

Terms of Reference

Capacity building in psycho-social counselling and peer support for a local faith-based organization, North Iraq

1. Project Information

Project Title:	“Strengthening the psychosocial and socio-economic resilience of conflict-affected communities in Northwest Iraq in the governorates of Ninewa and Duhok, Iraq”
Project Number:	P. 308-2020-007
Project Period:	01.08.2020 – 31.12.2023
Intervention period:	01.01.2021 – 31.12.2023
Overall Budget:	3,75 Mio. EUR
Project Donors:	German Federal Ministry for Economic Cooperation and Development (BMZ)
Project Partner:	Caritas Iraq

2. Service information

Title of intervention:	“Capacity building in psycho-social counselling and peer support for a local faith-based organization, North Iraq”
Short description:	Long-term capacity building in psycho-social counselling and peer support for specialized staff of a local faith-based organisation in North Iraq within the framework of a 3,5 year development aid project.
Intervention period:	01.01.2021 – 31.12.2023
Award criteria:	70% Quality criteria and 30% Price
Quality criteria:	<ul style="list-style-type: none">• Proof of qualification in mental health and psycho-social support (20%)• At least 5 years of professional experience in conducting trainings in the relevant field (20%)• Regional experience in Iraq (10%)• Arabic language skills (10%)• Experience in the context of faith-based organisations (5%)• Access to e-learning platform (5%)

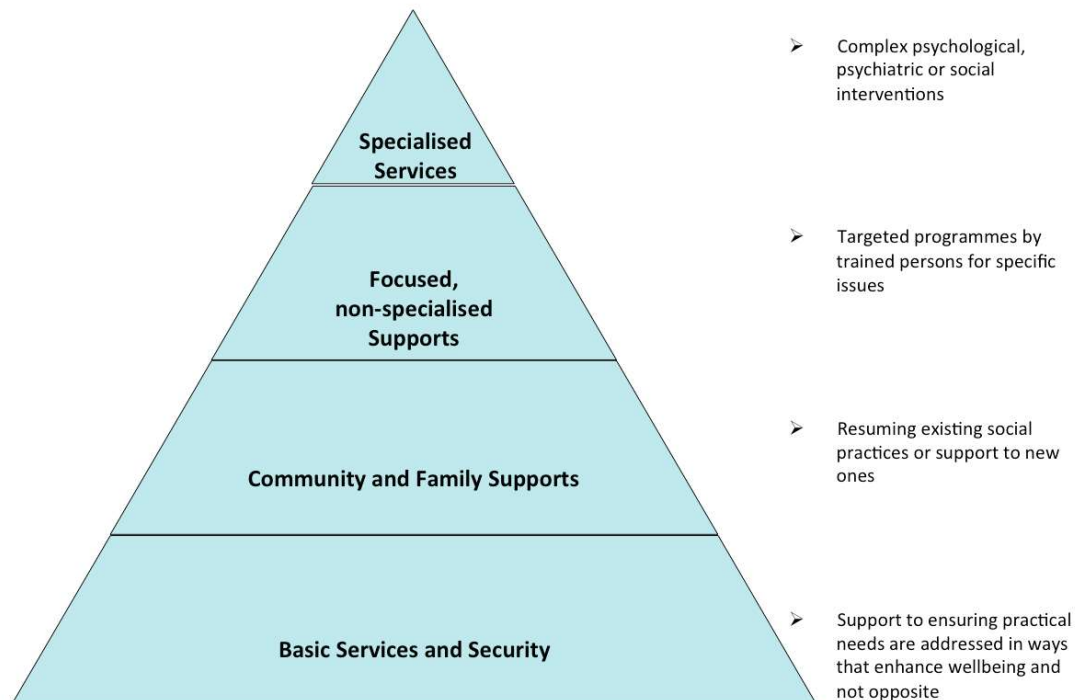
3. Background information and Context

a. Background

Iraq has been through many waves of conflict over the last decades that have left a legacy of conflict, poverty, instability, and weak governance. In 2020, Iraq continues to deal with the fall-out of these crises. The 2020 Humanitarian Needs Overview (HNO) identifies 4.1 million people in need, with particularly acute needs continue to be found in governorates involved in direct conflicts and in governorates that received a significant number of displaced people such as Duhok and Ninewa. Besides the economic damages, along with the human toll, the psychosocial impacts, though more difficult to measure, are immense and recent reports indicate an urgent need for psychosocial support services at all levels of the IASC MHPSS pyramid. Under the context of peaceful and inclusive coexistence and food security, Caritas Germany and Caritas Iraq within a BMZ funded project thus aim to increase the psychosocial and socio-economic resilience of conflict-affected households in the Governorates of Ninewa and Duhok in North-West Iraq. To achieve this objective, the psychosocial measures will focus on increasing the personal and interpersonal well-being of the individuals as well as strengthening their capacity to cope with stressors related to past and present conflicts.

b. Context:

The IASC Guideline for Mental Health and Psychosocial Support in emergency settings explains how in and after emergencies people are affected in different ways and require different kinds of supports. A key to organizing mental health and psychosocial support (MHPSS) is to develop a layered system of complementary supports that meets the needs of different groups (IASC, 2007)¹. This may be illustrated by a pyramid as shown in the figure below. All layers of the pyramid are important and should ideally be implemented concurrently.



In Iraq, much work has been done at the level of making various basic services more trauma-sensitive and also at the level of Psycho-Social Support (PSS) at community and family support level through

¹ IASC. (2007). *Guideline for Mental Health and PsychoSocial Support in Emergency Settings*. Retrieved from https://www.who.int/mental_health/emergencies/guidelines_iasc_mental_health_psychosocial_june_2007.pdf

workshops and groups sessions with women, children and men (bottom levels 1 and 2). Hardly any level 3 focused non-specialized support (like counselling services by trained and well supervised staff) are available in Iraq. Few specialized psychiatric and psychotherapeutic services are given by some government facilities and some NGOs (level 4).

Caritas Iraq, in its strategic planning process in August 2019, set out a strategic orientation for its MHPSS services for the coming years with the aim of closing the gap and offering focused- non-specialized PSS support services.

Current MHPSS services of Caritas Iraq are:

1. A series of three trainings in:
 - a. Trauma and recovery (4 half days training during one week)
 - b. Conflict management (4 half days training during one week)
 - c. Psycho-education (4 half days training during one week)

Persons who start as a group for the workshop a. usually continue with the same group for the workshops b. and c. Also the children come along with their mothers (various age groups, girls and boys mixed), and Caritas works with them on similar items as the mothers, but then in a way fitting for their age groups.

2. For adolescents: workshops in PSS and life skills.
3. Facilitated Support Groups, where the participants bring in the themes themselves and a Caritas staff member chairs the group.

Some of the women who need more in depth support are currently referred to one of the few psychologists and psychiatrists (fourth level service providers), but more often, those women who would need referral for more in-depth support are now not getting the required quality support.

Caritas Iraq wishes to continue and refine the current services and also add additional types of MHPSS services:

1. First level: training Community Care Givers (CCG), who are respected women in PSS groups. Caritas will train these women to give psycho-education in the community through groups, which they will lead. Caritas staff will continue to accompany these Community Care Givers, so that they may share their experience and do their work well.
2. Third level: individual counselling by well supervised and trained non-specialist staff. Caritas Iraq wishes a good number of its MHPSS staff also to learn counselling skills, so that individual level counselling, for which no government license is required, can be offered to those women, adolescents and men who need and ask for such services. Possibly staff may be specifically recruited to be trained and then work as counsellors.

To be able to provide needs-based, high-quality and accessible support, Caritas Germany, together with its implementing partner Caritas Iraq, intends to deliver a full training package for capacity building of Caritas Iraq's psycho-social support (PSS) staff and are thus looking for a qualified group consultant/specialized company to develop relevant interactive training modules in various aspects of the 2nd and 3rd level of the IASC MHPSS pyramid.

4. Objective of the Training

The trainings will support Caritas Iraq in reaching their strategic goals in the area of MHPSS support measures by enhancing already existing work with Community Care Givers and by preparing selected staff for conducting quality individual-level psychosocial counselling, to fill the above-mentioned gap

between the first and second level (PSS community and family support) and the fourth level (MHPSS specialized services such as psychotherapy and psychiatric assistance). The trained counsellors will be well supervised, in the beginning by the consultant(s) who gives the training, and later on by own Caritas staff, who will be recruited from the trained counsellors and receive further training in supervision.

The capacity building process shall be accompanied by close supervision throughout the whole period and should also include modules on staff care.

5. Scope of the Training

Thematic coverage:

The training should cover to subsequent areas of MHPSS support:

- 1) Training of Trainers (ToT) on how to train Community Care Givers (CCG), who will then be able to lead their own peer support groups
- 2) Training on psychosocial/lay counselling (Level 3 of IASC MHPSS pyramid) to be able to provide essential support for individuals suffering from symptoms of depression, anxiety and traumatic distress, as well as for clients who are showing somatic symptoms which are related to a psychosocial stressor. Severe mental health cases of psychiatric illness, such as psychosis or severe depression, will still require referral to a psychiatrist.
- 3) Training on staff care concepts
- 4) Ongoing supervision of the trainees

Time period:

- 1) ToT: estimated period of 2 weeks training, in the first months of 2021
- 2) Counselling: ongoing training with both on-site and online support and supervision, starting mid 2021 and ongoing until December 2023.
 - a. Theoretical part: approximately 6-8 modules á 2 weeks, within a time period of about 6-9 months (to allow for on-the-job participation)
 - b. Practical part: about 6-9 months of supervised counselling, starting after successful completion of theoretical part of the training
 - c. Supervision: accompanying activity, approximately 30 months
- 3) Staff care: Throughout the year, approximately two training sessions/year
- 4) Supervision: ongoing

Geographical focus:

North Iraq (Kurdistan Region of Iraq and Federal Iraq), with possible training locations in the cities of Duhok, Mosul and Zakho.

Due to Covid-19, part of the trainings might have to be conducted remotely.

Target group:

- 1) ToT: PSS staff of Caritas Iraq (social workers)
- 2) Counselling: selected PSS staff of Caritas Iraq, staff of local NGOs, staff of Directorate of Health Duhok
- 3) Staff care: selected PSS staff of Caritas Iraq
- 4) Supervision: participants of Counselling training, staff of Caritas Iraq

Estimated number of participants: 20 (ToT, staff care, supervision) to 25 (Counselling)

6. Approach and Methodology

The training should be based on a curriculum for psychosocial/lay counselling focusing on the following key psychosocial support skills: active listening, knowledge of stress and trauma, knowledge of resilience and grief, and the ability to convey an attitude of non-intrusive support that assists those affected to find their own solutions. It needs to consider the specific sociocultural origin and context of the individual's symptomatology, to emphasize personal empowerment and to promote a symmetrical relationship between counsellor and the individual seeking support. The client's perception, experience, their values and the values of the others involved in the situation should be the center of the counselling approach. The aim is to reach a shared understanding of the inner situation of the client. The curriculum should also be closely aligned to already existing MHPSS support measures provided by Caritas Iraq as well as to its strategic goals in the area of MHPSS to ensure a continued learning process for the staff.

Based on previous discussions with other organizations active in MHPSS support in Iraq as well as on the strategic goals of Caritas Iraq, we are aiming beyond existing, short-term interventions and instead are looking for a long-term accompaniment of Caritas Iraq through on-site workshops in Iraq as well as remote learning opportunities (e-learning), combining both theoretical knowledge and practical implementation. As the participants are all fully employed either in the a.m. project or in their respective organization (local NGO, Directorate of Health), the curriculum should be planned in a way that allows the participants to fulfill their tasks and does not require larger periods of leave from their jobs. In addition, the training should be accompanied by professional supervision by counsellors familiar with the Iraqi context and proficient in the Arabic language. The latter is especially important as due to Covid-19, part of the on-site workshops will also have to be conducted remotely.

Theoretical training:

In-depth transmission of knowledge on psychosocial counselling, including:

- Concept of psychosocial counselling
- Qualities of a counsellor (such as active listening, empathy, non-judgmental attitude, etc.)
- Basics of Psychology
- Steps of counselling session
- Case documentation
- Etc.

All contents of the training should ideally be reflected in small confidential groups with a trained psychotherapist to ensure not only the acquisition of knowledge + skills, but also enable self-experience and self-reflection.

Supervised practical work:

- Counselling sessions
- Supervision both individually (as needed) and as a group

Based on the results of the theoretical training, participants will start their work as counsellors under close supervision by qualified Arabic speaking trainers. To ensure a continuous support and supervision, options should be in place to conduct these remotely on a regular basis, with on-site seminars about 3-4 times per year (depending on need and circumstances).

7. Deliverables and Timeframe

Deliverables for the training are:

i. Inception report and Curriculum

The inception report should describe the overall training design and methodology with a detailed description of the methods and techniques applied, as well as a proposed timeframe for the activities and deliverables. In addition, a well-developed curriculum will be submitted by the consultants in order to demonstrate their understanding and planning of the capacity building goals.

The report should also take into account the current situation regarding Covid-19 and plan for both on-site and remote versions of the workshops and the supervision.

Both the inception report and the curriculum will be reviewed by Caritas Iraq and Caritas Germany; after approval, the report will form the basis of the capacity building procedure.

ii. Workshops/ e-learning:

- Deliver a 2-week on-site Training of Trainers on the topic of Community Care Givers/support groups with material prepared in English and Arabic
- Deliver a comprehensive training package on individual-level psychosocial counselling; the training should be organized in modules and in a way that allows for on the job training:
 - On-site workshops in North Iraq for approximately 25 persons, split into 6-8 modules á 2 weeks (approximate range).
 - E-learning opportunities for time between the training modules
 - Training material and exams in English and Arabic
 - Practical application of knowledge in the form of closely supervised counselling sessions conducted by trainees (after successful completion of theoretical training package) and subsequent exam and certificate for successful participation
- Training in staff care for PSS staff of BMZ project (on-site, approximately 1 week, twice a year)

iii. Supervision:

Continuous supervision by qualified counsellors fluent in Arabic and ideally with Iraqi background

- Physical supervision in North Iraq, approximately 3-4 times per year
- Option for remote supervision through a secure platform in line with relevant data protection regulations applicable (General Data Protection Regulation (GDPR) of the European Union)

iv. Coordination and Reporting:

Coordination and documentation of all training and supervision activities and all activities between the group consultants/consulting company, Caritas Germany and Caritas Iraq

- Ensuring everyone is informed and that there always is an informed consent
- Ensuring that indicators of project logframe related to the capacity building components are being met
- Regular follow-up with trainees regarding their homework

- Organization of exams
- Organizing the supervision sessions and controlling the online database for the documentation of supervision and counselling sessions/cases.
- Regular reporting of activities to Caritas Germany after each training module (theoretical phase) or every 3 months (practical phase). The format of the reporting will be agreed upon during the contract negotiation.
- Final report summarizing all components of the capacity building package (ToT, Counselling, Staff care, supervision)
- Maintain the confidentiality of any information exchanged, provided, or created during and after the program

v. Final Report:

The final report serves to illustrate the relevant outcomes related to the provided training package and supervision, taking into account all aspects listed in the ToR. It should point out weaknesses and strength of the applied methodology and consider any existing future needs in terms of capacity building of Caritas Iraq to reach the strategic goals as stated above. The report is subject to approval by Caritas Iraq and Caritas Germany.

The report should be delivered in English and Arabic.

8. Timeframe for Deliverables

The actual capacity building work is to be carried out from beginning of 2021 until December 2023. The ToT should take place before April 2021, with the exact time of the training depending on the development of the situation regarding Covid-19 and related travel restrictions. The counselling and supervision should start subsequently and should be finalized within a time period of approximately 18 months, with the supervision continuing throughout the project period until December 2023.

The timeline for the activities consists of the following phases:

Preparation Phase: January – February 2021

- Analysis of relevant project documents, as well as further research
- Preparation of inception report and exchange with Caritas Iraq and Caritas Germany
- Agreement on training methodologies and time frame with Caritas Iraq and Caritas Germany

Training Phase: March 2021 – June 2023

- On-site ToT training
- Counselling training on-site and online
- Supervision (remote and on-site)
- Validation workshop involving Caritas Iraq and Caritas Germany (in Duhok, North Iraq)

Supervision Phase: July 2021 – December 2023

Ongoing supervision (remote and on-site) will continue for staff conducting individual counselling sessions after the successful completion of the counselling training (receipt of certificate).

Synthesis Phase: November – December 2023

- Reporting including lessons learnt workshop
- Draft final report
- Produce final report including revision as per feedback

The key products expected for the capacity building package are the following:

Deliverable	Dates*
Inception Report and Curriculum	6 weeks after contract conclusion; Estimated date: 15.02.2021
Report ToT	2 weeks after completion of training
Report Staff care	2 weeks after completion of training module(s)
Report Counselling: Interim reports (short summary of main activities and outcomes): Final report (Summary of theoretical and practical part and reporting on corresponding indicators):	2 weeks after the completion of each training module (theoretical part) Quarterly reports for supervised counselling sessions (practical part) 3 weeks after completion of training package and certification of participants
Final Report	December 2023

*The exact dates for the submission of the deliverables will depend on the date of contract conclusion and the timeline of the training components.

9. Roles and Responsibilities

Transport and Accommodation:

International transport will be arranged by the consultant; Caritas Iraq is responsible for organizing and facilitating the logistics in Iraq, including travel to training location(s) and accommodation. Any costs associated with travel and transportation will be covered by Caritas Germany.²

Visa:

Caritas Germany and Caritas Iraq will make the necessary arrangements for visa and entry procedures. Any costs associated to visa issuance will be covered by Caritas Germany.

Security:

Consultants are fully responsible for arranging, at their own expense, such life, health and other forms of insurance covering the period of their services on behalf of Caritas Germany as they consider appropriate.

The consultant is also responsible for inquiring about the general security situation in Iraq in general and in the location(s) of the training before the assignment and for obtaining information from Caritas Germany desk officer about the security situation, adequate behavior and possible risks in the

² Travel by air by the most direct and economical route is the normal mode for travel at the expense of Caritas Germany. Such travel will be by economy class and second class by rail.

location of the training. The consultant is obliged to comply with the rules set out in this concept as well as the local Caritas Germany security plans applicable on site (will be provided after completion of the contract). A security briefing will be provided by the Caritas Germany Program advisor in Erbil and the responsible Caritas Iraq team in the training locations.

Communication:

Laptop is provided by the consultant. Caritas Iraq and Caritas Germany will provide access to all relevant project documents.

The consultant will be working under and reporting to the Caritas Germany desk officer and the Caritas Germany Program advisor, in close coordination with the Caritas Iraq BMZ project coordinator during the contract term.

10. Guiding Principles & Donor concepts

The consultant is to conduct the training in accordance with the principles outlined in the Ethical Guidelines (See *Annex 1*)

The consultant must take all required steps to ensure that the training is designed and conducted to respect and protect the rights and welfare of the people and the communities of which they are members, as well as to ensure that the training is technically accurate, reliable, and legitimate, and conducted in a transparent and impartial manner.

11. Professional Qualification and Experience

The consultant should meet with the following, required skills and competence profile:

- In-depth knowledge and experience in psychosocial counselling and psychosocial interventions within level 1 and 2 of the IASC MHPSS pyramid; **Required**
- Minimum qualification of a master's degree or equivalent combination of education and at least 5 years of relevant work experience in psychology/social work with focus on mental health and psychosocial support; **Required**
- Experience in long-term capacity-building in the area of MHPSS in conflict-affected regions; **Required**
- Access to system/platform to offer e-learning and online supervision in line with the General Data Protection Regulation (GDPR) of the European Union; **Required**
- Regional experience and knowledge of the humanitarian setting in Iraq; **Required**
- Fluency in written and spoken English, in conjunction with good skills in spoken Arabic **Required**
- Excellent Facilitation and Communication Skills; **Required**
- Familiarity with transparency and Accountability towards beneficiaries processes and their values **Required**
- Good understanding and appropriate sensitivity in regards to different cultures and traditions **Required**
- Previous working experience with faith-based organizations and awareness of church settings; **Desired**
- The consultant shall be familiar with the Caritas context, its network and way of operations; **Desired**

12. Terms of Payment

The evaluator is to receive payment from Caritas Germany in instalments:

1) Training of Trainers Community Care Givers

- **1st payment:** 50% of the calculated costs of this training component upon signing the contract;
- **Final payment:** 50% upon the submission of the final report, subject to its acceptance by Caritas Germany.

2) Psychosocial Counselling + Supervision

As the psychosocial counselling training and the accompanying supervision will be spread over a long period of time (approximately 30 months), the payments will be based on a cost estimation plan, with the amounts being paid in instalments upon receipt of the relevant reports:

- **1st payment:** Advance payment for expenses related to preparatory phase and implementation of 1st training module;
- **Consecutive payments:** reimbursement of all costs related to training module (trainer fees, material, transport & accommodation, etc.) after submission of interim report for each training module (subject to its acceptance by Caritas Germany);

3) Staff care

- **1st payment:** 50% of the calculated costs of this training component upon signing the contract;
- **Final payment:** 50% upon the submission of the final report, subject to its acceptance by Caritas Germany.

Caritas Germany will not settle any payment unless the consultancy institution accomplished all the tasks in a timely fashion and according to the contractual agreements. The basis for payment scheduling is to be determined during contract negotiations.

13. Application Procedure

Interested candidates should submit their application material by 12pm (CET) on October 28th, 2020. The application has to be submitted by post (hardcopy) in a sealed envelope³, stating the reference “Tender Iraq 2020” and “not to be opened before October 29, 2020”. The application should include the following components:

- Curriculum Vitae (CV) of involved consultants including relevant experiences regarding the present capacity building package, at least 3 relevant referrals, and indication of daily rates;
- Cover letter transparently summarizing relevant experience in mental health and psychosocial support as well as practical experience in planning and conducting a.m. trainings;
- A technical proposal for the training, including the proposed methodology, work plan and timeframe of all activities;
- Financial proposal⁴ indicating all the costs related to the completion of the service, including the proposed fee, currency and terms of payment and the validity of the offer. The financial proposal should clearly show the costs of the separate components of the capacity building package (ToT, Counselling, staff care, supervision).
- A sample of recent capacity-building project relevant to the terms of reference stated above.

Inquiries:

In case of questions regarding the ToR and the application procedure, inquiries can be made under the following email address:

Email: tender@caritas.de

Submission:

The proposal should be in a sealed envelope, stating the reference “Tender Iraq 2020” and “not to be opened before October 29, 2020” and addressed to:

Deutscher Caritasverband e.V.

Birgit Schubert
Caritas Germany
Karlstraße 40,
79104 Freiburg

Homepage: <http://www.caritas-international.de>

³ For the transportation by post, the sealed envelope should again be put in another envelope, stating the a.m. address.

⁴ See Financial Proposal *Annex 2*

14. Annex - Financial Proposal

The financial proposal shall be submitted in Euro and shall take into account various expenses incurred by the consultant during the contract period. The financial proposal shall include a breakdown of the lump sum per training component and by the below categories:

- **Professional Fees (per diem):**
 - Maximum working days (1 working day = 8 hours) _____ , -EUR
 - ____% VAT

- **Travel Cost (per diem):**
 - International travel cost (Air fare for the most direct, economical route)
 - Accommodation

- **Any additional Charges:**
 - Travel insurance
 - Visa
 - Translation cost if any

The payment will be effected only upon confirmation of Caritas Germany, following the handover of contractually required documents in a satisfactory manner. More details regarding our General Terms and Conditions for Consultancy and Expertise Contracts will be provided at the beginning of the contract negotiations.

We are looking for a cost-effective proposal. Please submit your proposal including an expected budget outline based on the aforementioned aspects.