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For the needs of the project “Click to support”, the New Generation Association is looking for an expert who will provide counseling support to children and parents via telephone, chat and e-mail.

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

- Children and parents from vulnerable groups from Bosnia and Herzegovina have access to psychological counseling and support via phone, chat and e-mail;

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 education on providing counseling and support to children and families in crisis situations;
- Provides counselling via telephone, chat and e-mail;
- Prepares montly reports on the number of calls, the gender and age of the caller, and the categories and topics of conversation;

Duties:

- The expert will be in contact with project coordinator throughout the process, on a regular basis informing about the process and seeking information and guidance as needed;



- Provide counselling to children and parents via telephone, chat and e-mail to improve their mental health;
- Encourage callers to discuss emotions and experiences and help them define goals, plan action and gain insight.

Time frame

Activities:	Time frame:
Attending the education	The third week of the project
Counselling via telephone, chat and e-mail	From the third week until the end of the project (every working days from 9 am to 5 pm)
Submission of reports	By the 5th of the month for the previous month

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 the premises of the Blue phone, children helpline whose headquarters are located in Banja Luka.

4.2. Period of implementation of tasks



Period of implementation of the contract will be one and a half months from starting date.

5. REQUIREMENTS

5.1. Staff

5.1.1. Experts¹

Minimum expertise and skills that expert must possess:

- Bachelor's Degree in Psychology and minimum one year of education in psychotherapy;
- Minimum two years of work experience on telephone counseling with children;
- Minimum 1 year of work experience in e-mail or chat counselling;
- Language skills: English B1 level or higher;
- Pronounced interpersonal and communication skills.

6. REPORTS

6.1. Reporting requirements

The expert will have to write monthly narrative reports in English. The report should contain statistical analysis of calls such as number of counselling calls, gender and age of callers as well as categories and topics of calls. Also, the report should be written in the form of written document.

7. BUDGET

Maximum available budget for this position is 507.71 EUR.

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

¹ 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.