

Terms of References

for a local organization

To Strengthen the Capacity of the Child Helpline Operators

1. Background

The Government of Georgia announced its commitment to be a Pathfinding country under the Global Partnership to End Violence against Children¹ hence committed itself to accelerate efforts to prevent and provide adequate response to violence against children. In September 2016, the Government of Georgia adopted a decree on Child Protection Referral Procedures.² As part of this decree, the Government created a state coordination mechanism, mobilizing all state agencies working with children and municipalities to identify refer and respond to violence against children (VAC) in a cohesive way. Implementation of this mechanism was supported by the European Union (EU) and UNICEF.

VAC in families³, residential care, foster care⁴ and educational institutions⁵ remain a significant problem with 69 per cent of children experiencing violent discipline.⁶ Major underlying reasons are social norms and beliefs that the use of physical violence against children is acceptable and that physical forms of punishment are more effective than non-violent parenting techniques.

The confidence of the public to report cases of violence to competent authorities is on the rise. According to the Social Service Agency and General Prosecutor's Office, the number of child victims of violence referred to the Social Service Agency has been increasing annually. In 2019, 986 cases of violence against children were reported to the State Care Agency, while this number increased to 1,560 in 2021.

However, national capacities for identification, referral and response to VAC remain insufficient. Regulated by the Child Protection Referral Procedures, mentioned above, the referrals get collected by the State Care Agency⁷, which is responsible for ultimate validation of VAC and addressing the needs of the victims. There is a limited number and variety of rehabilitation and support services for child victims of violence in the country.

¹ For more information about the Partnership visit <http://www.end-violence.org/about-us>

² Order # 437 by the Government of Georgia on the Approval of the Child Protection Referral Procedures; 12 September 2016, Tbilisi.

³ Based on 2018 Georgia MICS (Multiple Indicator Cluster Survey), 68.8% of children in Georgia are subject to any forms of violent disciplining. (report available at <https://www.unicef.org/georgia/reports/2018-georgia-mics-multiple-indicator-cluster-survey>)

⁴ "Monitoring of Child Care System – Effectiveness of Alternative Care Special report", report developed by the Public Defender's Office; 2018

⁵ PDO report "Violence Against Children in General Educational Institutions", special report of the Public Defender, 2017

⁶ National Statistics Office of Georgia. 2019. Georgia Multiple Indicator Cluster Survey 2018, Survey Findings Report. Tbilisi, Georgia: National Statistics Office of Georgia.

⁷ Since January 2020, this function moved to the Agency of State Care and Assistance for the Victims of Human Trafficking

Moreover, the COVID-19 pandemic puts children under increased risk of violence due to increased level of stress and anxiety among caregivers as well as children, especially for children in institutional care.

With an initiative of the Human Rights and Civil Integration Committee of the Parliament of Georgia, the Ministry of Internally Displaced Persons from Occupied Territories, Labour, Health and Social Affairs (MoIDPOTLHSA), the LEPL Agency for State Care and Assistance for the (Statutory) Victims of Human Trafficking (State Care Agency) and with support from UNICEF, a child hotline⁸ “111” was created as a response to the COVID-19 pandemic outbreak. The main purpose of the service is to: 1) facilitate access to services (social, health, educational) and benefits for children and families offered by state and municipal structures; and 2) provide psychological support to children and families during the COVID-19 pandemic.

The hotline began operating at the end of April 2020 under the supervision and management of the State Care Agency under MoIDPOTLHSA. The legislative basis for launching the hotline service was a Resolution No. 701 issued on 21 April 2020 by the Government of Georgia, as part of the legal framework developed in response to the COVID-19 pandemic.

The hotline service is free. The working hours is 24/7. The hotline employs 11 people: 8 operators, 2 psychologists and 1 coordinator. At the outset of hotline service, the hotline operators received online training on available services and procedures within government structures as well as effective communication including asking the questions in right manner, using clarifying questions, and determining the problem and response. The hotline staff is supported by additional personnel of the LEPL when required.

The hotline assists parents/caregivers of young children by providing them with information about state and municipal services and benefits for children and families or referring them to the particular state providers of different services. More calls are received from parents than children. Information about existence of the hotline is very low among children, especially with most vulnerable ones. The hotline is mostly oriented to provide referrals and is unable to provide quality child focused online services. In addition, operators need to have improved skills to better serve children.

Children who experienced violence need to have a safe and accessible channel to report violence, seek help and get immediate counselling. Work is currently underway to transform the child hotline into a child helpline, by retraining the operators and implementing the newly created concept, it will be possible to achieve this goal. Training operators in developed procedures and protocols, increasing their awareness, will help them use child-friendly approaches, case management and follow standard operating procedures. After the transformation, the child helpline will provide direct services, including, but not limited to counselling, referral and active listening. The core principle of a child helpline will be the protection of children. A child helpline will provide emergency assistance and links children to long-term services. A child helpline will

⁸ The term “hotline” refers to the existing model with the main function to refer children to the available services existed at the central and municipal level. After the modifications considered under this initiative the hotline will be transformed to a child helpline, or a separate line will be established to suggest children active listening, counseling service and referral to the responsible agencies in case of child rights violation

preferably be accessible to children and young people around the clock and free of cost, enabling children to contact someone in any emergency situation; it will provide children and young people with an opportunity to express their concerns and talk about the issues directly affecting them. A child helpline will be founded on the belief that children and young people have rights, and that they themselves can best identify their problems if they are equipped with the proper tools.

As part of the child hotline transformation process, UNICEF, in partnership with major stakeholders in Georgia, has developed a child helpline concept. This Concept defines child helpline approaches in various areas⁹. With UNICEF technical support, standard operational procedures¹⁰ and policy documents¹¹ have been developed.

The current Terms of Reference is addressing the development of training programmes based on developed guidelines, child rights, the best interests of the child, effective communication with children, capacity building of child helpline operators and management.

2. Overall objective of the Assignment

The overall objective of the assignment is to provide technical assistance to enhance the capacity of child helpline employees to fulfil requirements of the child helpline concept and employees' competency framework. This will require support to the State Care Agency to enhance capacity of the employees of the child helpline on procedures, legislation, relevant working methodology, instruments, and development of their competencies to assist children through child friendly approaches.

3. Specific Tasks:

Assignment for the local organization shall be carried out in the following directions:

1. Develop a training module for the child helpline employees which should develop the following competencies:
 - Support the realization of children's rights and their implementation;
 - Act in accordance with the rules of ethical and professional conduct;
 - Effectively communication with children;

⁹ Legal basis of Child helpline 111, its goals, services provided by the helpline, basic principles and characteristics of the helpline, helpline target group, accessibility of the helpline, privacy and child protection policy, agencies involved in service delivery, their roles and responsibilities, composition, role and responsibilities of employees involved in service delivery, qualification of the helpline team, the need and function of a professional supervisor, quality assurance mechanism, rule of call documentation and case management, follow up on the referred cases, governance and coordination, case recording, data collection guidelines, children participation service design and monitoring.

¹⁰ Case management, Bomb threats; Silent call management; Suicidal call management; Masturbation call management

¹¹ Child protection policy; Confidentiality and personal data protection policy; Employee competency framework; helpline quality management.

- Adapting working methods to the needs and personal characteristics of each child;
- Cooperate with other sectors (non-governmental/governmental/civil/international) and effectively coordinate services;
- Effective and proper use of the concept of the child helpline, Child Protection Policy Document, Confidentiality & Personal Data Protection Policy, Case Management, SOP's and other work tools;

The training module should be reviewed by UNICEF and agreed and approved by the State Care Agency.

2. Conduct in-depth specialization trainings for the child helpline trainers/supervisors' they will be responsible to strengthen existing and future operators' capacity. Trainings will be conducted for all operators, as one group.
 - Define the criteria and assist the State Care Agency in the selection of potential trainers/supervisors, strengthen trainers'/supervisors' capacity to train new and support helpline current operators during their work;
 - Develop recommendations for the integration of the training module into existing training programmes in accordance with the needs of the system.

4. Deliverables:

- Working plan of the activities for the full implementation of the project
- A training module
- Training of all operators, and identification and support provided to trainers/supervisors
- Training report and recommendations to address the additional needs. Entire project achievements and challenges are expected to be covered in the report.

5. Required qualifications, experiences, and competencies:

- Team lead must have a Master's degree in psychology, social work or other related field;
- At least 8 years of experience working in child protection or social work, with experience in child hotlines/helplines an asset;
- Extensive experience in designing concepts, guidelines, working methodologies, practical tools and manuals for institutional development including on issues related to child's rights;
- Experience in designing training modules, and materials for professionals working with children in child protection system including on issues related to child's rights;
- Experience in organizing and facilitating trainings for various specialists;
- Experience in organizing multidisciplinary meetings and workshops with participation of various professionals on strengthening communication and coordination and addressing existing problems in practice;
- Comprehensive knowledge of Georgian child protection system with an emphasis on social work and national mechanisms for child protection.

- Ability to offer high level technical expertise in the mental health, child friendly communication/online communication fields.
- Experience in strengthening hotline/helpline.

6. Supervision:

The organization will work under the direct supervision and guidance of UNICEF Georgia's Child Protection Officer.

7. Payment modality:

Payments to the contracted organization will be made in accordance with a pre-determined schedule developed before signing the contract in proportion to the work to be performed. Each payment will be based on a submission of a deliverable for the work already completed.

8. Selection and evaluation process

Evaluation Criteria: The Evaluation ratio between the technical and financial proposal is 70:30.

Technical Proposal: 70

- Overall correspondence between ToR requirements and proposal (specific tasks, deliverables) - 15
- Experience of the entity in similar assignments (disability inclusion, organization of consultative processes, enhancing capacity of grassroots organizations) - 30
- Qualifications and expertise of proposed experts – 25 points. Total - 70

Only proposals which receive a minimum of 70% (42 points) will be considered further.

Price Proposal: 30

The price proposals in GEL should include detailed breakdown of all listed tasks and deliverables. The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited bidders who obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

Score for price proposal X = (Max. score for price proposal) * (Price of lowest priced proposal) / (Price of proposal X).

Total Technical and Price 100 Pts.

UNICEF will award the Institutional Contract to the entity, whose response is of high quality, clear and meets the project goals. The final evaluation of the proposal shall have two components # the technical evaluation score and financial evaluation score. For the overall proposal evaluation, the following formula will be applied, whereby the technical proposal has a weight of 0.7 and the price proposal has a weight of 0.3.

The final score is a calculation based on the following formula:

$SCcom = 100 * (0.7 * TPcom / TPmax + 0.3 * FPmin / FPcom)$, where: SCcom # final score of the company (it is between 0 and 100)

TPmax # maximum technical score (≤ 70)

TPcom# technical proposal score of the respective company FPmin# minimum financial score (≤ 30)

FPcom# financial proposal score of the respective company.

9. Agreement arrangements

- The work will be conducted over a period of 7 months;
- UNICEF will support the organization in establishing contact with necessary stakeholders and arrange meetings with all relevant parties;
- No Sub-Contracting is allowed or inclusion of the overhead (HQ) costs.

10. Application should include

- In a sealed envelope Project's technical proposal including description of the proposed work plan, timeline, and working methodology; and CVs of suggested experts;
- In a separate second sealed envelope: proposed budget with indication of proposed fees.

Prepared by:

Nona Tsikhelashvili, Child Protection Officer

Date:

Submitted by:

Teona Kuchava, Child Protection Specialist

Date:

Reviewed by:

Vakhtang Akhaladze, OPS Manager

Date:

Endorsed by:

Amy Clancy, Deputy Representative

Date:

Approved by:

Ghassan Khalil, Representative

Date: