**Individual psychosocial support consultations for GOAL staff in Turkey, Syria and Jordan**

**Terms of Reference (*TOR*)**

1. **Background**

GOAL is an International Humanitarian Organisation that has had a presence in Turkey since 2013 and has been contributing to the migrant response since 2016 with a focus on responding to needs in health service delivery, social safety nets and the protection of vulnerable and marginalised migrants in southern Turkey.

GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL is working in Idleb Governate, both through direct implementation and through partners, delivering food, non-food programming to highly vulnerable populations, and provision of Water, Sanitation and Hygiene (WASH) through suport to Water units, as well as emergency support to recently displaced households.

GOAL has been working in North Aleppo Governate since 2019, through direct implementation and through partners, delivering food, non-food programming to highly vulnerable populations, as well as emergency support for recently displaced household.

GOAL has two projects (ECHO funded LINK and PRM funded GREEN) in Turkey, LINK program targets refugees from nomadic / semi-nomadic backgrounds and those engaged in seasonal agricultural labor. LINK has been designed to address and mitigate protection concerns of the vulnerable / marginalized refugees through provision of critical information and raising their awareness on their rights, obligations and services available in Turkey, by sensitization/advocacy (targeting key stakeholders and service providers, etc.) activities, and Individual Protection Assistance (IPA) services to enable highly vulnerable refugees to access to basic, social and protective services available under the provisions of Temporary and International Protection regulations in Turkey. On the other hand, Green program aims to improve socioeconomic inclusion, resilience and self-sufficiency of highly vulnerable/excluded women and girls from host and refugee communities (Syrians as well as those living in program locations under the international protection regulation) including nomadic communities and seasonal agriculture workers from both communities through integrated and market driven livelihood opportunities and protection services, including language courses and vocational skills training on greenhouse production and agriculture; case management (CM)/coaching services, establishment of a women cooperative, protection outreach, information provision and awareness raising; and provision of special needs and individual protection assistance services.

1. **Purpose of the Service**

GOAL gives importance to the mental well-being of its staff as there are many challenges in the work that may test resilience. The external service providers/consultant shall support for organizations to develop and align staff care policy and practice, create an environment that builds staff and organizational resilience, and effectively manage individuals and teams working in high stress environments. The services shall be focused on helping staff and organizations prepare for, manage and cope, during and after a critical incident. Services delivered by specialists experienced in supporting organizations working in high-stress environments.

1. **All staff members (1100) based in Turkey, Syria and Jordan will have access to the consultation service when required at their discretion:**

* Service shall cover approximately 260 Turkish and Syrian Staff members based in Turkey.
* Service shall cover approximately 40 Jordanian Staff members based in Jordan.
* Service shall cover approximately 800 Syrian Staff working primarily in Syria.
* All sessions shall be confidential and as one on one interviews. Staff could receive PSS consultancy via Skype, telephone and in person/face to face when applicable.
* Goal covers up to sixteen (16) hours sessions of counselling per issue for the relevant staff member within a calendar year, subject to extension on a case-by-case basis.

1. **Service provision expectations:**

* A staff could contact a consultant via e-mail to schedule a session and this request shall be replied within 24 hours; a session shall be concluded within 1-3 following days according to selected consultant schedule. Note that staff has the option to select the consultant in terms of contact details, BIO of Consultant (This information will be circulated to staff by Goal Syria HR) as staff’s desire.
* Contact method of session should be determined during the scheduling of the session.
* Correspond to staff needs and requirements; both male and female counsellors shall be available to speak with staff.
* The required languages are Turkish, Arabic and English.
* Service providers shall support for organizations to develop and align staff care policy and practice, create an environment that builds staff and organizational resilience, and effectively manage individuals and teams working in high stress environments.
* Services shall be focused on helping staff and organizations prepare for, manage and cope, during and after a critical incident by considering data privacy.
* Services delivered by specialists experienced in supporting organizations working in high-stress environments. This service does not cover for medical treatment.
* Supplier is required to provide concise and clear reports on utilization of services (quarterly) and impact (annually).

1. **Qualifications and Requirements:**

* **Technical skills:** The Applicants’ consultant team members must have a Psychology or Psychiatry degree (preferably with a master’s degree in clinical psychology / psychiatry) with clinical background and experience in provision of support to refugee and migrant population.
* **Familiarity with the context:** Strong familiarity with the international literature and issues related to staff support practices in humanitarian contexts and relevant knowledge on trauma, vicarious traumatization, resilience, stress management, team dynamics and conflict management.
* **Language Skills:** The Applicant’s consultant team members must possess advanced Arabic, English and Turkish writing and speaking skills.
* **Guiding Principles and Values:** The Applicants’ consultant team members must commit to adherence to GOAL’s Code of conduct, PSEA and Child Protection Policy and confidentiality principles.
* **Skills and personal traits:** The Applicants’ consultant team members must demonstrate respect for diversity and the principle of non-discrimination.
* **Equal Opportunities:** The Applicants’ consultant team members are required to carry out the duties in accordance with the GOAL Equal Opportunities and Diversity principle.
* **Child Safeguarding:** The Applicants’ consultant team members are required to carry out the duties in accordance with the GOAL PSEA policy. GOAL deserve the right to include rigorous background checks to the selectin process.
* **Safeguarding our Staff:** The Applicants’ consultant team members are required to carry out the duties in accordance with the GOAL PSEA policy
* **Health and Safety:** The Applicants’ consultant team members are required to carry out the duties in accordance with GOAL Health and Safety policies and procedures.

1. **Other related issues:**

* The company can be located in either one of the GOAL areas of operation (Turkey, Syria and Jordan) or anywhere else.
* It is a benefit if the company has consultants with physical presence in one of the GOAL areas of operation (Turkey, Syria and Jordan), however this is not mandatory. The Face-to-face session can be planned if the company has consultants located in one of the GOAL areas of operation (Turkey, Syria and Jordan).

1. **Desired Service – Group Therapy**

* On top of the abovementioned services, GOAL desires a Group Therapy service from the applicant.The Applicants’ consultant team members shall have knowledge and experience of group therapy with GOAL staff members who need it.
* Service Provider shall decide on the type of therapy that would be beneficial to the staff.
* Service Provider shall create informative texts regarding the option of Group Therapy Sessions. A staff should be able to choose between individual and group sessions.
* The required languages are Turkish, Arabic and English.
* Group sessions shall include minimum 3 and maximum 6 staff whose therapeutical needs are similar and can be addressed in one group. Consultant decides which individuals are eligible for group therapy and creates the group as per the needs.
* Group Therapy might start with a specific number of staff and then can be extended according to the expertise of the consultant. In such circumstances every staff shall have 16 sessions individually.