

Terms of Reference

Assignment	Document Project Demonstration of the inclusion and provision of counselling services for KP through the LifeLine ChildLine Call Centre helplines
Location	Windhoek
Type of Contract	Individual Contractor
Languages required:	English
Duration	1 Month
Estimated number of working days	24 days
Start date:	01 April 2022
End date:	05 May 2022
Closing date for proposal:	23 March 2022

Background:

LifeLine/ChildLine (LLCL) Namibia is a well-known Namibian welfare organization (WO 150), registered with the Ministry of Health and Social Services (MoHSS) for more than 40 years. The sole purpose of this organisation is to providing quality counselling services; social behavioural change interventions; protective, quality mental health and gender responsive services; encourage HIV/AIDS prevention; capacity building in systemic preventative and responsive ways for improved well-being of boys and girls, young adults, women, men, parents, families, caregivers, and communities in Namibia. Through LLCL initiatives problems identified by communities engaged related to Gender Based Violence (GBV), and Violence Against Children (VAC) are addressed, with a focus on mental wellbeing.

LLCL Namibia operates as a National Counselling Centre in Windhoek Offering telephone, sms, online and face-to-face counselling services for Namibia with three regional settings. The Helplines expanded into the 116 Child HelpLine (on which sms counselling is also provided since 2010), and the 106 Gender-Based Violence (GBV) HelpLine since 2015.

Positive Vibes (PV) is implementing the Strengthening Community Based Key Populations Interventions Programme (KP Programme) under the Programme Management Unit of the Global Fund Grant in the Ministry of Health and Social Services. The programme duration is from 01 January 2021 to 31 December 2023. Through partnership with LLCL psychosocial services is provided to KPs through the 116 and 106 helplines.

The KP programme makes use of the Looking In Looking Out (LILO) methodologies in a series of participatory workshops which make use of personalisation approaches to deepen self-efficacy amongst key populations.

The KP Programme is currently rolled out in 8 sites across 4 regions:

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Board of Directors: W. Gonzo (Chairperson), R. Rukoro, J. Nakuta, I.Cupido, V. Ruswa

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- Erongo (Arandis, Usakos and Omaruru)
- !Karas (Luderitz, Rosh Pinah and Oranjemund)
- Otjozondupa (Grootfontien)
- Zambezi (Kongola)

Key activities in the KP Programme:

1. Psychosocial Support Group facilitation (HIV prevention programme - defined package of services). This entails coordination and implementation of Looking in Looking out (LILO) workshop sessions with key target audiences Men who have Sex with Men (MSM) and Sex Workers (SW) at the community level.

LILO workshop sessions:

- **LILO Identity**

LILO Identity is a personalised approach to exploring gender identity and sexual orientation. The workshop aims to move individuals towards a positive LGBTI identity, a strong self-concept, and a high regard for themselves as LGBTI individuals. Participants are encouraged to integrate their LGBTI identity with their other qualities and roles – and to see themselves as complex, multifaceted human beings with many strengths and skills. Topics cover language, the emergent development process of exploring sexual orientation and gender identity, relationship skills, creating a circle of positive support, skills for coming out and understanding the impact of prejudice and discrimination.

- **LILO Work**

LILO Work starts with the telling of participant’s own personal story of the circumstances that have led them to sex work. Their occupation as sex worker is contextualised within the wider understanding of a more layered, nuanced self. The thread of sex work as work, is pulled through into a session that looks at the daily “occupational hazards” of sex work and the need for safety mechanisms to be put in place to protect against violence, and to ensure sexual health. An awareness of the environment and the structures that should, but often do not, support sex workers are surfaced. The workshop focuses on what an individual can control to mitigate against these challenges. Individuals’ dreams for a future are explored, business skills are shared, and the final sessions of the workshop are geared toward actions aimed at realising these dreams.

- **LILO Connect**

LILO Connect is designed to assist individuals to move towards more positive levels of attitude (support, admiration, appreciation and nurturance) to LGBTI people, sex workers and people who use drugs, through identification and empathy. The process starts with participants exploring their values and where these come from, and how these inform our attitudes and judgements of others. Through the lived experience of individuals from the key population groups, empathy is created, and awareness shifts individuals towards more positive attitudes. The workshop is suitable for staff of organisations wishing to work with key populations, and also as an advocacy tool for working with staff of institutions such as the police, religious leaders and health workers that could better support these groups.

2. **Conducting a demonstration project of the Call - Centre to document lessons learned and inform scale up opportunities.**

3. Conduct advocacy and awareness raising activities to reduce stigma against KP in communities including lawmakers.
4. Stakeholders’ meetings to explore and document human rights violations.
5. Adopt tool to document human rights violations of KPs.
6. Community Led Monitoring processes.
7. Place & Study Assessment focusing on KPs : i) identify, describe and map the places where KP can be reached in the 8 project sites, ii) estimate the size of KP in each area, and ii) assess stigma among KP.

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8. CBART intervention focused on KP.
9. Training of Facilitators in the defined package of service.
10. Supportive supervision and mentoring visits for case workers.
11. National Quarterly programme review meetings.

Scope of Work:

A critical component of the KP Programme is counselling sessions that are provided through LLCL call center through 116 and 106 toll free helplines. The organisation would like to source a local consultant that will document the inclusion of counselling services through the LLCL helplines to LILO participants and will thus achieve **key activity 2**.

Objective of Assignment:

To document lesson learned, challenges, and recommendations that can inform scale up opportunities.

Key Functions and Outputs:

- Develop counselling service needs assessment of KPs in identified sites
- Evaluate the LGBTQI+ inclusiveness of the call centre
- Review current call centre Policies
- Track the use of call centre by KPs, especially from the programme identified sites
- Report documenting findings, challenges, lessons learned, and recommendations

Deliverables and Timeline:

	Deliverable/Activities	Estimated # days	Percentage payment
1	Inception report and detailed work plan and presentation of this at Inception meeting.	3 days	20%
2	Development of needs assessment on the counselling needs of KPs data collection tool	2 days	20%
3	Needs assessment data collection	5 days	
4	Evaluation of call centre	5 days	
5	First draft report shared with LLCL and PV for feedback	3 days	20%
6	Share second draft report	2 days	
7	Power Point Presentation sharing findings with LLCL and Positive Vibes	2 day	20%
8.	Final evaluation report shared	2 days	20%
	Total	24 Day	

Payment Schedule:

The consultant will work under the direct supervision of LLCL Director and M+E Manager to ensure satisfactory delivery of the final product Payment upon service delivery and obtaining or submitting the necessary/ required documents (i.e. Approval of deliverable from LLCL, and invoices).

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Experience and Qualifications:

- A degree (or higher education) in, Sociology, Monitoring and Evaluation, Psychology or any relevant field.
- Additional qualifications in Human Right Studies will be of an advantage
- Experience in research, data collection, indicator analysis, and report writing
- Experience in applied qualitative/quantitative research techniques
- Strong capacity and experience in survey design and sampling, planning and organizing survey logistics, and proven record of delivering timely results.
- Strong written and communication skills in English
- Experience working with KPs
- Experience in conducting similar activities
- Capacity to complete the study on the timeline outlined, including ability to mobilize technical and field capacity in order to begin preparatory and field work shortly after the signing of the contract, including establishing any sub-contracts as needed.
- Legal status recognized by Namibia, enabling the organization to perform the above-mentioned tasks.

Call for proposals:

Proposals should be submitted by close of business **(17h00) on 23 March 2022**. Proposals should include:

- Interpretation of the ToR and deliverables (identify relevance or possible gaps),
- Brief proposal outlining analytical/methodological approach to preparing the assessment,
- Consultancy profile and summary of similar work completed
- CVs of all individuals that will be involved in the completion of the assignment
- Detailed budget including travel. Tax to be included as separate line item.

Evaluation weighting:

60% technical

40% financial

100% total

Conditions:

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment.
- The contractor's fee shall be inclusive of all office administrative and travel costs including visas.
- LLCL and PV shall be entitled to all property rights, including but not limited to patents, copyrights, and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided. In certain cases, LLCL and PV would be prepared to share intellectual property rights, requiring at a minimum, that LLCL and PV must be acknowledged in all use and publications of the data generated under the present consultancy, and retains the right to use the data for further analysis and publication with acknowledgement of the research institution concerned.

Enquiries:

Please direct any enquiries to:

Natasha Maritz (M+E Manager) 061 226 889 or monitoring.evaluation@lifeline.org.na

Proposals with all supporting documents can be hand delivered or emailed to:

Nicolette Bessinger

or

Natasha Maritz

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Director

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Special Notice:

Respect for diversity is one of the core values of the LLCL, thus, Women, Persons with Disabilities and KPs are encouraged to apply.

M+E Manager

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