

Clarifications related to Invitation to Tender ref. G-SY-ANT-HR-31024 Psychosocial Support Services - Last updated 26/07/2022		
#	Clarifications Request	Answer
1	<p>Is it acceptable to provide psychosocial support virtually? Or is face to face support also required? If face to face support is required, what security standards are provided to consultants for insecure areas?</p>	<p>What we are looking for is primarily matching the right consultant with the staff member who needs counselling. What we mean by this is that if a staff member is seeking advice in a specific subject such as workplace stress, the best consultant who has the most experience and knowledge on this matter should be matched with them (for language too). So if they are not in the same province, online sessions are absolutely fine. In case the best consultant for a staff member is based in the same province and they both agree that physical presence would be more useful than they can go ahead with face-to-face sessions. This is how it has been for years and is very effective as we observe.</p> <p>We highly recommend having PSS sessions in person as a first option, however, if not affordable that should be fine. Keeping in mind that service provider needs to be well trained to conduct those session from distance.</p>
2	<p>What dialect of Arabic is required?</p>	<p>Jordanian/Syrian. Lebanese dialects should be fine.</p>
3	<p>What is the maximum number of sessions permitted for counselling?</p>	<p><u>“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.”</u></p> <p>Which means that a staff member can take up to 16 sessions on an issue such as marital problems, and in case the same person needs another set of 16 sessions on another subject later, such as work stress, then they are eligible to get support for these sessions also.</p>
4	<p>What psychosocial support has been offered so far within the country programme?</p>	<p><u>“To provide staff with access to one-on-one confidential consultations on a range of topics, at no cost to the staff member. Topics addressed in one-on-one consultations often including stress, anxiety, depression, sleeplessness, witnessing or being effected by a traumatic event, or any other topic that staff members may wish to speak about. Each</u></p>

		staff member is eligible for 16 sessions pre-approved.
5	Have you completed any Wellbeing Surveys or have any data on key stressors impacting staff wellbeing? If yes, can this please be shared.	We do not have such a survey.
6	What level of review has been undertaken into: how aligned staff care policies and practices are; to understand the current environment faced by individuals; and how individuals and teams are currently managing?	We set up group meeting with females for instance on a monthly basis to provide support and hear from them, out of these sessions staff then reach out to HR for support and seek clarifications to understand better working environment. On another hand, we are providing soft skills training to our staff. Moreover, we hired staff care in both Idlib and AZAZ to provide support to staff.
7	What is your attrition rate in the country programmes requiring this support?	For Jordan we have a minimum need, for Syria need is quite high, it depends on many factors which we cannot predict.
8	What kind of group therapy is it you require and what do you want the outcomes to be?	<p>Group therapy -broadly speaking- focuses on adult groups sharing a common experience under the guidance. And some of the aims of it in our plans are below.</p> <ul style="list-style-type: none"> • Promoting self-improvement • Providing support to team members • Creating mutual awareness • Development of self-awareness • Strengthening responsibility <p>In addition, considering that group therapy creates an open atmosphere of empathy based on shared experiences and growth opportunities, it would be very useful for teams working together, individuals who suffer from the same mental health problem (like depression or anxiety) or a common experience</p>

		<p>(COVID-19 might be a good example). So in many cases consultants might recommend group therapy as an adjunct to individual therapy patients.</p> <p>As per the ToR; “Service Provider shall decide on the type of therapy that would be beneficial to the staff” so this is rather decided case by case according to the need of the individuals and consultants’ general therapeutic approach. However, if we should mention the types, I can list the following types that we are specifically looking for and this is according to my knowledge on the field and deduction of our previous experience with psychosocial support services GOAL has offered earlier.</p> <ul style="list-style-type: none"> • Psychoeducational groups • Skills development groups • Cognitive behavioral groups • Support groups
<p>9</p>	<p>How do you interpret ‘Individual Psychosocial Support Consultation Services’? Is trauma support included in this definition. If not, do you require us to share details of this offering as well?</p>	<p>The term ‘psychosocial’ broadly refers to the “dynamic relationship between the psychological dimension of a person and the social dimension of a person”. ‘Psychosocial support’ refers to the actions that address both psychological and social needs of individuals, families, and communities. The reason why we choose to use Psychosocial support rather than psychological support is because we know that psychosocial support promotes the restoration of social cohesion and infrastructure especially within workplace.</p> <p>The aim of this service is to provide emotional, social and mental health care starting from PSS support one to one, helping staff to do self-care support when needed.</p> <p>Trauma support is also included in this definition, and we do expect the applicants to have a thorough understanding of each of these two concepts.</p>