

## TERMS OF REFERENCE

<b>1. BACKGROUND INFORMATION.....</b>	<b>1</b>
1.1. Current situation in the sector .....	2
<b>2. OBJECTIVE, PURPOSE &amp; EXPECTED RESULTS.....</b>	<b>2</b>
2.1. Overall objective.....	2
2.2. Results to be achieved by the expert.....	2
<b>3. SCOPE OF THE WORK .....</b>	<b>3</b>
3.1. General.....	3
3.2. Specific work .....	3
3.3. Project management .....	4
<b>4. LOGISTICS AND TIMING .....</b>	<b>4</b>
4.1. Location.....	4
4.2. Start date & period of implementation of tasks .....	4
<b>5. REQUIREMENTS .....</b>	<b>5</b>
5.1. Staff.....	5
<b>6. REPORTS .....</b>	<b>5</b>
6.1. Reporting requirements.....	5



For the needs of the project “Click to support”, Association New generation is looking for an expert who will conduct a three-day education on providing counseling and support to children and families in crisis situations.

This project was funded by the European Union, under the Iris network.

## **1. BACKGROUND INFORMATION**

### **1.1. Current situation in the sector**

The Blue Phone is a counseling line for children and young people launched by the Association "Nova generation" from Banja Luka in 2013. The service is anonymous and free for all mobile and fixed telephony in BiH, and is available every working day from 9 am to 5 pm. In addition to counseling by telephone, e-mail and chat counseling is also available. Phone calls are answered by active, educated counselors, who have completed two months education and are constantly re-educated in order to provide the best possible support to children. Till today, Blue Phone has received 23,000 calls.

With the onset of the coronavirus pandemic, on March 13, 2020, Blue phone expanded its field of action to adults who feel inconveniences and difficulties to adapt due to the crisis, with the goal of preventing and preserving the mental health of the population. From March 13 to January 2021, the Blue Phone received 416 calls related to the coronavirus situation.

According to call records, the most common reasons for calling are concern that they will become infected, seeking information about coronavirus, feelings of fear, anxiety, depression and loneliness, and disturbed family relationships.

Taking all the above, we want to enable the citizens of Bosnia and Herzegovina, especially children and parents, access to professional support to help them build strategies to overcome stress and thus reduce the negative consequences that can occur due to long-term exposure to stressful situations.

## **2. OBJECTIVE, PURPOSE & EXPECTED RESULTS**

### **2.1. Overall objective**

The overall objective of the project of which this contract will be a part is as follows:

Improving the mental health of children and parents in Bosnia and Herzegovina in the next 2 months.

### **2.2. Results to be achieved by the expert**



- Minimal 15 Blue phone counselors are trained to provide first psychological assistance to children in crisis situations and to work with children and families in the grieving process;
- Developed materials for further education of counselors.

### 3. SCOPE OF THE WORK

#### 3.1. General

##### 3.1.1. Target groups

**Direct:** children and parents who need psychosocial support due the current situation with pandemic (if they feel scared, worried, anxious, depressed or they lost someone because of the Corona virus they can get telephone, chat or e-mail counselling)

**Indirect:** citizens of Bosnia and Herzegovina, professionals working with children and counsellors of Blue phone, child helpline.

#### 3.2. Specific work

##### Scope of work:

- Attends meetings with members of the Blue Phone team to plan and organize education;
- Prepare the content and materials needed for education;
- Hold a three-day online training for Blue Phone counsellors;
- Prepare a report on the trainings held.

##### Duties:

- The expert will be in contact with Blue phone staff throughout the process, on a regular basis informing about the process and seeking information and guidance as needed;
- The expert will prepare the content and material needed for the education, all based on the specific theoretical and experiential knowledge;
- The expert will adhere to the time frame of the agreed work.

## Time frame

Activities:	Time frame:
Initial meeting and finalization of the plan task implementation.	The first week upon signing contract.
Preparing and holding education	Second and third week of project
Submission of report	Five days after the training

## 3.3. Project management

### 3.3.1. Management structure

The project coordinator of Blue phone will be in charge of communication with the engaged expert as well as monitoring the implementation of project activities.

## 4. LOGISTICS AND TIMING

### 4.1. Location

The expert will be working from home. Education will be held online via Zoom application.

### 4.2. Period of implementation of tasks

Period of implementation of the contract will be 3 weeks from starting date.



## **5. REQUIREMENTS**

### **5.1. Staff**

#### **5.1.1. Experts<sup>1</sup>**

**Minimum expertise and skills that expert must possess:**

- MA in Clinical Psychology and education in psychotherapy;
- Minimum 3 years of work experience in children counselling;
- Minimum 2 years of experience in conducting education in the field of providing psychological first aid and working with children who are in the process of grief;
- Language skills: English B1 level or higher
- Pronounced analytical and communication skills.

## **6. REPORTS**

### **6.1. Reporting requirements**

The expert who will be conducting the education will need to write a narrative report in English language of training workshop. The report should include goals and objectives, list of participants, evaluation and conclusions and recommendations based upon questionnaire submitted and accepted. The expert will need to submit report 5 days upon finishing the training and it should be in the form of written document.

## **7. BUDGET**

Maximum available budget for this position is 557.65 EUR.

The expert will be paid upon the completion of the project.

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<sup>1</sup> Note that civil servants and other staff of the public administration of the country cannot be approved.



## 8. APPLICATION

Interested applicants should submit their CV and financial offer (applicant should indicate the amount of compensation (EUR currency) expected within the engagement) to the following e-mail address: [maja.kovacevic@novageneracija.org](mailto:maja.kovacevic@novageneracija.org).