



TERMS OF REFERENCE

An External Collaborator for SOS phone line for children and youth

Duration of Assignment:

1 external collaborator * 8 working days

Preferred period of assignment: December 2018

Purpose of the consultancy:

The purpose of this activity is to prepare a Development plan for the SOS phone line for children and youth in order to improve the current work of the SOS line. The plan should provide references for strategical development of the SOS line, for sustainability of the service and harmonisation with the European number of SOS phone lines 116 111. The plan should be also based on the recommendations from the monitoring and supervision workshops which were held prior in 2018. The recommendations from the monitoring and supervision workshops will be on disposal to the selected external collaborator.

Proposed venue: Macedonia (Megjashi's office)

Dates of assignment: from 10.12.2018 to 28.12.2018

Short information about SOS phone line:

SOS phone line for children and youth has been functioning within the First Children's Embassy in the World Megjashi since 1993 and this year the SOS phone line celebrates its 25th anniversary. During the 25th years of existence, it has grown from the SOS phone to service including individual counselling of children, psychological as well as legal counselling. All the services are provided for free of charge. Working hours of the SOS phone line is every working day from 09 to 17h, and the phone number is 0800 1 2222.

This line is open for children, parents, other family members, all employees in educational institutions, as well as all those who need additional information about the children's rights or if they would like to report some doubt about child rights violence. Specially trained volunteers have answered on the phone and provide free informative, emotional and psychosocial support to callers during the conversation.

Duties of the staff members and the volunteers are following: - Work on the SOS phone; - Strict adherence to SOS telephone procedures; - Continuous work with clients; - Patient, timely and precise reporting of clients' data and calls to SOS phone; - Assessment of the needs of SOS clients; - Cooperation with institutions and other organizations in order to provide assistance and support to children; - Field work; - Monitoring concrete cases; - Regular updating of the database and keeping statistics; - Close cooperation with team members in meeting program objectives; - Logistics and research work within the program.

More information about the SOS phone line (annual reports, reported cases, methodological analysis) is available at the web page of the Children's Embassy Megjashi www.childrensembassy.org.mk

The development plan should include the following aspects of SOS phone line:

- *Quality of service* – this refers to the child helpline's availability, efficiency and variety of ways to react the diverse needs of children. It also indicates the methods the child helpline is capable of offering and how well the counsellors are prepared to react to the problems of children and youth.
- *Governance* - This refers to the capacity building of staff; the descriptions of the work tasks and responsibilities, annual reports; how the SOS child helpline manages the collected data and maintains its confidentiality and data protection commitments.

The expert will be responsible for:

- To prepare Development plan followed by conclusions and recommendations for improvement of the work of SOS phone line
- Deliver documents and other deliverables on a timely manner
- After the completion of the assignment should provide a Final report about the engagement in Macedonian and English language.
- To intensify the implementation of the rules, procedures, annual reports, reported cases, methodology for recording the cases and other relevant things (regarding SOS phone line for children and youth)

Duration and timeframe

The contract of the assignment should be for 1 (one) external collaborator for 8 (eight) working days in total within the timeframe of half a month, preferable throughout the period starting from 10.12.2018.

Qualifications and competences of the expert

- Advanced degree
- A minimum of three (3) years' experience in working in non-governmental organizations
- A minimum of three (3) years' experience in working with volunteers
- A minimum of three (3) years' experience in working and planning with young people
- Excellent analytical, oral and written communication skills in Macedonian and English.
- Strong communications skills
- Strong interpersonal skills and the ability to communicate and work well with diverse people.

Application procedure

Applications must be sent in English and entail the following:

- Expression of Interest and availability;
- CV should be presented;
- Two references from similar assignments
- Expected remuneration, in the form of gross fee per day

Expression of Interest clearly marked “Expression of Interest for Expert for External Collaborator for SOS phone line for children and youth” can be submitted electronically at the following email: freelegalservice@childresembassy.org.mk . The expression of interest should be received no later than 07.12.2018 (24:00)