not contain requisite detail, are not meeting minimum quality standards and are not of publishable standard.

QUALIFICATION/SPECIALIZED KNOWLEDGE AND EXPERIENCE

The consultant should have the following qualifications:

- Bachelor of Medicine and Bachelor of Surgery degrees (BScHB), a master's degree in medicine will be added advantage and
- Trained medical doctor specialized in psychiatry with more than 3 years' experience in quality psychiatry or clinical psychology is a must and
- Proven experience working with health and social welfare systems and supporting mental health and psychosocial support services, especially for children.

EVALUATION PROCESS AND METHODS

Interested applicants should present their CV as well as a technical and financial proposal:

- The technical proposal should indicate an initial proposal and methodology of how the consultant suggests the assignment will be approached (3 pages max).
- A financial proposal for the assignment will be presented separately.

Each proposal will be assessed first on its technical merits and subsequently on cost-effectiveness. The proposal obtaining the overall highest score after adding the scores for the technical and price proposals is the proposal that offers best value for money and will be recommended for award of the contract.

Technical proposal accounts for 70/100 whereas cost proposal accounts for 30/100 of the marks. Bidders will have to score at least 50 on the technical proposal to be considered further with the cost proposal.

Interested applicants should indicate their availability. Applications submitted without a rate in Zambian Kwacha will not be considered.

UNICEF is committed to diversity and inclusion within its workforce and encourages qualified female and male candidates from all national, religious and ethnic backgrounds, including persons living with disabilities, to apply.

ITEM	TECHNICAL EVALUATION CRITERIA	Points
1.0	Capacity, expertise and experience of the consultant	40
1.1	Relevant qualifications (Education background)	10
1.2	Relevant experience: <ul style="list-style-type: none"> • Related to child protection and MHPSS; 	30
2.0	Technical Proposal	30
2.1	Understanding of scope, objectives and completeness of response	10
2.2	Understanding of psychosocial needs of clients impacted by covid19.	10
2.3	Technical expertise in training and mentorship on MHPSS	10
3.0	Financial proposal	30

Only proposals which receive a minimum of 50 points under a technical evaluation will be considered technically compliant.

ADMINISTRATIVE ISSUES

- This assignment does not entail any access to UNICEF equipment, property or other services such as transport.
- Bidder shall be required to include the estimate cost of travel in the financial proposal. It is essential to clarify in the TOR that i) travel cost shall be calculated based on economy class travel, regardless of the length of travel and ii) costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC).
- Unexpected travels shall also be treated as above.
- The bidder should provide an all-inclusive cost in the financial proposal. Bidder should be reminded to factor in all cost implications incurred to carry out the assignment.
- UNICEF retains copy-right on all materials and data collected under this consultancy.
- Interviews if necessary, indicating for which experts/position (in general, the evaluation of experts is conducted on the basis of their CVs).