

Strengthen provision of Mental Health and Psychosocial Support Services; Protection Mainstreaming and Protection Response in Emergencies.

Terms of Reference for MENTAL Health and Psychosocial Support Services: “9 District Field Volunteers- Lusaka x 1, Lunga x 1, Shangombo x 1, Sioma x 1, Sikongo x 1, Limilunga x 1, Nalolo x 1, Gwembe x 1, Sinazongwe x 1

UNICEF

Implemented by Lifeline/Childline Zambia (LLCZ)

2025

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 UNICEF supported project titled “Strengthen provision of Mental Health and Psychosocial Support Services; Protection Mainstreaming and Protection Response in Emergencies”. This project is starting from March to May 2025. One of the aims of the project is provide mental health and psychosocial support especially counselling to communities in response to the drought situation. children on the move. Under the auspices of the contract signed between LLCZ and UNICEF; LLCZ is obliged to hire 9 District Field Volunteers to provide these services working together with the Ministry of Community Development and Social Services (MCDSS) at District level.

2. Number of District Field Volunteers Needed

- Lusaka x 1
- Lunga x 1
- Shangombo x 1
- Sioma x 1
- Sikongo x 1
- Limilunga x 1
- Nalolo x 1
- Gwembe x 1
- Sinazongwe x 1

3. Scope of Services

The district field volunteers are expected to perform the tasks outlined below:

-In collaboration with District Social Welfare Offices;

- a) Mobilize and sensitize communities on emergency response, **on Services providers, available services / package of services, and targeting criteria for each service as a way to empower the communities and vulnerable populations to know what services are available and who is eligible for services**
- b) Under supervision of district Social welfare Officers, support CDAs and CWACs in conducting onsite Case management to identify, assess, provider Psychosocial services and refer to other appropriate gender responsive services
- c) Sensitise communities on Gender Based Violence (GBV) and Protection from Sexual Exploitation and Abuse (PSEA) and Child Abuse
- d) Provide onsite counselling at the service access points such Nutrition and health services, cash and Food Distribution Points, and during community mobilization and sensitization activities
- e) Recording, and reporting, referral to appropriate services cases of GBV & PSEA and Child Abuse
- f) Forwarding cases of GBV, PSEA and Child Abuse to CDA or SWO for further Case management
- g) Setting up community protection / feedback help desks at services access points service access points such Nutrition and health services, cash and Food Distribution Points, and during community mobilization and sensitization activities Sensitising communities on the use of the two toll free lines 116 and 933 for reporting GBV, PSEA and Child Abuse cases; as well promoting the DMMU toll-free line 909
- h) Under supervision of District Social welfare officers and Child Helpline Compiling monthly field reports

4. Requirements

- **Able to speak fluently in the local languages spoken in each district**
- 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.
- Languages: Proficiency in the local languages spoken in each of these districts is a must.
- Report writing skills and willingness to learn more
- Good interpersonal and written and oral communication.
- Ability to work in a team setup
- Experience working with District Social Welfare Offices is an added advantage

5. Duration of Assignment and Reporting Procedures

The assignment will be executed within 3 months beginning 1 March 2025 to 31 May 2025.

6. Training and Support

The selected district field volunteers will receive further training in case management, counselling and psychosocial support in general.

7. Evaluation of Applications

A cover letter and CV should 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 local languages spoken in the identified districts
- iii. Qualifications and relevant experience.
- iv. Ability to work with children especially during emergencies

8. Application Deadline

The deadline for the submission of applications is **Monday, 7 March** 2025. The application documents should include a cover letter and CV (including two referees). The email address for applications is lifelinechildline@yahoo.com. Hard copy application documents can also be submitted at the nearest District Social Welfare Office in each of the 9 districts indicated above. The subject line for the applications should read: 'District Field Volunteers.'