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## **Debriefing and Training of Counsellors and Volunteers**

### **Terms of Reference for Consultancy Services: “Debriefing and Training of Counsellors and Volunteers”**

**Funded by European Union**

**Implemented by Lifeline/Childline Zambia (LLCZ)**

**2021**

## 1. Introduction

Lifeline/Childline Zambia (LLCZ) is a non-profit making organization which provides psychosocial support services including telephone counselling to children and adults facing vices including child abuse, gender-based violence (GBV), health challenges, suicidal problems etc. The organization, which was established in 2003, is headquartered in Lusaka (Zambia) and has satellite offices in other provinces of Zambia. LLCZ runs two hotlines/toll free lines: 116 and 933; for children and adults respectively. The organization's hotlines run 24 hours per day and 365 days per year.

LLCZ is implementing a European Union supported project titled 'Scaling Up Lifeline/Childline Zambia to Respond to COVID-19.' The overall objective of the project is to improve access to GBV response services and reduce the risk of GBV for individuals impacted by COVID-19 in Zambia whilst the specific objective of the project is for LLCZ to have increased capacity to prevent and respond to the complex protection needs of survivors and those at risk of COVID-19 related GBV. Under the contract signed between LLCZ and the EU; LLCZ has a contractual obligation of hiring a Psychologist/Psychosocial Support Consultant to conduct debriefing services and training on resilience and vicarious trauma to the organization's counsellors and volunteers.

## 2. Problem Statement

Zambia, like any other nation on the globe, has not been spared from the scourge of the COVID-19 pandemic. Studies have indicated that one of the vices associated with the COVID-19 pandemic is gender-based violence (GBV) in its various manifestations. For instance, UN Women (2021) point out to the fact that, 'Since the outbreak of COVID-19, emerging data and reports from those on the front lines, have shown that all types of violence against women and girls, particularly domestic violence, has intensified.'<sup>1</sup> Correspondingly, LLCZ's data from the call centre also indicates an increase in GBV cases in Zambia especially in the era of the COVID-19 pandemic. LLCZ's counsellors and volunteers have been dealing with the cases of COVID-19, traumatic experiences and the workload thereof. Therefore, there is need for the organization's counsellors and volunteers to get psychosocial support and training on resilience; hence the need for a Psychologist/Psychosocial Support Consultant. It is against this background that the organization is seeking the services of an experienced Psychologist/Psychosocial Support Consultant to provide debriefing services and training on resilience and vicarious trauma to the organization's counsellors and volunteers.

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<sup>1</sup> UN Women. 2021. The Shadow Pandemic: Violence against women during COVID-19. Available at: [https://www.unwomen.org/en/news/in-focus/in-focus-gender-equality-in-covid-19-response/violence-against-women-during-covid-19?gclid=CjoKCQjwvYSEBhDjARIsAJMnolj9gytMfndTzRYQO3Z1QcSrL\\_bHnlR3l7TZ9Koh6DhF\\_BEj8m-xJoQaAhziEALw\\_wcB](https://www.unwomen.org/en/news/in-focus/in-focus-gender-equality-in-covid-19-response/violence-against-women-during-covid-19?gclid=CjoKCQjwvYSEBhDjARIsAJMnolj9gytMfndTzRYQO3Z1QcSrL_bHnlR3l7TZ9Koh6DhF_BEj8m-xJoQaAhziEALw_wcB)

### 3. Scope of Services

The Psychologist/Psychosocial Support Consultant is expected to perform the tasks outlined below:

- a) **Debriefing services to counsellors and volunteers:** The Psychologist/Psychosocial Support Consultant will establish a debriefing system and provide weekly debriefing services to 25 counsellors and volunteers to deal with vicarious trauma and boost their resilience and wellbeing. One on one debriefing sessions will be conducted with the counsellors. Ten days will be used for developing the debriefing system whilst 150 days will be for conducting the weekly debriefing sessions. The development of the debriefing system and delivery of the debriefing sessions will be conducted between May and December 31<sup>st</sup> 2021. The Psychologist/Psychosocial Support Consultant will write a report at the end of the assignment. The report will include the aim of the debriefing exercise, number of counsellors and volunteers debriefed, duration of the sessions, whether the exercise achieved its intended purpose, challenges, recommendations etc.
  
- b) **Training of counsellors on resilience and vicarious trauma:** The Psychologist/Psychosocial Support Consultant will develop the training manual and train counsellors and volunteers on resilience and vicarious trauma. The goal of the training is to equip the counsellors and volunteers with the resilience and coping mechanisms in the face of work-related stressors- especially workload and vicarious trauma. Therefore, 15 days will be utilized for designing the trainings and developing the training manual for the two 4-day trainings to be conducted twice. The trainees will be divided into two groups for the two training phases. Therefore, for phase one, two 4-day trainings will be conducted; similarly for phase two. The total number of days for the trainings is 16. The Psychologist/ Psychosocial Support Consultant will write a report at the end of the assignment that will highlight the steps covered in the training and how managers can support staff in building resilience.

### 4. Requirements

- University degree in psychology or social work with experience in mental health, An advanced university degree such a master's or PhD would be an added advantage.
- At least 7 years of professional work experience at national or international levels in psychosocial support and curriculum/manual development.
- Experience in working with populations needing psychosocial support such as survivors of GBV, child abuse, war, health pandemics etc.
- Knowledge of trends in COVID-19 and GBV trends in Zambia.
- Languages: Proficiency in English and a local Zambian language. The trainings will be conducted in English.
- Excellent Facilitation Skills.
- Report writing skills.
- Good interpersonal and written and oral communication.

## **5. Overall Deliverables**

The requested deliverables for the project are as follows:

- a) Establishing the debriefing system.
- b) Conducting weekly debriefing sessions for counsellors and volunteers.
- c) Designing the training: design of the curriculum, pedagogical support material, and training methodologies and techniques.
- d) Implementing training: implementation plan, and an intermediate implementation report with the available implementation relevant data (i.e.: number of counsellors and volunteers trained disaggregated by gender, number of hours of training, feedback loop data, overall challenges and lessons learnt, etc., attendance sheet of counsellors and volunteers, as well as any other available supporting documentation).
- e) Monitoring and evaluating the training and debriefing exercise: Final implementation report, with the same type of data/leveraging intermediate implementation report. The final implementation report will also include findings from the pre- and post-test, and any other relevant training material. Furthermore, the final implementation report will be consolidated and will cover all the activities Implemented during the assignment. The report will include the aim, activities, methodology, duration, number of participants, target, feedback from participants (in case of trainings), challenges and recommendations.

## **6. Duration of Assignment and Reporting Procedures**

The whole assignment will be executed in 191 days; it will begin in May and run not later than December 31<sup>st</sup> 2021. During the contracted period: 10 days will be for developing the debriefing system; 150 days for delivering the weekly debriefing exercise; 15 days will be for designing the trainings and developing the training manual; and 16 days for conducting two 4-day trainings to be conducted twice. The selected Psychologist/Consultant will report to the Chief Executive Officer.

## **7. Equipment and Support**

The selected consultant will be expected to use their own laptop. Support will be provided to the consultant by LLCZ via office space to conduct debriefings as well as logistical support for arranging training session.

## **8. Proposal Submission and Evaluation**

A technical proposal should be submitted with a cover letter and CV. The Technical Proposal (six pages maximum) shall clearly include, but not necessarily be limited to the following items:

- Introduction (including the consultant's understanding of the required assignment).
- Qualifications and relevant experience of the consultant (attach separately CVs of proposed person/ team).
- Debriefing plan and methodology.

- Proposed approach and methodology to address the training outputs as specified in the Terms of Reference.
- Work plan including time frame and topics to be delivered.
- Two references (including telephone numbers) and web links (pictures and videos) to your previous work, if available.

The evaluation of Technical Proposals will be according to the consideration of the following factors:

- i. Introduction (including the consultant's understanding of the required assignment)
- ii. Qualifications and relevant experience of the consultant and proposed team, in case of working with a team.
- iii. Proposed approach and methodology for conducting the assignment with preliminary time schedule.
- iv. Completeness and clarity of the proposal.

#### **9. Application Deadline**

The deadline for the submission of applications is Monday, 28<sup>th</sup> June 2021. The application documents should include a cover letter, CV and a proposal of not more than 6 pages. The email address for applications is [lifelinechildline@yahoo.com](mailto:lifelinechildline@yahoo.com). The subject line for the applications should read: 'Consultancy Services: Debriefing and Training.'