



TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT	
Title: Psychosocial Support Counselling Pilot Initiative for Transgender and Gender Non-Conforming Persons in Jamaica	
Hiring Office:	Sub-regional Office for the Caribbean (SROC), Jamaica
Purpose of consultancy:	Technical assistance for the expansion of a Psychosocial Support Counselling Pilot Initiative for Transgender and Gender Non-Conforming Persons in Jamaica
Organizational context, Background and Justification	<p>BACKGROUND AND JUSTIFICATION FOR FIRST SUPPORT AND PSYCHOSOCIAL COUNSELLING:</p> <p>Considerable evidence exists that transgender persons experience worse health disparities and outcomes than heterosexual persons in every country across the globe.</p> <p>Some global findings regarding transgender persons include^{1,2}:</p> <ul style="list-style-type: none"> ● Higher rates of depression, anxiety, smoking, alcohol abuse, substance abuse, suicide, and suicidal ideation as a result of chronic stress, social isolation, and disconnectedness from a range of health and support services. ● Transgender women are at higher risk of HIV and other STIs, including viral hepatitis. ● Elderly transgender individuals face additional barriers to health because of isolation and a lack of social services and culturally competent providers. ● Lack of support from families or communities drives transgender youth to be significantly more likely to be homeless, which results in other social and health problems. ● Transgender individuals have a high prevalence of HIV/STIs, victimization, and mental health issues and are less likely to have health insurance than heterosexual persons. Transgender individuals are also at higher risk of being unemployed, experiencing discrimination in the workplace, and being victims of violence in the community.

¹ Substance Abuse and Mental Health Services Administration, Top Health Issues for LGBT Populations Information & Resource Kit. HHS Publication No. (SMA) 12-4684. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2012.

² THE GAP REPORT 2014. UNAIDS. https://www.unaids.org/sites/default/files/media_asset/08_Transgenderpeople.pdf (accessed 1st August 2020)

Many of the barriers transgender people experience in accessing quality health care are due to the patriarchal norms of gender roles that occur in mainstream society as well as within the health system and may result in widespread stigmatization and discrimination. There is also a lack of understanding of issues of sexual orientation, gender identity, and gender expression. Barriers to care can take many forms, from outright discrimination to subtler sub-standard care. Types of barriers include³:

- inadequate understanding of status-specific conditions: e.g., not addressing special health care needs of transgender individuals or trauma-related health and behavioural health issues associated with discrimination;
- denial of care: e.g. when people are turned away from a hospital or local clinic because of who they are or assumed to be;
- inadequate or substandard care: e.g., verbal abuse, disrespectful behaviour, or the provider simply not taking the time to adequately address the patient's needs;
- restricting the inclusion of significant individuals in family treatment or in support or decision-making roles; inappropriate assumptions about cause of health or behavioural health conditions; and
- avoidance of treatment because of fear of stigma and discrimination.

In addition, confidentiality, while important to all patients, may be particularly important to transgender people who have not yet disclosed their gender identity and/or sexual orientation in their communities.

In the small island context of Jamaica, disclosure of transgender or gender non-conforming identity may raise concerns regarding arrest, discrimination, social exclusion, and physical harm. If people feel that confidentiality and privacy are not assured, they may decide not to seek health services, or may withhold other key information from their provider for fear that the provider will make this information public, thus jeopardizing their own, and potentially others', health and safety. Such disclosure by health care providers or other governmental and private actors is not relevant for provision of services or promotion of public health goals and may negatively impact adherence to treatment and even retention of patients within the health system.

The 876 Study in Jamaica found that indicators of unmet psychosocial and mental health needs were high among transgender women (TGW). Almost 75 percent had indicated mild to severe anxiety and depression ...[and] almost 50

³ Safer, J. (2016). *Barriers to Transgender Healthcare*. *Current Opinion in Endocrinology Diabetes and Obesity* 23(2):168-171. April 2016

percent of transgender women stated that they had had thoughts about harming themselves in the 12 months prior to the study. Almost one-third of TGW were considered hazardous drinkers. The study found that over one-fifth of transgender women had tried to harm themselves in the six months prior to the study, indicative of levels of unresolved mental stress in this population. (TransWave Jamaica, 2020)

In 2020 UNFPA, in collaboration with UNAIDS and TransWave Jamaica, developed a National Transgender Health Strategy to address health issues that are comprehensive in scope, and that expand the focus beyond the confines of HIV among transgender and gender non-conforming Jamaicans. This evidence-based document outlines the vision, priorities, and course of action for improving and maintaining the health of transgender persons throughout their life course and in all their diversity.

As part of the strategy's development process, TransWave Jamaica conducted a health needs assessment of the lived experiences of trans Jamaicans in 2020. Sixty-eight (68) respondents ages 16-34 who identified as transgender, from urban and rural areas across Jamaica were surveyed, and 28 trans people ages 19-40 participated in focus group discussions. They found the trans community to be a youthful, diverse mix of people, many of whom had fled homes and families due to stigma and discrimination and moved from rural to urban areas for survival. Many had lower levels of tertiary education and high unemployment or were low wage earners. Most were in unstable relationships and unstable accommodation situations, almost one-third had some form of disability and one-third were living with HIV. They also reported significant barriers to healthcare, housing and access to basic amenities based on their gender identity or gender expression. Most reported the barriers in the form of acts of stigma and discrimination perpetrated against them. Therefore, they generally reported a low uptake of health services, especially in the public sector, as most were unable to afford private healthcare. Unsurprisingly, they also reported high levels of stress coping with gender non-conformity in Jamaica and they highlighted the need to access trans-competent mental health support that is virtually unavailable.

According to Associate Director of Programmes and Advocacy at TransWave Jamaica, the present COVID-19 pandemic is putting human resilience and the global economic order under unprecedented strain in Jamaica and the transgender community has been significantly impacted. Prior to the pandemic, the community experienced several layers of vulnerability such as low access to education and employment, small or non-existent family safety nets and high vulnerability to gender-based violence. The pandemic has further exacerbated those struggles as the community has been hit with major

losses in income resulting in many being unable to afford housing, food, and other basic amenities. Sex workers in the community have faced the biggest hit as the nightly curfews and no movement days have affected their livelihoods. The curfews and no movement days have also impacted members of the community who are homeless as they are arrested and charged for being on the street during these times.

As the world moves towards vaccination, TransWave Jamaica has noticed that the trans community is again being left behind as many do not have the required national identification to enable them to receive the vaccine. This is yet another marginalization being experienced by the trans community. The existing, fundamental disparities in political and economic institutions almost ensure that those who are already disadvantaged will bear a disproportionate part of the pain. Many transgender individuals are particularly badly impacted, since their lives are already significantly undervalued in Jamaica due to stigma, discrimination, exclusion, and criminality. There is now an even greater need for the recognition and expansion of the role that key-population-led organizations play in assessing the needs of the different communities affected and are at a greater risk of exclusion.

Organisational Context

Equality Jamaica:

Equality Jamaica (formerly known as J-FLAG) is a human rights and social justice organisation which advocates for the rights, livelihood and well-being of lesbian, gay, bisexual and transgender (LGBTQI+) people in Jamaica. Its work seeks to build a Jamaican society that respects and protects the rights of everyone. Its board and staff are committed to promoting social change, empowering the LGBTQI+ community, and building tolerance for, and acceptance of LGBTQI+ people.

The Welfare and Support Services Department of Equality Jamaica deals directly with client engagement providing services to meet the needs of persons reaching out to the entity. The department has a very comprehensive referral list of organizations providing services that community members can access. These organizations have been sensitized and/or trained to provide non-discriminatory services and are sensitive to the needs of LGBTQI+ people.

The department also conducts interventions with parents/families of LGBTQI+ people. The aim is to equip them with information to be better able to navigate their relationship with their LGBTQI+ child/family member. This activity has been done in the form of support groups, sensitization sessions and short

	<p>videos. Under the Welfare and Support Services Department, a social service audit was done, which mapped the social service providers island wide.</p> <p>In December 2020, Equality Jamaica commissioned a study looking at the 'state of mental health services for LGBTQI+ Jamaicans'. Recommendations from the study completed in February 2021 led to the development of a Community Mental Health Handbook for Practitioners.</p> <p>TransWave Jamaica: TransWave Jamaica is one of the primary actors in the implementation of the Transgender Health Strategy. The organisation is trans-led, trans-focused, and operates from a team-based approach through the active engagement and support of the trans community. They are the country’s first non-profit organisation solely dedicated to focusing on promoting the health and well-being of the transgender and gender non-conforming communities in Jamaica. The entity takes a holistic approach to advocacy, addressing not only the socio-political issues but also the mental, emotional and physical health of the trans community through various initiatives.</p> <p>TransWave Jamaica has engaged the trans community through social media campaigns, one-on-one and couples’ psychosocial support, fitness and wellness activities, sensitization sessions with key stakeholders, inclusive of healthcare workers, produced reports around economic and social issues affecting the community as well as developed tools for entities that provide services for members of the trans community.</p>
<p>Scope of work: <i>(Description of responsibilities and expected outputs)</i></p>	<p>Description of Roles and Responsibilities: A lead Psychosocial Support Counselling consultant will be recruited to further expand the Psychosocial Support Counselling Pilot Initiative for Transgender and Gender Non-Conforming Persons in Jamaica. It is recommended that he/she recruit at least 2 other experienced and suitably qualified psychosocial counselling and training consultants in line with the stated qualifications and competencies of the Terms of Reference in order to meet the timeline.</p> <p>In addition to helping to mitigate the existential trauma that is often faced by TGNC persons and has been further exacerbated since the advent of the COVID-19 pandemic such as homelessness, lack of access to educational opportunities, and gender-based violence (GBV), the Psychosocial Support Counselling service will achieve the following objectives:</p> <p>Objectives: To expand the Equality Jamaica Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans in order to further</p>

strengthen the sections on transgender persons and gender non-conforming persons. It will be necessary to also include the following information:

- Uptake of STI/HIV prevention, testing, risk reduction and treatment adherence.
 - Increase access to provider-initiated HIV testing in the civil society sector for the trans community.
 - Link TGNC persons to trans-friendly health services, including for the provision of mental health services to address the challenges expressed by TGNC persons in Jamaica such as anxiety, depression, suicidal ideation and substance misuse.
 - Link TGNC persons to the GBV Referral pathway
 - Facilitate referrals to social protection services and social welfare safety nets.
2. Further train staff members and volunteers of TransWave Jamaica and Equality Jamaica in the delivery of a confidential transgender and gender non-conforming (TGNC) psychosocial counselling support service. The beneficiaries of the service will be the diverse range of transgender and gender non-conforming persons, particularly those who are struggling with or questioning their gender identity and/or gender expression. The service will provide information on access to rights-based, gender-equitable social protection services, trans-friendly health care, mental health and psychosocial support.
 3. To provide psychosocial care and support for the staff and volunteers of TransWave Jamaica and Equality Jamaica in order to strengthen their emotional well-being, mitigate mental health stressors, and enable them to practice self-care.

Beneficiaries:

The beneficiaries of this project are:

- Trans and gender non-conforming persons
- Significant others, family members, and friends (SOFFAs) of transgender and gender non-conforming persons
- Staff members and volunteers of TransWave Jamaica and Equality Jamaica.

Results/expected outputs:

The following outputs are expected:

1. An updated mapping of social protection and trans-friendly psychosocial services in Jamaica building on the mapping done by JFLAG/Equality Jamaica, ***Audit of Mental Health and Psychosocial Support Services and Needs for LGBTQ+ Persons in Jamaica.***

	<p>2. An expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans with sections on mental health and psychosocial well-being issues in respect of transgender and gender non-conforming persons, including: Frequently Asked Questions and referral pathways for social protection and GBV services in Jamaica. The expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans will address trans-friendly psychosocial services including for significant others, family members, and friends (SOFFAs) of transgender and gender non-conforming persons.</p> <p>3. Capacity building workshops conducted as necessary for the operationalisation of the expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans including a Facilitators’ Manual, presentations and handouts.</p> <p>4. Psychosocial counselling sessions held for staff members and volunteers of TransWave Jamaica and Equality Jamaica to help them to mitigate the emotional well-being and mental health issues that they may be experiencing.</p>						
Duration and working schedule:	The psychosocial counselling consultant team (comprised of at least 2 persons) will work for 42 person-days during the period December 1, 2021 until December 30, 2021 - 21 calendar days, excluding public holidays.						
Place where services are to be delivered:	The services are to be delivered in Kingston, Jamaica.						
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<p>The lead psychosocial counselling consultant is expected to submit the following deliverables within the stated time frame:</p> <table border="1" data-bbox="472 1377 1479 1881"> <thead> <tr> <th data-bbox="472 1377 1154 1457">DELIVERABLE</th> <th data-bbox="1154 1377 1479 1457">Total Person-days after Consultancy start</th> </tr> </thead> <tbody> <tr> <td data-bbox="472 1457 1154 1648">1. Consultancy work plan prepared with timeline and an outline of the expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans.</td> <td data-bbox="1154 1457 1479 1648">4</td> </tr> <tr> <td data-bbox="472 1648 1154 1881">2. Updated mapping of social protection and trans-friendly psychosocial services in Jamaica building on the mapping done by Equality Jamaica (Refer to the Equality Jamaica Social Services Audit and Evaluation and Audit of Mental Health and Psychosocial Support</td> <td data-bbox="1154 1648 1479 1881">4</td> </tr> </tbody> </table>	DELIVERABLE	Total Person-days after Consultancy start	1. Consultancy work plan prepared with timeline and an outline of the expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans.	4	2. Updated mapping of social protection and trans-friendly psychosocial services in Jamaica building on the mapping done by Equality Jamaica (Refer to the Equality Jamaica Social Services Audit and Evaluation and Audit of Mental Health and Psychosocial Support	4
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	<p>Services and Needs for LGBTQ+ Persons in Jamaica).</p>	
	<p>3. a) Expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans to further strengthen the sections on transgender and gender non-conforming persons. It is necessary to include the following:</p> <ul style="list-style-type: none"> • Provide information for the uptake of STI/HIV prevention, testing, risk reduction and treatment adherence. • Increase access to provider-initiated HIV testing in the civil society sector for the trans community. • Link TGNC persons to trans-friendly health services, including for the provision of mental health services to address the challenges expressed by TGNC persons in Jamaica such as anxiety, depression, suicidal ideation and substance misuse. • Link TGNC persons to the GBV Referral pathway • Facilitate referrals to social protection services and social welfare safety nets. <p>b) Have 100 copies each of the Handbook and Guide printed.</p>	16
	<p>4. Elaborated training materials to further strengthen the sections on transgender and gender non-conforming persons and conduct capacity building workshops as necessary for the continued operationalisation of the expanded Community Mental Health Handbook for Practitioners and the Mental Health Guide for LGBT Jamaicans, including Facilitators' Manuals, presentations and handouts. Training Report prepared.</p>	16
	<p>5. Psychosocial counselling sessions conducted for staff members and volunteers of TransWave Jamaica and Equality Jamaica.</p>	42

	<p>Summary report prepared that conforms to privacy and confidentiality.</p>	
	<p>The deliverables should be submitted in Microsoft Word, correctly formatted.</p>	
<p>Monitoring and progress control, including reporting requirements, periodicity format and deadline:</p>	<p>A lead psychosocial counselling consultant will be recruited to expand the Psychosocial Support Counselling Pilot Initiative for Transgender and Gender Non-Conforming Persons in Jamaica. It is recommended that he/she recruit other experienced and suitably qualified psychosocial counselling and/or training consultants in line with the stated qualifications and competencies of the Terms of Reference in order to meet the timeline.</p>	
<p>Supervisory arrangements:</p>	<p>The lead psychosocial counselling consultant will report directly to the UNFPA SROC HIV&AIDS Officer with oversight by the SROC Deputy Director. The consultancy deliverable outputs will be guided by a Steering Committee comprised of TransWave Jamaica, Equality Jamaica, UNAIDS and UNFPA.</p> <p>The Sub-Regional Office reserves the right to discontinue the contract if it feels that the psychosocial counselling consultant team does not live up to the expectations, does not respect the rules of the code of conduct, or if any of the team members acts in a way that is detrimental to UNPFA’s reputation and image.</p>	
<p>Expected travel:</p>	<p>No long-distance travel outside of Kingston is expected. The potential for any local travel will be carefully monitored by UNFPA against the background of the provisions regarding travel in light of the COVID-19 pandemic.</p>	
<p>Required expertise, qualifications and competencies, including language requirements:</p>	<p>Lead Consultant:</p> <p>Required Degree Level: Psychiatrist or Master's degree in Psychology and Counselling</p> <p>Required Experience: 10 years</p> <p>Qualifications, skills, and experience:</p> <ul style="list-style-type: none"> ● Senior psychosocial counselling professional with at least 10 years’ clinical experience. ● Excellent understanding of transgender and gender non-conforming issues including gender identity and gender expression. ● Experience in working with transgender persons across the life cycle in all their diversity – homeless, persons with a disability, PLHIV, sex workers, and persons living in slums and rural areas. 	

- Sound knowledge of human rights is mandatory, with specific focus on transgender and gender non-conforming persons' rights and rights of marginalized populations. Knowledge of the Jamaican legal framework and situation related to transgender and gender non-conforming persons is an important asset.
- Excellent communication skills (written and oral) – experience in drafting and editing technical documents such as plans, proposals, reports, discussion papers, presentations and training manuals.
- Experience in conducting training sessions will also be an asset.
- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines.
- Experience working in the UN or other international development organization is desirable;
- Prior experience in Jamaica is preferred.

The other expert member(s) of the team should possess the following;

- Bachelor's degree in any of the following relevant areas: Gender Studies, Public Health, Social Work, Social Science, Social and Behaviour Change Communication, Human Rights, International Development, or other related fields.
- At least 5 years of professional work experience at the national level in the design, development and delivery of training and capacity building programmes, gender equality programmes, behaviour change communication programmes or other relevant programmes;
- Excellent understanding of transgender and gender non-conforming issues including gender identity and gender expression. Experience in working with transgender persons across the life cycle in all their diversity – homeless, persons with a disability, PLHIV, sex workers, and persons living in slums and rural areas.
- Sound knowledge of human rights is mandatory, with specific focus on transgender and gender non-conforming persons' rights and rights of marginalized populations. Knowledge of the Jamaican legal framework and situation related to transgender and gender non-conforming persons is an important asset.
- Excellent communication skills (written and oral) – experience in writing and editing technical documents such as training manuals, presentations, plans, proposals, reports and discussion papers.
- Accuracy and professionalism in document production and editing.

	<p>For all team members, the following is required:</p> <ul style="list-style-type: none"> ● Excellent interpersonal skills; culturally and socially sensitive; ability to work inclusively and collaboratively with a range of partners, including grassroots community members, religious and youth organizations, and authorities at different levels; familiarity with tools and approaches of communications for development; ● Ability to work and adapt professionally and effectively in a challenging environment; ability to work effectively in a multicultural team of international and national personnel. ● The team must have robust access to the Internet, be fully conversant with computer technology, including proficiency in various MS Office applications (Word, PowerPoint, Excel, etc.) and email; familiarity with Google survey, Zoom and other online platform applications. 										
<p>Inputs/ services to be provided by UNFPA or implementing partner</p>	<p>The psychosocial support counselling consultant team implementing this activity will work remotely and must have their own operational capacities (office, information technology and communication).</p> <p>The venue for the psychosocial support counselling sessions may be virtual or, if deemed necessary, in a physical meeting room as designated by TransWave Jamaica. The latter should be in keeping with COVID-19 restrictions and the imperative to comply with the protocols of the Disaster Risk Management Act (DRMA) and to do no harm.</p>										
<p>Other relevant information or special conditions, if any:</p>	<p>Payments will be made as follows:</p> <table border="1" data-bbox="490 1255 1468 1885"> <thead> <tr> <th data-bbox="490 1255 565 1335">#</th> <th data-bbox="565 1255 1263 1335">DELIVERABLE</th> <th data-bbox="1263 1255 1468 1335">% Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="490 1335 565 1493">1</td> <td data-bbox="565 1335 1263 1493">Consultancy work plan prepared with timeline and an outline of the expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans.</td> <td data-bbox="1263 1335 1468 1885" rowspan="3" style="text-align: center; vertical-align: middle;">50%</td> </tr> <tr> <td data-bbox="490 1493 565 1728">2</td> <td data-bbox="565 1493 1263 1728">Updated mapping of social protection and trans-friendly psychosocial services in Jamaica building on the mapping done by Equality Jamaica (Refer to the Equality Jamaica Social Services Audit and Evaluation and Audit of Mental Health and Psychosocial Support</td> </tr> <tr> <td data-bbox="490 1728 565 1885">3</td> <td data-bbox="565 1728 1263 1885">a) Expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans to further</td> </tr> </tbody> </table>	#	DELIVERABLE	% Payment	1	Consultancy work plan prepared with timeline and an outline of the expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans.	50%	2	Updated mapping of social protection and trans-friendly psychosocial services in Jamaica building on the mapping done by Equality Jamaica (Refer to the Equality Jamaica Social Services Audit and Evaluation and Audit of Mental Health and Psychosocial Support	3	a) Expanded Community Mental Health Handbook for Practitioners and Mental Health Guide for LGBT Jamaicans to further
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