



Extension
TERMS OF REFERENCE

A Trainer for Training of the staff members and volunteers
on the SOS phone line for children and youth

Duration of Assignment:

1 trainer * 3 working days (2 days of training delivery + 1 day for preparation and reporting)

Preferred period of delivering the training: from 11th of July 2018 to 31st of July 2018

Purpose of the consultancy:

The purpose of this activity is to deliver 2-day training for the staff members and the volunteers of the SOS phone line for children and youth in order to improve the current work of the SOS line.

Proposed venue: Macedonia (the concrete place will be additionally confirmed)

Dates of assignment: from 11.07.2018 to 31.07.2018

Proposed number of participants: 18 participants (experienced volunteers and new volunteers at the SOS phone line) and 2 representatives from Children's embassy Megjashi

Short information about SOS phone line:

SOS phone line for children and youth has been functioning within the First Children's Embassy in the World Megjashi since 1993 and this year the SOS phone line celebrates its 25th anniversary. During the 25th years of existence, it has grown from the SOS phone to service including individual counselling of children, psychological as well as legal counselling. All the services are provided for free of charge. Working hours of the SOS phone line is every working day from 09 to 17h, and the phone number is 0800 1 2222.

This line is open for children, parents, other family members, all employees in educational institutions, as well as all those who need additional information about the children's rights or if they would like to report some doubt about child rights violence. Specially trained volunteers have answered on the phone and provide free informative, emotional and psychosocial support to callers during the conversation.

Duties of the staff members and the volunteers are following: - Work on the SOS phone; - Strict adherence to SOS telephone procedures; - Continuous work with clients; - Patient, timely and precise reporting of clients' data and calls to SOS phone; - Assessment of the needs of SOS clients; - Cooperation with institutions and other organizations in order to provide assistance and support to children; - Field work; - Monitoring concrete cases; - Regular updating of the database and keeping statistics; - Close cooperation with team members in meeting program objectives; - Logistics and research work within the program.

More information about the SOS phone line (annual reports, reported cases, methodological analysis) is available at the web page of the Children's Embassy Megjashi www.childrensembassy.org.mk

Training outline to include:

The expert together with the SOS coordinator will prepare the agenda for the training. It is expected from the trainer, during the training, to cover the three aspects/principles of SOS phone line:

- *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.
- *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.
- *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.

Training Outcomes:

- Each participant will have a greater understanding of the nature of SOS phone line and the three principles on which the functioning of SOS phone line is based upon.

The training will be a mix of teaching and practical work – group work and discussions. All participants will be expected to be actively involved throughout the training.

Trainer requirements:

-A report is to be delivered upon the completion of the task. The report should provide recommendations for improvement of the work of the SOS phone line for children and youth.

First Children's Embassy in the World Megjashi commits to covering travel and accommodation costs, training venue and training costs as outlined below.

The proposed fee (total gross amount) is to include a breakdown of all the other incurred costs (preparation; delivering training; meetings with the project team of Megjashi and reports writing) 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 Final report should be delivered in English as well as in Macedonian.

The language of delivering the training is Macedonian.

The expert will be responsible for:

- Become deeper 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 one two days training. The training will be done in Macedonian language.
- To prepare Report 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.

Duration and timeframe

The contract of the assignment should be for 1 (one) trainer for 3 (three) working days in total within the timeframe of 1 month, preferable throughout the period starting from 11.07.2018.

Qualifications and competences of experts

- Advanced degree in psychology, pedagogy, social sciences or related discipline
- A minimum of three (3) years' experience in trainings for children's 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 10.07.2018 (24:00)