



**Spotlight Initiative**  
 To eliminate violence against women and girls



**TERMS OF REFERENCE**  
**FOR ENGAGEMENT OF A CONSULTANCY TEAM**

<b>TO OPERATIONALIZE THE SERVICE DELIVERY GUIDELINES OF THE ESSENTIAL SERVICES PACKAGE FOR SURVIVORS OF GBV IN GUYANA</b>	
<b>Hiring Office</b>	United Nations Population Fund (UNFPA) Sub-regional Office for the Caribbean, Guyana
<b>Purpose of Consultancy:</b>	<p>The Spotlight Initiative (SI) is a partnership between the European Union (EU) and the United Nations that is 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), 3 Sound Health and Wellbeing, 16 Inclusive and Peaceful Societies, and 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 approach 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 and response to 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.<sup>1</sup> A high prevalence of violence against women, which is often culturally accepted and, in many cases, remains underreported exists in Guyana.<sup>2</sup> Anecdotal evidence</p>

<sup>1</sup> Spotlight Secretariat. (2019) Caribbean Regional Investment Plan.

<sup>2</sup> 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 1041<sup>st</sup> and 1042<sup>nd</sup> meetings, on 10 July 2012 (see CEDAW/C/SR.1041 and

suggests that domestic violence, for instance, remains pervasive, even with an increased level of brutality. The five priority areas of intervention for the SI programme in Guyana are: (i) Sexual and Gender-Based Violence; (ii) School based Gender-Based Violence; (iii) Intimate Partner Violence; (iv) Incest/ early sexual initiation/ teen and pre-teen pregnancies; (iv) forced sex by a family member or relative.

The SI programme in Guyana addresses the culture of VAWG through a survivor-centered approach. This approach incorporates a human rights-based approach that survivors' rights and needs are 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.<sup>3</sup>

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 victims and survivors of sexual violence.<sup>4</sup> 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 experiencing violence. Guyana's obligation to exercise due diligence requires the State to establish effective measures to prevent, investigate and prosecute cases of violence against women. 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, available health and social services, awareness raising activities and ensuring the quality of all measures.<sup>5</sup>

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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>

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

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

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

The provision, coordination and governance of essential health, police, justice and social services can significantly mitigate the consequences that violence has on the well-being, health and safety of women and girls' lives, assist in the recovery and empowerment of women, and stop violence from reoccurring.<sup>6</sup> 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.<sup>7</sup> The Essential Service Package can also play a key role in poverty reduction and development and efforts to achieve the SDGs.

Under the SI programme, the Ministry of Human Services and Social Security in Guyana is being supported in providing greater access to a coordinated set of essential and quality multi-sectoral services for all women and girls who have experienced gender-based violence. The initiative aims to identify the essential services to be provided by the health, social services, police and justice sectors (the "Essential Services") as well as guidelines for the coordination of Essential Services and the governance of coordination processes and mechanisms (the "Coordination Guidelines").<sup>8</sup> Service delivery guidelines for the core elements of each essential service will be identified to ensure the delivery of high quality services. Taken together, these elements comprise the "Essential Services Package".<sup>9</sup>

During the period 2021 to 2022, during Phase 1 of this activity, the initiative identified the essential services to be provided by the health, social services, police and justice sectors (the "Essential Services") as well as guidelines for the coordination of Essential Services and the governance of coordination processes and mechanisms (the "Coordination Guidelines").<sup>10</sup> ***This allowed for contextualization and adaptation of the Essential Services Package to the Guyana context.*** Phase 2 of this activity, which this consultancy addresses, seeks to provide support for the full operationalization of service delivery guidelines for each essential service identified; to ensure the delivery of high quality services.

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

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

<sup>8</sup> UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

<sup>9</sup> UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

<sup>10</sup> UN Women, WHO, UNFPA, UNDP, & UNODC. (2015). Essential services package for women and girls subject to violence. Publisher: New York, USA.

<p>Scope of Work: (Description of services, activities, or outputs)</p>	<p>Overall objective: The operationalization of service delivery guidelines in Guyana [with a particular focus on the application of the service delivery guidelines in Administrative Regions #1,4,6, and 7] for each Essential Service identified; to ensure the delivery of high quality services, in accordance with the international standards of the GBV Essential Services Package for survivors of GBV.</p> <p>This will be in keeping with the following:</p> <ol style="list-style-type: none"> <li>I. The service delivery guidelines for the Essential Services Package for Guyana; developed in April, 2022, to ensure the delivery of high quality services [in accordance with the Minimum Standards and Guidelines for Essential Services and Survivor-Centered Care].</li> <li>II. The implementation plan for operationalizing the agreed upon GBV mobile and remote services delivery model for Guyana, which was approved by the Ministry of Human Services and Social Security.</li> <li>III. The implementation guidelines for the hope and justice centers, a one stop center for women and girls experiencing intimate partner violence</li> <li>IV. The roadmap for the strengthening of GBV case management in Guyana was developed during the first quarter of 2022.</li> <li>V. The Standing Operating Procedures approved by the Ministry of Human Services and Social Security for the strengthening of GBV case management in Guyana.</li> <li>VI. The proposed Inter-Agency Memorandum of Understanding for strengthening GBV Essential Services delivery.</li> </ol> <p>The <b>Consultancy Team</b> will be expected to undertake the following tasks (in support of the Ministry of Human Services and Social Security):</p> <ol style="list-style-type: none"> <li>1. Implement the <i>service delivery guidelines</i> for each Essential Service identified; to ensure the delivery of high quality services.</li> <li>2. Execute <i>monitoring and evaluation</i> exercises to ascertain the effectiveness of rollout of the operationalization of the service delivery guidelines for each Essential Service identified.</li> </ol> <p>The above stated activities are to be done in accordance with the United Nations Joint Programme on Essential Services for Women &amp; Girls subject to Violence, Roadmap and implementation tools of the Programme on Essential Services for Women and Girls subject to Violence.</p> <p>As part of the support to the Ministry of Human Services and Social Security, the Ministry will guarantee the sustainability of this initiative in Guyana.</p>
<p>Duration and Working Schedule:</p>	<p>The contract of this consultancy will be from January 10, 2023, to June 30, 2023. The following deliverables are expected of this consultancy:</p>

<b>Deliverables</b>	<b>Completion Date</b>
1. <i>Inception Report</i> / Work Plan	January 16
2. Implementation of the <i>service delivery guidelines</i> for each Essential Service identified; to ensure the delivery of high quality services [in accordance with the Minimum Standards and Guidelines for Essential Services and Survivor-Centered Care developed in April, 2022, as well as the accompanying Appendix VIII – Budget and activity schedule].	
<p><b>a. ACTION PLANNING: DETERMINING AND PROGRAMMING RESOURCE REQUIREMENTS</b></p> <p><b>Multi-agency and CSOs Action planning</b> [in Regions 1, 6 and 7, and in Region 4].</p> <p>Objective: Each agency identifies services, service components and gaps and resources required to update and strengthen selected service(s).</p> <p><b>GBV Essential Services Sector Guidelines (3)</b></p> <p>Objective: Operational guidelines designed and rolled out for the Health, Human and Social Services, Justice/Policing, as well as Governance/Coordination sectors.</p>	February 28
<p><b>b. TECHNICAL SUPPORT AND IMPLEMENTATION</b></p> <p><b>Provision of technical support and implementation support for strengthened GBV</b> [over a 3 months period]</p> <p>Objective: Provide technical guidance and operational support to the MoHSSS and the national GBV Inter-agency Taskforce for: (a) rolling out and adapting of the ESP Guidelines in Guyana, (b) piloting Hope and Justice Centres, (c) implementing mobile and remote GBV services, and (d) updating and piloting the national and regional referral pathway.</p>	May 31

	<p><b>Monitoring and assessment</b></p> <p>Objective: Conduct of multi-agency assessment to review programming and service updates as well as provision of support for monitoring that is led by the Inter-agency Taskforce; to ensure the effectiveness of rollout of the operationalization of the service delivery guidelines for each Essential Service identified.</p>	
	<p><b>c. AWARENESS, COMMUNICATION AND ROLLOUT</b></p> <p><b>Targeted communication campaign focused on ESP and survivor-centered care as well as ESP and updated referral pathways</b></p> <p>Objective: Promote public awareness and understanding of the value of guidelines and minimum standards</p> <p><b>ESP and survivor-centered care as well as ESP and updated referral pathways dissemination and learning</b> [per target region; Regions 1, 4, 6, and 7]</p> <p>Objective: Increase knowledge of ESP Guidelines, Survivor-centered care, updated referral pathways, as well as adaptation of these tools.</p>	<p>June 30</p>
	<p><b>3. Final Report</b></p> <p>It is expected that the final report of the Consultancy Team will be able to demonstrate the provision of sensitizations, formal training, technical supervision and mentoring to ensure that GBV Essential Services Package programming upholds global principles and meets UNFPA’s standards of quality. The final report must demonstrate strengthened national capacity in the operationalization of the strengthened GBV Essential Services Package [in line with international standards], as a multi-sectoral GBV programme response, that ensures the provision of accessible, confidential, survivor-centered services to address GBV. Additionally, the final report must present a plan for sustainability.</p>	<p>July 14</p>

Place where services are to be delivered:	<p>The Consultancy Team will be expected to work onsite, utilizing team members own computers, internet, telephones and other equipment, as needed, to undertake this assignment.</p> <p>UNFPA and the Ministry of Human Services and Social Security will facilitate work that the Consultant(s) may need to conduct from the UNFPA Guyana Liaison Office, from the Ministry of Human Services and Social Security, and from the Administrative Regions.</p>
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	<p>The Consultancy Team is expected to submit the following deliverables in English, soft copies, to UNFPA and the Ministry of Human Services and Social Security for review and approval, according to the Duration and Working Schedule. The Consultancy Team will be expected to interact both physically and virtually, as needed, with stakeholders, UNFPA staff, and Ministry of Human Services and Social Security staff. 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 UNFPA, the Ministry of Human Services and Social Security, and the Spotlight Initiative.</p>
Monitoring and progress control, including reporting requirement, periodicity format and deadline:	<p>The Consultancy Team will work closely with the UNFPA Liaison Officer for Guyana, who serves as the technical coherence lead for the Guyana SI programme, the Spotlight focal point within the Ministry of Human Services and Social Security, the relevant technical officers within UNFPA and the Ministry of Human Services and Social Security, 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 design, monitoring and 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>
Supervisory arrangement:	<p>The Consultancy Team will report to the UNFPA Liaison Officer for Guyana and the Spotlight focal point within the Ministry of Human Services and Social Security.</p> <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.</p>
Expected travel:	<p>The Consultancy Team will be required to travel to various locations across the administrative regions of Guyana, particularly Regions # 1 (Barima – Waini), # 4 (Demerara – Mahaica), # 6 (East Berbice – Corentyne), and # 7 (Cuyuni – Mazaruni), to fulfill the deliverables of the Consultancy.</p>

<p>Required expertise, qualifications and competencies, including language requirements:</p>	<p>The ideal members of the Consultancy Team will need to demonstrate a record of accomplishment supported the delivery of GBV essential services.</p> <p>The ideal members of the Consultancy Team will also need to meet the following requirements:</p> <p>1. EDUCATION An Advanced University degree in Social Services, Public Health, Policing, Justice, Governance and Coordination is required; [with at least one team member of the Consultancy Team, possessing expertise in at least one of these identified critical sectors].</p> <p>2. WORK EXPERIENCE</p> <ul style="list-style-type: none"> <li>● At least seven (7) 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, and governance and coordination), as well as project development and implementation.</li> <li>● Technical experience in the elimination of violence against women and girls and knowledge and experience in the Essential Services Package is essential.</li> <li>● Experience in providing policy advice to the government officers and/or designing and developing programmes.</li> <li>● Working experience in the Caribbean region, especially Guyana, will be an asset.</li> <li>● Previous experience with the UN and specifically UNFPA can be an asset.</li> </ul> <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>
<p>Inputs/services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable</p>	<p>UNFPA and the Ministry of Human Services and Social Security will support the Consultancy Team in the execution of the activities. The members of the Consultancy Team though will utilize their own computers, internet, telephones and other equipment, as needed, to undertake the assignment.</p> <p>The Consultancy Team will be required to have all relevant personnel assigned to this consultancy complete all identified mandatory courses in order to undertake this consultancy.</p>
<p>Other relevant information or</p>	<p>Payment of Consultancy Fee will be made as follows:</p>



special conditions, if any		<b>Deliverables</b>	<b>%</b>
	1	<b><i>Inception Report</i></b>	15
	2	Implementation of the <b><i>service delivery guidelines</i></b> for each Essential Service identified; to ensure the delivery of high quality services [in accordance with the Minimum Standards and Guidelines for Essential Services and Survivor-Centered Care developed in April, 2022, as well as the accompanying Appendix VIII – Budget and activity schedule].	
		<b>a. Action Planning: Determining and Programming Resource Requirements</b>	50
		<b>b. Technical Support and Implementation</b>	
		<b>c. Awareness, Communication and Rollout</b>	25
	3	<b><i>Final Report</i></b>	10