

**Provision of Psychosocial Support for Children on the Move
from the Horn of Africa and East Africa in Languages they
speak and understand**

**Terms of Reference for Counselling Services in
Arabic/Amharic, Kiswahili, and French:**

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 in partnership with UNICEF is implementing an EU supported project titled ‘The EU- INTPA-Global promotion of best practices for children in migration- CotM.’ One of the aims of the project is provision of psychosocial support especially counselling to children on the move. Under the auspices of the contract signed between LLCZ and UNICEF; LLCZ is obliged to hire 6 lay counsellors who speak Amharic/Arabic (2), Kiswahili (2) and French (2) in order to provide counselling service to children from East Africa and the Horn of Africa who do not understand local Zambian languages and English.

2. Problem Statement

Language barrier continue to pose as a challenge to the provision of quality psychosocial support (PSS) including counselling to children on the Move (CotM). This problem is compounded in the context of children on the move from East and Horn of Africa who find themselves in Zambia. These children are most of the times only able to communicate in languages spoken in their countries of origin. Some of the languages spoken by these children include Amharic, Arabic, Lingala, French and Swahili. While , Lifeline Childline Zambia’s National toll-free number 116 is dedicated to serving all children in Zambia regardless of their nationality, the organisation has been limited in its quest to provide comprehensive holistic psycho social support services due to lack of counsellors who are well conversant in speaking languages spoken in East and Horn of Africa.

This has meant that CotM in Zambia from East and Horn of Africa are not able to access the PSS services offered by the 116-toll free line. To address this gap; Lifeline ChildLine Zambia in partnership with UNICEF seeks to recruit volunteer counsellors of French; Swahili; Amharic and Arabic speaking languages. The volunteer counsellors’ capacities will be built around basic counselling and Psychological First Aid (PFA) to respond to the needs of CotM. Lifeline ChildLine will work closely with frontline officials such District Social Welfare; Immigration and Police Officers to receive referred cases

through the migration national referral mechanisms and case management systems. This will include CotM referred from Child-Care facilities (CCFs) and other safe spaces in need of PSS.

3. Number of Volunteer Counsellors Needed

- Arabic and Amharic speakers (2)
- French speakers (2)
- Kiswahili speakers (2)

4. Scope of Services

The counsellors are expected to perform the tasks outlined below:

- a) **Counselling:** The counsellors are expected to provide telephone and face to face counselling to the targeted children in either of the four languages i.e. Arabic/Amharic, French and Kiswahili.
- b) **Referral services:** To refer cases that need further attention to other partners such as Victim Support Unit, One Stop Centre, National Prosecution Authority, Social Welfare etc.

5. Requirements

- **Able to fluently communicate in Arabic/Amharic, French and Kiswahili**
- Have interest in working with children.
- Willingness to work with communities.
- Basic understanding in working with populations needing psychosocial support such as GBV survivors, child abuse survivors, children on the move, war, health pandemics etc.
- Report writing skills and willingness to learn more
- Good interpersonal and written and oral communication.
- English proficiency- good written and communication skills.
- Ability to work in a team setup

6. Overall Deliverables

The requested deliverables for the project are as follows:

- a) Providing counselling services via telephone and face to face.
- b) Referral services: To refer cases that need further attention to other partners such as Social Welfare, Victim Support Unit, One Stop Centre, National Prosecution Authority etc.

7. Duration of Assignment and Reporting Procedures

The assignment will be executed in 1 year beginning 1 September 2021.

8. Training and Support

The selected counsellors will receive further training in counselling and psychosocial support in general.

9. Evaluation of Applications

A cover letter and CV will be submitted for the application. The evaluation of applications will be according to the consideration of the following factors:

- i. Potential vis-à-vis the execution of the tasks under the position applied for.
- ii. Proficiency in speaking either of the four languages Arabic, Amharic, French and Kiswahili
- iii. Qualifications and relevant experience.
- iv. Ability to work with children especially children on the move and diverse actors and stakeholders.

10. Application Deadline

The deadline for the submission of applications is **Monday, 20th August 2021**. The application documents should include a cover letter and CV (including two referees). The email address for applications is lifelinechildline@yahoo.com. The subject line for the applications should read: 'Volunteer Counsellor.'