



TERMS OF REFERENCE

An Expert Psychologist for improvement of the effectiveness of the 'SOS helpline for children and youth' service

Background:

The First Children's Embassy in the World Megjashi (FCEWM; Megjashi) is a non-governmental, non-partisan and non-profit organization with the purpose to protect children and their rights.

In the last three years Megjashi is implementing a project "Let's take the rights in our hands", in partnership with Save the Children Kosovo and financially supported by the Government of Sweden. Part of the project is the SOS service for children and youth as an important part of the child protection system, especially in light of prevention and providing support in cases of violation of any child rights.

As the last year analysis of the SOS helpline work has revealed, there are several issues that need to be addressed to improve its function and adjust it to the changed circumstances. To that purpose, to meet the recommendations provided in the analysis, it was identified that an external expert psychologist would be needed to improve the SOS helpline functioning.

Duration of Assignment:

1 external expert * 40 working days

Preferred period of assignment: February - December 2020

Purpose of the consultancy:

The purpose of this engagement is to give a continuous assistance to the SOS coordinator about the cases in order to better respond to the requirements of the callers and the child protection system.

The stream of the calls in the second half of the 2019 has underlined the necessity and importance to have an expert that can help in providing more precise and timely analysis of the reported cases, can facilitate and promote the cooperation with other relevant institutions and organizations (public and non-profit), but also to provide professional guidance of the volunteers at the SOS Centre, as they are an important part of the SOS helpline promotion as a tool for child rights protection.

The benefit of having an external psychologist expert will be higher responsiveness of the services through timely analysis of reported cases and improved cooperation with other stakeholders, while the volunteering practice will be brought to a higher level by providing guidance and training, as recommended within the analysis of the current position of the SOS helpline, developed during 2019.

The expert psychologist will be engaged with 4 days in a month (one day per week), for 10 months. All recorded cases at the SOS phone line for children and youth during the week will be at disposal to the external collaborator. In addition, the developed plan for improvement of the volunteers' engagement will be shared with the expert and he/she will provide advice on the volunteers' capacities development.



Proposed venue: Macedonia (Megjashi's office)

Dates of assignment: February – December 2020: 4 days per month, with one-month brake during the summer period

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 27th anniversary. During the 27 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 08 to 16h, and the same landline phone number of Magjashi - +389 2 2465316 is used for this service.

'SOS phone for children and youth' offers help and support services for children and ensures children's fundamental rights to be heard. 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 provided free informative, emotional and psychosocial support to callers during the conversation.

Duties of the staff members and the volunteers include: - Answering the calls at the SOS helpline for children and youth; - 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 expert's responsibilities

In order to provide continuous assistance to the SOS phone line for children and youth coordinator, the expert will

- Provide timely and detailed analysis of recorded cases on a weekly basis. The analysis will entail: a) review of cases; b) discussion with the SOS coordinator and volunteers/operators if applicable for the analysed week, focusing on the problems they encountered in certain cases, advice how to overcome the dilemmas and raised issues, if any; c) review of institutions contacted for the purposes of advice or help for the cases and checking out if the contacts were beneficial or not and if not how it can be improved.
- Lead mentoring conversation with volunteers once a month or a focus group discussion with volunteers, as per expert's estimation and provide training for volunteers for areas identified as relevant. The mentoring conversations will enhance the volunteers' motivation.



- Provide an action plan for improving cooperation with relevant institutions in direction of more meaningful cooperation and common action in cases that are of great importance and relevance. The action plan development should include interviews with SOS coordinator, the management of Megjashi but also other employees to identify good examples of cooperation and use as a model, considering the responses from the relevant institutions so far and finding out where and how it can be improved in terms of identification of complementary actions among stakeholders to the best interest of the child in question. A special focus should be put on cooperation with schools, in order to find ways how the SOS service get closer to children, and be promoted as a tool for child rights education and promotion. This might contribute towards full integration of the SOS telephone line for children and youth in the national system of child protection.
- Deliver monthly reports about the engagement in Macedonian and English language.
- After the completion of the assignment should provide a Final report about the engagement in Macedonian and English language.

Duration and timeframe

The contract of the assignment should be for 1 (one) external collaborator for 40 (forty) working days in total within the timeframe of ten months, throughout the period starting from February 2020. It is expected the expert to start immediately after the notification of selection.

Qualifications and competences of the expert

- Advanced degree in psychology
- A minimum of three (3) years' experience in working in non-governmental organizations
- A minimum of three (3) years' experience in making analysis and researches
- 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

Application clearly marked "Expression of Interest for an Expert Psychologist for improvement of the effectiveness of the 'SOS helpline for children and youth' service" can be submitted electronically at the following email:



freelegalservice@childrensembassy.org.mk . **The Application should be received no later than 18.02.2020 (23:59)**