

Terms of reference for a Helpline Counsellor/psychologist

- Project title: End Violence Against Children (EVAC): Preventing and Tackling Online Child Sexual Exploitation and Abuse in Bosnia & Herzegovina
- Engagement period: Three months (period April 15 to July 15, 2019), with possibilities to extension
- Implementing partners: UNICEF BiH, Save the Children and the International Forum of Solidarity – EMMAUS (BiH Child Protection Consortium)
- Donor agency: End Violence Against Children Fund

INTRODUCTION

International Forum of Solidarity – EMMAUS (IFS-EMMAUS) was established in BiH in 1999 with the aim of providing assistance to all vulnerable population groups. With over 263 employees and a network of offices in Sarajevo, Doboj East, Srebrenica and Zvornik, IFS-EMMAUS operates on the whole BiH territory and represents one of the largest self-sustainable NGOs in the country and the wider region. IFS-EMMAUS is one of few NGOs possessing an ISO 9001:2015 Certificate, guaranteeing the quality of services provided to its target groups, and is a member of the international organization EMMAUS International, which operates on four world continents.

The project herewith is part of a BiH Child Protection Consortium initiative (comprising UNICEF BiH, Save the Children and IFS-EMMAUS), that foresees a three-year action to support the government of BiH and communities to address these issues and tackle online child sexual exploitation and abuse (CSEA). Overall, the project will conduct advocacy and policy dialogue work with the BiH government and wider afield, strengthen systems, engage industry, develop appropriate support services for survivors, and raise community awareness. More specifically and as a platform for these activities, a BiH Safer Internet Centre (SIC) comprising Awareness Center, existing Hotline www.sigurnodijete.ba (that shall be strengthened), and Helpline will be established to raise awareness, enable protection and prevention of online CSEA in BiH, as well as ensure for capacity building of professionals working with children and media on these issues.

RATIONALE

With internet usage increasing rapidly in BiH, child sexual exploitation and abuse (CSEA) is a growing problem. Structural risk factors in BiH including slow economic development, poverty, inequality, and very high unemployment, make combating violence and online CSEA a challenge. In 2010, IFS-EMMAUS was entrusted by the BiH Ministry of Security for the establishment of the Bosnian Hotline for Reporting of Child Abuse and Exploitation www.sigurnodijete.ba. The Hotline achieved membership to INHOPE – International Association of Internet Hotlines in 2011, with linkages to Interpol ICSE Database and member hotlines through reporting procedures. The INHOPE Association is a world leading organization managing Hotlines for reporting inappropriate content online. With access to the worldwide database managed by INHOPE, efficient cooperation and data exchange with other members will contribute to efficient combat against the phenomenon in BiH, region and world.

IFS-EMMAUS Hotline operations also include awareness raising activities for children, teens and parents, on how to protect them from exploitation online; safer use of the Internet, cell phones, video games; and methods to prevent their misuse, as well as capacity building workshops for teacher and other professionals working with children.

There have been moderate responses to online CSEA in BiH, including actions of UNICEF BiH, Save the Children and IFS-EMMAUS that - in cooperation with the BiH government – contributed to the improvement of governance structures and the legal framework, raising community awareness of the problem, and improving support for survivors. The 2014–2015 Action Plan for child protection and prevention of VAC through information-communications technologies achieved a number of its aims with the support of Save the Children and IFS-EMMAUS, including: (a) establishing a Hotline in 2010 for reporting illegal and harmful content, (b) setting up a multi-sectoral National CSEA Advisory Board to coordinate actions, (c) developing, piloting and formal endorsement of training curricula for police academy and (d) drafting online CSEA education curricula for primary and secondary school children along with piloting teacher training. IFS-EMMAUS is recommended by the BiH Council of Ministers for the establishment of the National Safer Internet Center in BiH. Despite this progress, much remains to be done.

ENGAGEMENT PURPOSE AND GOAL

For the purposes of the project „Preventing and Tackling Online Child Sexual Exploitation and Abuse in Bosnia & Herzegovina” implemented by UNICEF, Save the Children and IFS-EMMAUS (BiH Child Protection Consortium), IFS-EMMAUS hiring the Consultant with relevant experience.

The task of the Consultant Psychologist will be provision of targeted psychologist support, crisis intervention services and referrals to ongoing assistance to victims and their parents; as well as assistance and support facility for provision of information and guidance to children, parents and professionals working with children on harmful and CSEA related contact/experiences and protection tools.

WORK METHODOLOGY

The scope and methodology of the work takes into account all relevant international, national and IFS-EMMAUS standards. The task is focused on the Safer Internet Center and Helpline establishment and strengthening of the existing services providing support to child victims of online abuse. Bidders are required to submit a technical offer and a financial offer, which need to include a description of the work methodology and a detailed description of the task implementation, as well as daily fee for service and number of days. The process will be conducted in line with a work calendar / timeline as adopted.

DUTIES AND RESPONSIBILITIES

IFS-EMMAUS Sarajevo Office staff will be in contact with the consultant on an ongoing basis.

Duties of the Consultant:

- The Consultant is required to maintain the contact with IFS-EMMAUS staff over the entire process and inform them, on a regular basis, of the process and seek information and guidance as necessary.

- The task of the Consultant will be to provide targeted psychologist support, crisis intervention services and referrals to ongoing assistance to victims and their parents; as well as assistance and support facility for provision of information and guidance to children, parents and professionals working with children on harmful and CSEA related contact/experiences and protection tools, within the agreed timeframe.
- The Consultant has a general managerial responsibility for the implementation of the above task.
- The Consultant is required to abide by the timeframe set for the consultancy work.
- The Consultant will be required to submit monthly report to IFS-EMMAUS.
- The Consultant is required to abide by the IFS-EMMAUS Child Protection Policy and the respective Code of Conduct in the implementation of all related activities and responsibilities.

Responsibilities on the part of IFS-EMMAUS:

- Provide all available documents to the Consultants;
- Facilitate access to necessary resources for efficient operation;
- Monitor the observance of specific deadlines; to facilitate access to necessary information;
- Lead, through all stages of the task implementation approving all deliverables and facilitate access to documentation (or a person) that is deemed relevant for the process;
- Share the task results with interested parties;
- Verify the quality required for all deliverables.

EXPECTED OUTCOME

Established Telephone assistance and support facility for provision of targeted support, crisis intervention services and referrals to ongoing assistance to victims and their parents; and

Established Online assistance and support facility for provision of information and guidance to children, parents and professionals working with children on harmful and CSEA related contact/experiences and protection tools.

TIMEFRAME

In for all tasks to be completed within the given time frame, the Consultant will be hired from 15 April to 15 July 2019, with possibilities to Contract extension. Consultant will prepare and implement a work plan in consultations and with support of the relevant staff of IFS-EMMAUS.

REQUIRED EXPERTISE AND EXPERIENCE

Minimum expertise and skills required:

- as a minimum, a university degree in psychology;
- at least 2 years of experience in the implementation of similar tasks, preferably with experience in providing counseling services and working with children;
- education or other formal form of training related to the field of child protection;
- additional expertise related to the child counselling and/or protection of children from abuse through ICT will be considered;
- priority experience in counseling work with children;
- excellent communication skills;
- fluency in English and Bosnian/Croatian/Serbian.

BUDGET

The Consultant should specify the fee expected for the engagement, including the currency in the document "Bidding Response". It is necessary to clearly describe all line items of the budget and explain their correlation with the proposed work methodology and plan.

SUBMISSION AND BIDDING PROCEDURE

Interested candidates must prepare and submit a bid (with attachments) in Bosnian/Croatian/Serbian in response to the above specific tasks. The bid must include the following:

1. Bidding response with a technical offer and a financial offer, which need to include a description of the work methodology and a detailed description of the task implementation, as well as daily fee for service and number of working days per week;
2. CV (maximum three pages) specifying the relevant experience.

Interested candidates should send their bids to sarajevo@mfs-emmaus.ba no later than Friday, April 12, 2019. Only short-listed candidates will be contacted.

Location: **Sarajevo, Bosnia and Herzegovina**

Contract: **Short-term Service Contract**

Closing date: **Friday, April 12, 2019**