



## **TERMS OF REFERENCE**

### **An Expert for Supervision of the SOS phone line for children and youth**

#### **Duration of Assignment:**

1 expert \* 5 working days (preferred start on 15<sup>th</sup> of May 2018);

#### **Purpose of the consultancy:**

The purpose of this activity is to do supervision of the SOS phone line for children and youth in order to provide a support to the SOS professionals (staff, operators, volunteers, interns) regarding the reported cases and the callers. The aim is to enable professionals for more quality doing work by improving their knowledge and skills, and avoiding negative consequences on their own health and private life. The aim of the supervision is to provide on-going assistance to the SOS staff and volunteers about the reported cases and other situation occurring during the work.

Starting from May 2018, each second month, supervisory meetings/workshops will be organized. There will be five supervisory meetings/workshops in total by the end of 2018.

The expert together with the SOS coordinator will prepare the contents and topics of supervisory meetings. It is expected from the expert a support addressing more difficult cases; reducing the negative effects of professional stress and strengthening the mental health protection; development of professional skills; improvement of competence, job satisfaction and personality (of the SOS professionals); Improving teamwork and communication with colleagues; generally improve the quality of work with clients/users.

It is expected for an additional benefit of supervising as the exchange of experiences of the staff/volunteers themselves –open workshops where discussion of experiences and problems improves the group's internal cohesion, finding common solutions for certain problems, exchanging the interpersonal relations and suggestions for improving the work.

The five Supervision reports of SOS phone line should give concrete conclusions and recommendations for improving the work of SOS phone line as well as for supporting the SOS professionals (staff/volunteer/interns).

**Proposed venue:** Skopje

**Dates of assignment:** from 15.05.2018 to 24.12.2018

### **Expert requirements:**

- Five Reports from the supervision 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 supervision workshops in the premises of Children's embassy Megjashi. The workshops will be done in Macedonian language.
- To follow the basic principles of supervision
- To strengthen the capacities of professionals at SOS phone (staff, operators, volunteers) for self-protection and protection from emotionally burning out.
- Supervision 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 supervision.
- Based on the findings from the supervision and the specific needs of the staff at the SOS phone line, the expert will prepare Final Report of the Supervision and will support the project team and the SOS coordinator in the implementation process of the recommendations.
- Deliver Final Reports from the supervision 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 supervision 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 supervision on different activities with special focus on children and their rights
- A minimum of three (3) years' experience in supervision of psychological 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 Supervision of SOS phone line for children and youth" can be submitted electronically at the following email: [freelegalservice@childrensembassy.org.mk](mailto:freelegalservice@childrensembassy.org.mk) . The expression of interest should be received no later than 12.05.2018 (16:00)