



GOAL
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Individual Psychosocial Support Services for GOAL staff in Turkey, Syria and Jordan Ref: G-SY-ANT-HR-31024

Terms of Reference (TOR)

1. Background of GOAL

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 protection and self-reliance of vulnerable and marginalised migrants and host community members 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 support 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 (2) 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 labour. 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/capacity building (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 including nomadic communities and seasonal agriculture workers from both refugee and host 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.

2. 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/consultants shall provide support for the organization to develop and align staff care policies and practices, 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 conducting psychotherapy sessions to individuals who are working with international non-government organizations.

A. All staff members (1,110) based in Turkey, Syria and Jordan will have access to the consultation service when required at their discretion:

- Service shall cover approximately two hundred and seventy (270) Turkish and Syrian Staff members based in **Turkey**.
- Service shall cover approximately forty (40) Jordanian Staff members based in **Jordan**.
- Service shall cover approximately eight hundred (800) Syrian Staff working primarily in **Syria**.
- All sessions shall be confidential and delivered as individual one (1) to one (1) session. Staff could receive PSS consultancy via Skype, telephone and in person/face to face when applicable.
- GOAL covers up to sixteen (16) hourly sessions of counselling per issue for the relevant staff member within a calendar year, subject to extension on a case-by-case basis.

B. Service provision expectations:

- A staff member can contact a consultant via e-mail to schedule a session and this request shall be replied to within twenty-four (24) hours; a session shall be concluded within one to three (1-3) days following the request, according to the selected consultant's schedule. Note that staff have the option to select a consultant in terms of contact details, Biography of Consultant (This information will be circulated to staff by GOAL HR) upon staff's request.
- The Service Provider shall deliver individual one-to-one sessions with GOAL staff.
- Contact method of session should be determined during the scheduling of the session.
- Service should correspond to staff needs and requirements; both male and female consultants shall be available to speak with staff.
- The required languages are Turkish, Arabic and English. The Service Provider must have native-speaking male and female consultants in each of the three (3) languages – Turkish, Arabic & English. Translator assistance will not be accepted.
- Service Providers shall support the organization to develop and align staff care policies and practices, 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 with consideration for data privacy.
- Service Provider must demonstrate that all consultants have experience in counselling the employees of organizations that operate in high-stress environments and international humanitarian contexts. This service does not cover medical treatment.
- The Service Provider is required to provide concise and clear reports on utilization of services (quarterly) and impact (annually). These reports must be prepared with consideration of the confidentiality of the employee in accordance with Data Protection Legislation. The report template shall be agreed by GOAL and the Service Provider.

C. Qualifications and Requirements:

• Technical skills:

- ✓ The core business of the company that will provide consultancy services should be psychological consultancy. The Applicant company should provide the relevant reference(s) and documentation to prove the core business and quality.
- ✓ The Applicants consultant team members must have a Psychology degree (preferably with a master's degree in clinical psychology) with a clinical background. The consultants must have experience in providing psychological support to employees of organizations that operate in but are not limited to; International Development, Humanitarian and/or Emergency Response Organisation.

- ✓ The Applicants consultant team members should have at least five (5) years of experience in providing psychological support to employees of organizations that operate in including but not limited to; International Development, Humanitarian and/or Emergency Response Organisation.
- **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 Applicants consultant team members must be native speaking / bilingual proficiency in at least one of the three (3) languages; Turkish, Arabic and English - writing and speaking skills. Required language and gender balance is at least one (1) male and one (1) female for each language. Translator assistance will not be accepted.
- **Guiding Principles and Values:** The Applicants consultant team members must commit to adherence to GOAL's Code of conduct, PSEAH 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 PSEAH Policy. GOAL reserves the right to include rigorous background checks during the selection process.
- **Safeguarding our Staff:** The Applicants consultant team members are required to carry out the duties in accordance with the GOAL PSEAH 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.

D. Other Related Issues:

- The company can be in either one (1), or two (2) or all GOAL areas of operation (Turkey, Syria and Jordan) or elsewhere.
- It is beneficial if the company has consultants with physical presence in one (1), or two (2) or all GOAL areas of operation (Turkey, Syria and Jordan), ***however this is not mandatory.*** The Face-to-Face sessions can be planned if the company has consultants located in the GOAL areas of operation, and the employee who is seeking the support is residing in the same province (in Turkey, Syria and Jordan).

E. Desired Service – Group Therapy

- In addition to the abovementioned services, GOAL also desires a Group Therapy Service from the applicant. The Applicants consultant team members should have knowledge and experience of group therapy and carry out group therapy sessions with GOAL staff members when required.
- 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. GOAL staff members should be able to choose between individual and group sessions.
- The required languages are Turkish, Arabic and English.

- Group sessions shall include a minimum of three (3) and a maximum of six (6) GOAL staff members, whose therapeutical needs are similar and can be addressed in one (1) group. The Consultant will decide which individuals are eligible for group therapy and create the group as per the needs.
- Group Therapy may start with a specific number of staff and then can be extended according to the expertise of the consultant.