



TERMS OF REFERENCE

An Expert for Monitoring of the SOS phone line for children and youth

Duration of Assignment:

1 expert * 5 working days (preferred start on 15th of May 2018);

Purpose of the consultancy:

The purpose of this activity is to do monitoring and evaluation of the SOS phone line for children and youth in order to improve the current work of the SOS line.

Starting from May 2018, every second month, monitoring meetings/workshops will be organized. There will be five monitoring meetings/workshops in total by the end of 2018. The expert together with the SOS coordinator will prepare the contents and topics of monitoring meetings. It is expected from the monitoring expert to do a monitoring of the three principles of SOS phone line: 1. *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. 2. *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. 3. *Advocacy* - This refers to the child helpline's ability to maintain an advocacy plan that sets goals and objectives and lists steps towards reaching these objectives. This principle also indicates if the child helpline is capable to encourage all levels of society to take children's rights into account, in particular, the rights of marginalised children. It is also expected from the expert to do a monitoring of the SOS follow-up mechanism for improved response to all cases and calls reported to the SOS phone line for children and youth.

The five Monitoring reports of SOS phone line should give concrete conclusions and recommendations for improving the work of SOS phone as well as for supporting the SOS professionals (staff/volunteer/interns). The recommendations should cover the following parts of SOS phone line: quality of service, governance; advocacy and follow-up mechanism.

Proposed venue: Skopje

Dates of assignment: from 15.05.2018 to 24.12.2018

Expert requirements:

- Five Reports from the monitoring workshops supported with recommendations for improvement of the work of SOS phone line

The proposed fee (total gross amount) is to include a breakdown of all the other incurred costs (preparation; workshops and meetings with the project team of Megjashi and staff of SOS phone line; preparation of reports; translation; travel costs) through an Offer for services.

The incurred taxes will be deducted from the total gross amount, as per the governing laws. Personal documents will be required from the selected candidate in order to complete the Contract and payment.

The language of delivering the materials is Macedonian. The Reports should be delivered in English and Macedonian.

The expert will be responsible for:

- Become familiar with SOS phone line for children and youth (the rules, procedures, annual reports, reported cases, methodology for recording the cases and other relevant things)
- To do 5 monitoring workshops in the premises of Children's embassy Megjashi. The workshops will be done in Macedonian language.
- Monitoring requires also meet in person with some of the SOS staff members and the staff members of the Children's embassy Megjashi
- To support the SOS coordinator regarding the implementation of the recommendations from the monitoring.
- Based on the findings from the monitoring and the specific needs of the staff at the SOS phone line, the expert will prepare Final Report of the Monitoring and will support the project team and the SOS coordinator in the implementation process of the recommendations.
- Deliver Final Reports from the monitoring of SOS phone line for children and youth 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.

Key deliverables

- Five Reports from the monitoring followed by conclusions and recommendations

Duration and timeframe

The contract of the assignment should be for 1 (one) expert for 5 (five) working days in total within the timeframe of 8 month, preferable throughout the period starting from 10.05.2018.

Qualifications and competences of experts

- Advanced degree in psychology, pedagogy, social sciences or related discipline
- A minimum of three (3) years' experience in monitoring on different projects with special focus on children and their rights
- A minimum of three (3) years' experience in monitoring of psychosocial work
- Excellent analytical, oral and written communication skills in Macedonian.
- Strong facilitation skills and ability to lead a plenary and document simultaneous
- 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 Monitoring of SOS phone line for children and youth" can be submitted electronically at the following email: freelegalservice@childrensembassy.org.mk . The expression of interest should be received no later than 12.05.2018 (16:00)