



Spotlight Initiative
To eliminate violence against women and girls



TERMS OF REFERENCE

CONSULTANCY TO CONDUCT GENDER BASED VIOLENCE (GBV) CASE MANAGEMENT STRENGTHENING IN GUYANA	
Hiring Office	United Nations Population Fund (UNFPA) Sub-regional Office for the Caribbean, Guyana
Purpose of Consultancy:	<p>The Spotlight Initiative (SI) is a partnership between the European Union (EU) and the United Nations (UN) that was created to eliminate all forms of violence experienced by women and girls all over the world. This Initiative considers as critical, political will and the achievement of the Sustainable Development Goals (SDGs); particularly SDG 3- Sound Health and Wellbeing, SDG 16- Inclusive and Peaceful Societies, and SDG 5- Gender Equality. The SI programme is implemented through a multi-sectoral response. This response requires a group of stakeholders to agree to work in a coordinated manner, share a survivor-centered philosophy and apply human rights standards of survivor safety and offender accountability.</p> <p>Guyana is one of the beneficiaries of the SI in the Caribbean. The SI programme in Guyana addresses the root causes of Violence Against Women and Girls (VAWG) by focusing on the prevention of family violence. This form of violence is reflected in physical, social, sexual, economic, and emotional abuse and acts of aggression within familial relationships or connections.¹ A high prevalence of violence against women, which is often culturally accepted and, in many cases, remains underreported exists in Guyana.² Anecdotal evidence suggests that</p>

¹ Spotlight Secretariat. (2019) Caribbean Regional Investment Plan.

² Fifty-second session 9-27 July 2012 Concluding observations of the Committee on the Elimination of Discrimination against Women Guyana. The Committee considered the combined seventh and eighth periodic report of Guyana (CEDAW/C/GUY/7-8) at its 1041st and 1042nd meetings, on 10 July 2012 (see CEDAW/C/SR.1041 and 1042). The Committee’s list of issues and questions is contained in CEDAW/C/GUY/Q/7-8 and the responses of the Government of Guyana in CEDAW/C/GUY/Q/7-8/Add.1. Available from: <http://evaw-global-database.unwomen.org/-/media/files/un%20women/vaw/country%20report/america/guyana/guyana%20cedaw%20co.pdf?vs=622>

intimate partner violence/domestic violence, for instance, remains pervasive, even with an increased level of brutality. The interventions under the Guyana SI programme allows for particular attention to be given to the following forms of Gender-Based Violence (GBV): Sexual Violence; Sexual Violence and Disability; Sexual Exploitation and Abuse; Child Marriage/ Early Unions; Child Abuse; Trafficking in Persons; Domestic Violence/ Intimate Partner Violence; and Elderly Abuse.

The SI programme in Guyana addresses the culture of VAWG through a survivor-centered approach. This approach incorporates a human rights-based approach that allows for survivors' rights and needs to be placed first. Thus, the survivor has a right to be treated with dignity and respect, rather than being blamed for the violence experienced. The survivor has a right to choose the course of action to address the violence experienced, instead of being left to feel powerless. The survivor has a right to privacy and non-discrimination based on gender, age, race/ethnicity, ability, and sexual orientation.³

It is noteworthy that the Government of Guyana has made strides towards the implementation of a responsive mechanism that seeks to hold several categories of practitioners/ professionals accountable and improve the quality of care and services being provided to survivors of sexual violence.⁴ There exists extensive commitment on the part of the Government of Guyana to respond to and prevent violence against women and girls. However, many women and girls still have little or no access to the support and services that can protect them, assist in keeping them safe, and address the short and long-term consequences of the violence that they experience. Guyana's obligation to exercise due diligence requires the State to establish effective measures to prevent, investigate and prosecute cases of VAWG. This includes effective means to respond to each case of violence, as well as address the structural causes and consequences of the violence, by ensuring comprehensive legal and policy frameworks, gender sensitive justice systems and police protocols, available health and social services, awareness raising activities and ensuring the quality of all measures.⁵

The provision, coordination and governance of essential health, police, justice and social services can significantly mitigate the consequences that violence has on the

³ Essential Services Package for Women and Girls Subject to Violence. Core Elements and Quality Guidelines.

⁴ Guyana: Report on the implementation of the Montevideo Consensus on population and development 2013-2018

⁵ UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

	<p>well-being, health and safety of women and girls’ lives, assist in the recovery and empowerment of women, and stop violence from reoccurring.⁶ Essential services can diminish the losses experienced by women, families and communities in terms of productivity, school achievement, public policies and budgets, and help break the recurrent cycle of violence.⁷ As part of the effort to strengthen the delivery of an Essential Services Package, efforts are being made to strengthen and increase the capacity of the Ministry of Human Services and Social Security as well as other relevant stakeholders to deliver strengthened GBV case management services.</p> <p>GBV case management is a structured method for providing help to a survivor whereby the survivor is informed of all the options available to them and the issues and problems facing a survivor are identified and followed up in a coordinated way, and emotional support is provided to the survivor throughout the process.⁸ GBV case management is also a collaborative, multi-sectoral process that assesses, plans, implements, coordinates, monitors and evaluates available resources, options and services to meet an individual survivor’s needs and to promote quality, effective outcomes.⁹ It involves one organization, usually a psychosocial support or social services actor, taking responsibility for making sure that survivors are informed of all the options available to them and that challenges facing survivors and their families are identified and follow-up is conducted in a coordinated way, providing survivors with emotional support throughout the process. GBV case management has also become the primary entry point for survivors to receive crisis and longer-term psychosocial support, given gaps in health and social support service providers in both developmental and humanitarian settings. There is therefore a critical need to strengthen the GBV case management processes in Guyana as it is a central component of strengthening a multi-sectoral and survivor-centred response to GBV in Guyana. This is in keeping with the vision of the Ministry of Human Services and Social Security in Guyana.</p>
<p>Scope of Work:</p>	<p>Overall objective: To strengthen and increase the capacity of personnel within the Ministry of Human Services and Social Security as well as other stakeholders to deliver strengthened GBV case management system within the Guyana context; in keeping with the vision of the Ministry of Human Services and Social Security.</p> <p>The Consultancy Team engaged will be expected to undertake the following tasks (in support of the Ministry of Human Services and Social Security):</p>

⁶ UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

⁷ UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

⁸ GBVIMS (2021). GBV Case Management. <https://www.gbvims.com/gbv-case-management-guidelines/>

⁹ Gender-Based Violence Case Management Capacity Building Initiative (2020) <https://www.gbvims.com/wp/wp-content/uploads/GBV-CM-CBI-Periodic-Review.pdf>

1. Conduct *desk research as well as a GBV case management assessment workshop* to aid the assessment of a number of critical issues to be considered. Among the critical questions to be answered are¹⁰:

- (i) What are the cost considerations of strengthening and institutionalizing sustainable GBV case management services in Guyana that the Ministry of Human Services and Social Services and other key stakeholders should take into account?
- (ii) Are policies and protocols for the delivery of survivor-centered GBV case management, that is in line with international technical guidance and best practices, currently in place within the Ministry of Human Services and Social Security as well as other key stakeholders involved in the delivery of GBV case management services?
- (iii) Are there specialized, qualified and experienced personnel (with tertiary education in psychology and/or social work) available to adequately maintain a strengthened GBV case management system?
- (iv) Are there culturally competent female GBV case workers who speak the same language as the survivors? For men and gender diverse persons, what specific protocols that address the needs of these segments of the population are in place?
- (v) Is there a confidential data protection information system for the gathering and storage of GBV related information, inclusive of instructions for data handling and analysis?
- (vi) Has the consultant examined the following texts as guides to obtain a deeper understanding of each critical question: the Interagency Minimum Standards for prevention and response to GBV in emergencies; the Inter-Agency GBV Case Management Guidelines; the Guidelines for the Provision of Remote Psychosocial Support Services for GBV survivors; and the COVID-19 Guidance on remote GBV services focusing on phone based case management and guidelines?

The workshop will allow for further assessment of the protocols that are currently in place for data gathering within the Ministry of Human Services and Social Security as well as other key stakeholders engaged in the delivery of GBV case management services; aid in the determination of how international guidelines can be adopted to suit the Guyana context; as well as aid in the tailoring of appropriate training interventions to support the capacity building of personnel engaged in the delivery of GBV case management services in Guyana.

¹⁰ Questions adapted from guidance of The Inter -Agency Minimum Standards for Gender-Based Violence in Emergencies Programming (2019), Inter-Agency Gender Based Violence Case Management Guidelines (2017), Guidelines for the Provision of Remote Psychosocial Support Services for GBV Survivors (2020).

The workshop can be replicated with other relevant Government departments as well as with civil society organizations (CSOs) engaged in the provision of GBV case management services in Guyana. This exercise will provide context, based on the gaps and overlaps identified from the SI readiness assessment which reviewed existing services for all women and girls who are survivors of violence in a broad range of settings (with particular focus on the Spotlight target regions and communities). This exercise will also address the COVID-19 context and GBV and the implications for GBV case management within this context. This exercise will also address the humanitarian context (such as the influx of individuals from Venezuela) and disasters (such as flooding) and the implications for GBV case management within these contexts .

2. Support the Ministry of Human Services and Social Security in the ***establishment of core competencies***, inclusive of job descriptions that specify the qualifications, experiences, etc., to be applied by the Ministry of Human Services and Social Security and other key stakeholders in the recruitment of individuals involved in supporting the provision of GBV case management services. The establishment of a clear set of GBV core competencies and years of professional experience is required. This will apply to individuals involved in supporting the provision of GBV case management services at various levels, inclusive of GBV case managers, GBV case workers, GBV focal points, as well as community mobilizers. This will address the requirements for qualified and experienced individuals directly involved in the provision of GBV case management services as well as the requirements for individuals who are not directly involved in the provision of GBV case management services.
3. Support the Ministry of Human Services and Social Security in ***developing GBV case management tools from international technical guidance*** as well as ***developing a costed training plan*** to address a training needs assessment in support of the Ministry of Human Services and Social Security and other key stakeholders in the delivery of GBV case management services, to aid the capacity building of personnel that are involved in GBV case management within the Ministry of Human Services and Social Security and other key stakeholders in Guyana. This workshop can be replicated with other Government departments as well as with CSOs engaged in the provision of GBV case management services. This exercise will provide context, based on the gaps and overlaps identified from GBV case management assessment workshop as well as the SI readiness assessment.

	<p>4. Support the Ministry of Human Services and Social Security in <i>facilitating technical meetings to secure agreements on the application of the measures outlined to address the gaps identified during the assessment, the application of the core competencies, the application of GBV case management tools, the monitoring of the application of the GBV case management tools, as well as the training plan</i> in support of the GBV case management work of the Ministry of Human Services and Social Security as well as other key stakeholders involved in the delivery of GBV case management services in Guyana.</p>												
<p>Duration and Working Schedule:</p>	<p>The contract of this consultancy will be from October 26, 2021, to December 15, 2021. The following deliverables are expected of this consultancy:</p> <table border="1" data-bbox="431 684 1500 1772"> <thead> <tr> <th data-bbox="431 684 1300 789">Deliverables</th> <th data-bbox="1300 684 1500 789">Completion Date</th> </tr> </thead> <tbody> <tr> <td data-bbox="431 789 1300 852">1. <i>Inception Report</i></td> <td data-bbox="1300 789 1500 852">November 2</td> </tr> <tr> <td data-bbox="431 852 1300 957">2. Conduct <i>desk research as well as a GBV case management assessment workshop</i></td> <td data-bbox="1300 852 1500 957">November 23</td> </tr> <tr> <td data-bbox="431 957 1300 1167">3. Support the Ministry of Human Services and Social Security in the <i>establishment of core competencies</i>, inclusive of job descriptions that specify the qualifications, experiences as well as a training needs assessment to support the Ministry of Human Services and Social Security as well as other key stakeholders.</td> <td data-bbox="1300 957 1500 1167">December 7</td> </tr> <tr> <td data-bbox="431 1167 1300 1377">4. <i>Adapt GBV case management tools</i> from international technical guidance as well as <i>develop a costed training plan to address training needs assessment</i> to support the Ministry of Human Services and Social Security as well as other key stakeholders involved the delivery of GBV case management services.</td> <td data-bbox="1300 1167 1500 1377">December 7</td> </tr> <tr> <td data-bbox="431 1377 1300 1772">5. Facilitate <i>technical meetings</i> to secure agreement from the Ministry of Human Services and Social Security and other key stakeholders on the application of the measures outlined to address the gaps identified during the assessment, the application of the core competencies, the application of GBV case management tools, the monitoring of the application of the GBV case management tools, as well as the training plan in support of the Ministry of Human Services and Social Security as well as other key stakeholders involved in the delivery of GBV case management services in Guyana.</td> <td data-bbox="1300 1377 1500 1772">December 10</td> </tr> </tbody> </table>	Deliverables	Completion Date	1. <i>Inception Report</i>	November 2	2. Conduct <i>desk research as well as a GBV case management assessment workshop</i>	November 23	3. Support the Ministry of Human Services and Social Security in the <i>establishment of core competencies</i> , inclusive of job descriptions that specify the qualifications, experiences as well as a training needs assessment to support the Ministry of Human Services and Social Security as well as other key stakeholders.	December 7	4. <i>Adapt GBV case management tools</i> from international technical guidance as well as <i>develop a costed training plan to address training needs assessment</i> to support the Ministry of Human Services and Social Security as well as other key stakeholders involved the delivery of GBV case management services.	December 7	5. Facilitate <i>technical meetings</i> to secure agreement from the Ministry of Human Services and Social Security and other key stakeholders on the application of the measures outlined to address the gaps identified during the assessment, the application of the core competencies, the application of GBV case management tools, the monitoring of the application of the GBV case management tools, as well as the training plan in support of the Ministry of Human Services and Social Security as well as other key stakeholders involved in the delivery of GBV case management services in Guyana.	December 10
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	<p>6. Final Report including a costed implementation plan for strengthened national capacity to address the delivery of GBV case management services in Guyana.</p>	<p>December 15</p>
<p>Place where services are to be delivered:</p>	<p>The Consultancy Team engaged to execute this consultancy will be expected to work remotely, utilizing their own office space, computer, internet, telephone and other equipment, as needed, to undertake this assignment.</p> <p>The Ministry of Human Services and Social Security and UNFPA will facilitate the work that the Consultancy Team may need to conduct from the Ministry of Human Services and Social Security and from the Administrative Regions.</p>	
<p>Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):</p>	<p>The Consultancy Team is expected to submit the deliverables in English, soft copies, to the Ministry of Human Services and Social Security and UNFPA for review and approval, according to the Duration and Working Schedule. The Consultancy Team will be expected to interact both virtually and physically (in keeping with COVID-19 measures), as needed, with Ministry of Human Services and Social Security personnel, UNFPA personnel, and other key stakeholders. The Consultancy Team must therefore have good access to virtual communication services.</p> <p>All documents produced as a result of the consultancy will be the property of the Ministry of Human Services and Social Security.</p>	
<p>Monitoring and progress control, including reporting requirement, periodicity format and deadline:</p>	<p>The Consultancy Team will work closely with: the Spotlight focal point within the Ministry of Human Services and Social Security; the relevant technical officers within the Ministry of Human Services and Social Security; the relevant officers within the Regional Administrations of the Spotlight target administrative regions; the UNFPA Liaison Officer for Guyana, who serves as the technical coherence lead for the Guyana SI programme; as well as other key stakeholders. The Consultancy Team will be expected to maintain fluid communication. To this end, virtual meetings will take place throughout the consultancy. Importantly, the implementation of this initiative will involve all GBV partners through two existing Spotlight mechanisms, the Spotlight Gender Technical Working Group as well as the Spotlight Civil Society National Reference Group.</p>	
<p>Supervisory arrangement:</p>	<p>The Consultancy Team will report to the Spotlight focal point within the Ministry of Human Services and Social Security and the UNFPA Liaison Officer for Guyana.</p>	

	The Consultancy Team will be required to complete the tasks in a structured manner and according to the timeline specified in the working schedule.
Expected travel:	The Consultancy Team will benefit from prior work completed under the Guyana Spotlight Initiative programme, inclusive of the Readiness Assessment and the development of the Essential Services Package for women and girls subjected to violence. As such, travel to the various target communities across the target administration regions of Guyana will be very limited.
Required expertise, qualifications and competencies, including language requirements:	<p>The lead Consultant will need to meet the following requirements:</p> <p>1. EDUCATION An Advanced University degree in Social Science, Public Health, Statistics or related technical field is required.</p> <p>2. WORK EXPERIENCE</p> <ul style="list-style-type: none"> ● At least five (5) years' experience in programming in relevant areas, such as, gender, social work, GBV service provision to GBV survivors (particularly within the health, social services, Police, and/or justice sectors), as well as project development and implementation. ● Technical experience in the elimination of violence against women and girls. ● Experience in providing policy advice to the government officers and/or designing and developing programmes. ● Working experience in the Caribbean region, especially Guyana, will be an asset. ● Previous experience with the UN (and specifically UNFPA) or other international donor agencies would be an asset. <p>3. LANGUAGE Excellent oral and written communication skills in English and competence in basic IT packages, particularly MS Word and MS Excel.</p> <p>4. COMPETENCIES Excellent analytical and writing skills, and results oriented.</p>
Inputs/services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable	<p>The Ministry of Human Services and Social Security and UNFPA will support the Consultancy Team in the execution of the activities.</p> <p>The Consultancy Team will be required to complete the PSEA mandatory course prior to undertaking this consultancy.</p>

Other relevant information or special conditions, if any

Payment of Consultancy Fee will be made as follows:

	Deliverables	%
1	<i>Inception Report</i>	15
2	<i>Desk research as well as GBV case management assessment workshop</i> conducted	30
3	Support provided to the Ministry of Human Services and Social Security in the <i>establishment of core competencies</i> , inclusive of job descriptions that specify required qualifications, experiences, etc.	35
4	<i>GBV case management tools</i> adapted from international technical guidance and <i>training plan</i> developed from training needs assessment for Ministry of Human Services and Social Security as well as other key stakeholders involved in the delivery of GBV case management services in Guyana.	
5	<i>Facilitate technical meetings</i> to secure agreements on the application of the measures outlined to address the gaps identified during the assessment, the application of the core competencies, the application of GBV case management tools, the monitoring of the application of the GBV case management tools, as well as the training plan in support of the Ministry of Human Services and Social Security and other key stakeholders involved in the delivery of GBV case management services in Guyana.	20
6	<i>Final Report including a costed implementation</i> plan to support strengthened national capacity for the provision of GBV case management services in Guyana.	