

With funding from



## **TERMS OF REFERENCE**

### **CALL FOR ENGAGEMENT OF A LEGAL ENTITY**

### **FOR PREPARATION OF TRAINING PACKAGE MANUAL ACCORDING TO INTERNATIONAL STANDARDS FOR TRAINING AND IMPLEMENTATION OF 10 TRAININGS FOR PSYCHOLOGICAL FIRST AID AND PSYCHOSOCIAL SUPPORT**

**PROJECT:** CONEX Balkans - Kovid - 19 Response to improve the socio-economic situation of marginalized people in 6 countries in the Western Balkans "

#### **GENERAL PURPOSE**

1. Preparation of a training package-manual according to international standards
2. Training of 50 employees and volunteers of RCNM for psychological first aid and psychosocial support.

#### **TIME FRAMEWORK FOR REALIZATION**

1. Preparation of a training package (modules) and preparation of a manual that will cover several thematic areas in the field of psychosocial support. Deadline for submission - 11.04.2022
2. Training of 50 employees and volunteers of RCNM according to the prepared modules through two cycles of trainings. Each person needs to be trained according to the complete set of materials following the content phases of the Manual.
3. Realization of two cycles of trainings (ie a total of 10 workshops) for 50 people in the time frame: from 15.04.2022 to 30.12.2022. Two individual cycles of 5 two-day workshops in a cycle in which 25 people are trained - employees and volunteers in RCNM. The two cycles can run in parallel or sequentially. The workshops need to be physically present at the location Struga, RNM.

#### **OVERVIEW OF ALL**

The Covid-19 crisis has affected all components and factors in society, especially the vulnerable groups of the population. In the conditions of the pandemic, the unemployment rate increased, higher rates of domestic violence, isolation and general increased level of stress and fear in the population. In crisis situations, crisis interventions usually focus on providing physical aids that are helpful and helpful to those affected. In crisis situations, conflicts and the like stakeholders are distressed and there is a lack of basic and focused psychological support. It usually comes in a form called First Psychological Help and Psychosocial Support. The aim of the project is to strengthen the capacities at local and national level for crisis action, ie to sensitize and

strengthen the capacities of the Red Cross, to be trained to be able to provide support in their local municipal organizations in normal and emergency conditions. The Red Cross of North Macedonia, according to the policy of the Red Cross Movement regarding Mental Health, establishes a system for Psychosocial support that will aim to strengthen the capacities of the National Society for Crisis Interventions, strengthen the resilience of the population, and support its employees and volunteers. By training the persons, they will be able to conduct supervision sessions on the persons who are in the field and deal with the users. Through the training, the employees and the volunteers will gain knowledge about the psychosocial support, they will have the opportunity to apply the same knowledge through field activities. The persons should be trained to provide individual and group support sessions to employees of different institutions (depending on which one the Red Cross of North Macedonia will collaborate with).

## **OBLIGATIONS AND RESPONSIBILITIES**

- The external consultant / legal entity will create, design and deliver a package of materials with a number of modules - elaborated manual in the field of Psychosocial Support for the needs of the Red Cross.
- The external consultant / legal entity will submit a draft and final program for conducting two cycles of training, ie a total of 10 two-day workshops for Psychological First Aid and Psychosocial Support according to the prepared package materials and the prepared manual, which should be held in the period from:15.04.2020 to 30.12.2020.
- The external consultant / legal entity will have to coordinate with the project coordinator of the Red Cross of RSM to design the manner, course and modules for 10 workshops that will meet the requirements for the context in which the persons entering the system of Psychosocial Support of the Red Cross will act. The final modules will be agreed between the expert and the person in charge of psychosocial support in the Red Cross, and will be in the field of:
  1. Community-based psychosocial support - through this training people will learn how to animate the community in contexts of crisis situations through concrete examples from other national Societies. With simulation exercises, and the use of resources in the environment to establish a safe environment where psychosocial needs can be met (for this module and others, there are already guidelines and manuals by the IFRC Psychosocial Reference Center and the WHO)
  2. Assessments and evaluation of psychosocial needs and interventions - through this training people will be ready as in cooperation with the disaster response team to act at the scene of the accident, to get acquainted with the psychosocial needs of different categories and the like. also how to evaluate interventions.
  3. Interventions in the humanitarian context - People should learn how to use different techniques and methods in humanitarian crises and be able to use Psychological first aid in a group, psychoeducation, buddy-system, basic counseling and other interventions - trainees should know apply intervention and build a program depending on the proposed scenario or situation. Through practice and case study, trainees need to know what intervention is most appropriate.
  4. Mental health and disorders (Anxiety, Stress Post-traumatic stress disorder and further reporting) - through this module trainees gain basic knowledge about the

effects of crisis events or long-term crises like pandemics on mental health, how to recognize, recognize continue to refer to other services.

5. Supportive supervision for employees and volunteers - The Red Cross has a large number of volunteers and employees who are in the field and who face different challenges, and the same happens with the employees in different state services. Through this training, trained volunteers will be able to provide supervisory support to people who are in the field or with users. During the training, the volunteers who supervise will also be supervised by an external expert.

The external consultant / organization in the foreseen period will conduct two cycles of trainings in which a total of 50 people will be covered. In each cycle will participate 25 people - volunteers and employees of MRCM who have completed studies in the relevant fields of psychology, social work, psychiatry, public health and others. The workshops need to be two days long, with the possibility of physical presence, the course of the workshops will be agreed further in coordination with the volunteers and employees of RCNM. The costs for the planned workshops will be borne by RCNM.

- The external consultant / organization will work with two groups of 25 volunteers. Each group of volunteers has to go through 5 two-day workshops.
- The External Consultant / Associate / Organization will prepare the handbook to comply with guidelines and international standards set by the WHO and IFRC Psychosocial Reference Center.
- The trainings need to be interactive, intertwined with team-building activities and simulation exercises / scenarios.
- The external consultant / collaborator / organization will submit a narrative report after each completed training in English and Macedonian.
- The course of the trainings should be able to be followed from previously prepared and submitted materials with the included manual. It is recommended to have materials that will be suggested for reading before the trainings.
- A number of trainings will be followed by an activity that will be agreed between the coordinator and the external consultant / collaborator. Volunteers are advised to be divided into teams that will act separately. After completing the relevant training, volunteers can volunteer in the Psychological First Aid hotlines, organize trainings for the population and provide support in the form of supervision of carers and personal assistants and other volunteers in the field. A total of 50 activities in the field of Psychological First Aid and Psychosocial Support will be conducted by the trained persons by the end of the training. The purpose of the trainings is to make an appropriate professional body that can be mobilized in peacetime and crisis conditions,
- The volunteers and employees of RCNM who will attend the trainings will have to pass an exam for the learned material at the end of the training cycle.
- RCNM volunteers and employees who will pass the exam need to obtain a certificate recognized by MRCM and the legal entity.
- RCNM volunteers and staff will need to be trained to perform basic psycho-education, mentoring, support activities and group support for carers, personal assistants, Red Cross volunteers, emergency services, the elderly in peacetime and in crisis situations.

## HOW TO APPLY:

Interested entities are required to submit the following documents:

- Financial offer for prepared package materials and manual, implementation engagement for workshops
- Professional portfolio or resume
- Relevant experience / activity related to the topic.

The project is exempt from all duties and taxes, including value added tax (VAT) so that if the interested entities are organizations, they will need to be able to provide an invoice without value added tax (VAT), according to national fiscal rules. .

### **The payment will be made according to the time frame for realization, as follows:**

- 30% after signing the Agreement.
- 30% on delivery after delivery on final training package (modules) and preparation of a manual.
- 40% after the implementation of the planned trainings and submission of the final report.