



<b>TERMS OF REFERENCE - GBV Helpline Specialists</b>	
<b>Title:</b>	Five (5) GBV Helpline Specialists to support the operationalization of the Bureau of Gender Affairs (BGA) 24/7 hotline/helpline for Survivors of Violence Against Women and Girls, providing First-Line Support, Counselling, Information and Referrals.
<b>Hiring office:</b>	UNFPA Sub-regional Office for the Caribbean (SROC), Jamaica
<b>Background:</b>	<p><b><i>Introduction - Spotlight Initiative</i></b></p> <p>In September 2017, the EU and the UN launched an ambitious joint partnership to eliminate all forms of violence against women and girls worldwide. The <b>Spotlight Initiative</b> (SI) aims at mobilizing commitment of political leaders and contributing to achieving the Sustainable Development Goals (SDGs). The Initiative aims at ending all forms of violence against women and girls (VAWG), targeting those that are most prevalent and contribute to gender inequality across the world. The Spotlight Initiative will deploy targeted, large-scale investments in Asia, Africa, Latin America, the Pacific and the Caribbean, aimed at achieving significant improvements in the lives of women and girls. Jamaica is one of the countries in the Caribbean to benefit from this transformative initiative.</p> <p>The overall vision of the Spotlight Initiative in Jamaica is that women and girls realize their full potential in a violence-free, gender-responsive and inclusive way. The Spotlight Initiative will directly contribute to the achievement of three of the Sustainable Development Goals (SDGs): Goal 5 on Gender Equality, Goal 3 on Good Health and Well-being and Goal 16 on Inclusive and Peaceful Societies. The programme will contribute to the elimination of Gender Based Violence (GBV) through the creation of a broad partnership with Civil Society, Government, Private Sector, Media, among others; and, build a social movement at the national, subnational and community levels. A specific focus will be on reaching and including in the programme women and girls who are often isolated and most vulnerable to GBV and harmful practices due to intersecting forms of discrimination. The programme will also seek to address the Sexual and Reproductive Health and Rights (SRHR) needs of all women and girls in all their diversity using a life-cycle approach.</p> <p>The Spotlight Initiative in Jamaica provides a unique opportunity to address family violence as a major public health and development issue with significant ramifications at the individual, community, and national levels. UNFPA, in collaboration with UNDP, UNICEF and UNWOMEN, will address three key priority areas within Family Violence against women and girls in Jamaica through the Spotlight Initiative: (i) Child Sexual Abuse; (ii) Intimate Partner Violence; and (iii) Discrimination against vulnerable groups.</p>



Through a comprehensive approach, the Spotlight Initiative will focus its work on family violence through six key pillars:

1. Developing and implementing relevant legislation and policies
2. Strengthening national and sub-national institutions
3. Preventing violence through evidence-based programmes and campaigns
4. Establishing and strengthening essential services for victims and survivors
5. Ensuring the collection and use of prevalence and incidence data
6. Partnering directly with women’s movements and civil society.

***Purpose of the Consultancy***

VAWG is pervasive in the Caribbean, and in the context of the COVID-19 pandemic, the world has seen an alarming increase in incidents of GBV. Many of the measures being used to curb the spread of the virus are “not only increasing GBV-related risks and violence against women and girls, but also limiting survivors’ ability to distance themselves from their abusers as well as reducing their ability to access external support”<sup>1</sup> and life-saving services. Furthermore, the economic impact of the pandemic and losses in livelihood may exacerbate violence in the home and/or consequently force women and girls to resort to negative coping mechanisms that will place them at higher risks of experiencing incidents of GBV, such as physical, economic, psychological and sexual violence, including sexual exploitation and abuse.

The Jamaican legal and policy framework counts with the 10 years National Strategic Action Plan to Eliminate Gender-based Violence in Jamaica (NSAP-GBV) 2017 – 2027, which implementation is led by the Bureau of Gender Affairs (BGA) in Jamaica, that is the division of the Ministry of Culture, Gender, Entertainment and Sport (MCGES).

A cornerstone in responding to VAWG is the provision of first-line support services and counselling for survivors and - given the COVID-19 context and restrictions on movement - it is essential to ensure that these services can be provided remotely.

To this end, one of the tasks in the protection area of the NASP-GBV comes into play, as it advocated the need for the operation of a 24/7 State-funded hotline/helpline, to provide high quality support, intervention, information and referrals to survivors of GBV and to work closely with social service providers, medical personnel, police and other human service professionals.

Recently the BGA activated a hotline/helpline for women and girls’ survivors of violence (876 553 0372) and one for men and boys (876 553 0387). As planned in the NSAP-GBV, the hotlines/helplines are operational 24 hours a day, 7 days a week, including weekends and holidays; a toll-free number will soon be introduced, further expanding its accessibility. Additionally the BGA has recently updated a website where survivors of violence can tell their stories <https://www.breakthesilencetoday.com/>

<sup>1</sup> <https://gbvguidelines.org/cctopic/covid-19/>



	<p>To date, the hotlines/helplines have been manned by staff members of the BGA; who although they have the requisite background and training; also occupy other roles and responsibilities. Consequently, there is a need for dedicated crisis specialists, who will be tasked specifically to operate the hotlines/helplines.</p> <p>The consultancy falls under the Activity 4.1.6 of the Spotlight Initiative, which is to <i>“expand and support the existing rape crisis hotlines/helplines to provide women and girls, including those facing intersecting and multiple forms of discrimination, access to information, referral and other SRH related services”</i> that will contribute to the Spotlight Output 4.1: <i>Relevant government authorities and women’s rights organizations at national and sub-national levels have better knowledge and capacity to deliver quality and coordinated essential services, including SRH services and access to justice, to women and girls’ survivors of violence (and their families when relevant), especially those facing multiple and intersecting forms of discrimination”</i>.</p>
<p><b>Purpose of the consultancy</b></p>	<p><b>Five (5) GBV helpline specialists</b> are needed to alternate in operating a 24/7 helpline for survivors of violence against women and girls, providing first-line support, counselling, information, and referrals.</p>
<p><b>Scope of work:</b></p>	<p>Under the supervision of the Director of the National Shelter Unit of the BGA, and a case manager supervisor, the technical supervision of the shelters’ counsellors, and with technical support from UNFPA, the GBV Helpline Specialist will work in coordination with other GBV Helpline Specialists at the BGA to guarantee the provision of quality services 24/7 through the helplines for survivors of VAWG. The consultants will perform the following specific tasks in an inclusive and non-discriminatory manner towards all clients, including members of marginalized populations:</p> <ul style="list-style-type: none"><li>- The five (5) GBV helpline specialists will have to coordinate among themselves and when necessary with other staff of the BGA to operate the crisis hotlines/helplines, guaranteeing quality services 24 hours a day, 7 days a week, including on weekends and during holidays (answering and appropriately responding to all phone calls received; answering messages received by WhatsApp, email or in other ways; and providing support to survivors disclosing through the website <i>break the silence</i>, among other ways).</li><li>- The GBV specialists will liaise among them and with a case management supervisor.</li><li>- Provide first-line response with the LIVEs approach and according to the Guidelines for the provision of remote psychosocial support services for GBV survivors.</li><li>- Assessing the survivors needs and support them in planning for safety, following internal operating procedures and protocols, designed according to the LIVEs approach and the GBV fundamental principles.</li><li>- Provide all relevant information and counselling and refer to the shelter’s resident counsellor for case management and psychosocial support or to other actors as</li></ul>



required.

- Refer to other services of the health sector (including for clinical management of rape, sexual and reproductive health services, specialized mental support), police sector, justice sector and social services sector according to the survivors' needs and wills, considering the validated referral pathway, protocols, MoU, and SOP, and provide appropriate support with a survivor-centred approach.
- In cases where the survivors are at high imminent risk, activate the "Danger to Safety Services" and organize transfer to the appropriate national shelter
- Accurately obtain and record survivor information for use in identifying services, needs of callers, referrals ensuring confidentiality.
- Maintaining up-to-date Caller Log and GBV Services Registry with appropriate numbers and contact persons.
- Offer information and appropriate referrals to the public as it is necessary. Above all, ensuring information about the service, contacts number and addresses and hours of operation are clearly and accurately communicated in appropriate channels.
- Provide monthly reports on calls received, services and referrals provided and results, with disaggregation of data according to the agreed procedures.
- Attend monthly staff meetings between helpline specialists, social workers of the BGA, counsellors of the shelters, coordinator of the shelter unit and other key stakeholders of the BGA.
- Contribute to the creation of GBV strategies by the BGA and other key stakeholders.
- Contribute to the conception and development of BGA's Remote GBV Services and educational and promotional materials for the elimination of GBV.
- Represent the BGA as it is required.
- Participate in monthly, quarterly, and annual reports.
- Other tasks as assigned

In operating the crisis hotline/helpline, the GBV helpline specialists will ensure that their response **always** follows/adheres to the:

- Human right approach
- Survivor Centred Approach
- GBV Guiding Principles
- Do No Harm Principle
- Leave No One Behind Principle (LNOB)
- The NSAP-GBV Strategic Priorities

To guarantee that the services are offered in line with the NSAP-GBV and with the Essential Service Package guidelines, the GBV Helpline Specialists in their first three weeks will need to:

- have a thorough knowledge of the following important documents:
  - The seven modules of the Essential Service Package guidelines
  - The guidelines for Provision of Remote Specialized Psychosocial Support for GBV Survivors developed by UNFPA
  - Protocols connecting the hotline/helpline to other social services, health,



	<p>and justice services and with police when requested or necessary.</p> <ul style="list-style-type: none"> <li>- Internal operating procedures and protocols</li> <li>- Any other documents deemed relevant for the position.</li> </ul> <p>These GBV helpline specialists will start operating after receiving training from UNFPA on case management and on remote psychosocial support.</p> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>- Monthly and cumulative reports on number of calls received, appropriately disaggregated specifying types of GBV experienced, services provided, referrals given (ensuring confidentiality of the survivors and their safety as paramount)</li> </ul> <p><b>Sustainability:</b></p> <p>The GBV helpline specialists will be hired for an initial period of 5 months (April to August) At the end of this period, the BGA will count with capacity installed within the staff members and could integrate these helpline specialists among their staff. They will work co-ordinately with the Valued Team Members of the BGA and with the shelter’s counsellor and managers defining a mode of work to guarantee a 24/7 response in line with the Essential Service Package to guarantee the provision of quality services.</p>
<b>Duration</b>	Each specialist will be hired for an initial period of 5 months, from April 2021 to August 2021
<b>Location of activities and expected travels:</b>	<p>The five (5) GBV helpline specialists will operate from one of the installation from which the BGA provide these services (BGA office, shelters among others) and/or remotely.</p> <p>The helpline specialists will be provided by the BGA with a proper office space to guarantee confidentiality (silent, safe to speak on the phone with the survivors, and safe to store documents to guarantee confidentiality and safety of the survivors).</p> <p>If travels will be necessary to implement the agreed functions, they will be agreed and supported by the BGA.</p>
<b>Required expertise, qualifications, and competencies:</b>	<p>Specific qualifications, skills and experience include:</p> <ul style="list-style-type: none"> <li>- Minimum of a bachelor’s degree in counselling/social work, or certification in counselling or crisis intervention</li> <li>- Minimum of one-year professional experience working with survivors of gender-based violence</li> <li>- Strong organizational skills and teamwork skills</li> <li>- Flexibility, and ability to work on multiple tasks simultaneously</li> <li>- Ability to maintain confidentiality</li> <li>- Solid overall computer literacy, including proficiency in various MS Office applications (Word, Excel, Access, etc.) and email/internet</li> <li>- Excellent oral and written command of English and excellent drafting skills and accuracy and professionalism in document production and editing.</li> <li>- Ability to communicate also in Jamaican creole.</li> </ul>



	<ul style="list-style-type: none"><li>- Ability to work inclusively and collaboratively with a range of partners, including different GBV service providers for making referrals</li><li>- Sensitivity to and ability to work with marginalized populations.</li><li>- Self-motivated, ability to work with minimum supervision; ability to work with tight deadlines.</li></ul>
<b>Coordination &amp; reporting mechanism:</b>	The GBV helpline specialists will report to a case management supervisor and to the Director of the National Shelter Unit of the Bureau of Gender Affairs and will receive technical support from UNFPA.
<b>Inputs/services to be provided by UN agency:</b>	<p>BGA and UNFPA will provide documentation and overall guidance that will be critical and relevant for this assignment.</p> <p>The five (5) GBV Helpline Specialists will be provided by the BGA with stationary, a proper office space to guarantee confidentiality, the hotline/helpline numbers and phone stations at the BGA.</p> <p>Any operating cost related to the use of the phone and cell phones, including SIM card, call credit and internet data credit will be covered by the BGA.</p> <p>UNFPA will provide cell phones, headphones and computers with software that guarantee confidentiality to be used exclusively for the hotline/helpline (procured by UNFPA).</p>
<b>Other relevant information or special conditions, if any:</b>	The interested candidates should present a letter of interest of their motivation accompanied by a CV proving experience and background in the required fields.