

TERM OF REFERENCE (ToR) FOR THE RECRUITMENT OF INDIVIDUAL CONTRACTOR (IC) - Psychologist

GENERAL INFORMATION

Services/Work Description: ICs
Project/Program Title: UNHCC/UNECA
Post Title: Psychologiste (National Consultant -NC)
Consultant Level: Level B (Specialist)/Level C (Senior Specialist)
Duty Station: Addis Ababa / Home-based / UNDP Country Office
Expected Places of Travel: None
Duration: 144 working days (1,118 hours) distributed over 12 months
Expected Start Date: Immediately after Signing the Contract the consultancy assignment will commence

I. BACKGROUND / PROJECT DESCRIPTION

Briefly describe the project rationale / background and the **objectives** of the project

- a. The UN Health Care Center has the responsibility to provide both core and non-core services to all UN staff and the eligible dependents based in Ethiopia.

The core services are provided by the regular staffs that include physicians and a few supportive para-medical staff. The non-core services also known as curative services are provided both by regular physicians and consultants who are recruited in different fields of medicine. The Psychology service is intended to provide core and non-core services to UN staff and the dependents in the area of Mental Health

The present ToR is intended to guide the consultants in the dispensation of their duties at UNHCC to ensure clients' satisfaction and respect the organization's rules and regulations from the health standpoint of view

- b. Briefly describe the context of the required services
 - Carry out with empathy and care medical consultations within the assigned period to the Specialist.
 - Diagnosis of mental disorders and provides counselling accordingly.
 - Counsels on traumatic life events.
 - Recommend different coping strategies.
 - Work closely with the patient primary physician and Psychiatrist to optimize patient care.
 - Refers serious cases to Psychiatrist for the institution of treatment and informs the CMO on the case and special measures to be taken to ensure patient's safety.

- Identifies potential stressors and organizes group counselling sessions for staff in different UN Agencies, including the provision of mental health hygiene to ensure the well-being of all UN staff.
 - Writes detailed medical reports for the purpose of referral to other services in the city, obtaining medical approval from the different UN Medical Directors.
 - Writes educational newsletters/posters on different mental health Issues for the consumption of the general UN public and awareness creation.
 - Participates in the monthly continuous medical education and present topics in the field of Mental health to the rest of UNHCC personnel
 - Assists the patient to get the appropriate treatment and management protocols by identifying service providing facilities in the city.
 - Performs the above services with empathy, care and the best ethical considerations to maintain confidentiality and avoid sharing patients' medical condition with anybody in any form (using data for research purpose or in public lectures) without prior written consent of the patient and without duress.
 - Confers with other physicians and paramedics whenever necessary to facilitate the conclusion of a diagnosis for a patient.
 - Presents public lectures to the general staff body in order to sensitize them on occurring mental health issues of interest to the UN Staff and their dependents.
 - Demonstrate team spirit and be punctual at all times, including informing UNHCC administration at least 3 weeks in advance on any changes to the individual time table and exceptionally days before to allow for replacement to be sought for.
- c. Emphasize the relevance/purpose of the work required and how it is linked to the project context
- The purpose of this consultancy is to provide clinical counselling in the field of mental health.
 - In the event of mass casualty the consultants might be called up to assist the UNHCC regular team in providing stress and crisis management counselling sessions to victims and care givers.
- d. List and describe the stakeholders for the project.
- The key stakeholders are the CMO and the administration of UNHCC with whom the IC deals with on a daily basis.
 - The different committees of the clinic (Executive Committee, Management Support Committee and Technical Committee)
 - External stakeholders include UNMSD and Medical Directors of UN Agencies who might request specific information at any time on the management of a case.
- e. If applicable, explain thoroughly the peculiarity of the setting of the project or the work required, if any (e.g., security risks involved in conducting the work in certain communities, certain cultures and practices unique to the stakeholders, etc.)
- UNHCC provides health care services to the UN staff and dependents who form a selection from a diversified cultural, religious and ethnic groups.
 - The IC must be aware of this diversity and treat each client with respect and dignity.
 - The IC might be exposed to health risks such as infectious diseases in the process of dispensing the duties. When this happens beyond the context of regular seasonal flus and common illnesses peculiar to the country, the UN Agencies should be prepared to support the consultant with medications to regain his or her healthy status.

II. SCOPE OF THE WORK

- a. List the results that the IC should achieve, and the major tasks expected to be undertaken by the Contractor.
 - As elaborated under item “b” above, the IC should achieve results by promptly attending to the medical needs of the UN Personnel and families, to re-establish their general wellbeing.
 - By advising on preventive measures, the IC ensures work place safety and well-being, free of injuries or spread of infectious diseases.
 - Working with other stake holders like WHO and the Ministry of Health, proper monitoring and surveillance of potential health hazards can be mitigated in a timely manner to reduce the rate of morbidity and possible mortality.
- b. Briefly describe the required activities (scope, location, subjects, etc.) and other information that will help prospective Offerors understand the nature of the work
 - The IC will be based in the UN Health Care Center in the UN compound in Addis Ababa, where he or she will provide outpatient consultations on a part time basis. The length of service per day will be determined by the number of hours allocated for the unit and runs from Monday through Friday according to a shift convenient to the consultant either in the morning or afternoon.
- c. If possible, it is always best to indicate in each activity the literature/data/information/policy framework already on hand that and may be made available by UNDP to the Individual Contractor as reference/input to the activity.
 - Not applicable

III. EXPECTED OUTPUTS AND DELIVERABLES

- a. List down the outputs and specific deliverables in sequence, corresponding to the work and their corresponding target delivery dates.
- b. If the specific dates are contingent on too many variables and cannot yet be defined, the span of time from the commencement of the work could be indicated (e.g., 2nd week from contract signing, within 2-3 months from contract signing, etc.). Commencement of work should be June 1, 2016 and contract end date December 31, 2016.
- c. If there are multiple reviewers/certifying authorities for each output/deliverable, they shall be properly identified and indicated in this section.
- d. If feasible, a table similar to the one below is desired in order to clearly summarize the above details:

No.	Deliverables / Outputs	Estimated Duration to Complete	Review and Approvals Required
1	Promptly attend to the client on arrival	During working hours or when called	Call by CMO/Deputy or head nurse
2	Request investigations to aid in putting the diagnosis	Refer to primary physician or Psychiatrist	
3	Refer critical cases to city health care facilities for admission and treatment	On an ad-hoc basis	
4	Conduct medical examination for employment purpose	N/A	

IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- a. Identify the specific authority/ies who will directly supervise the Contractor, and to whom he/she will be directly responsible to, reporting to, seeking approval/acceptance of output from (e.g, the Project Manager, or National Project Director, etc.)
 - The IC directly reports to the CMO of UNHCC or deputy or designated officer
 - The latter provides monthly evaluation report for HRSS usage.
 - The head nurse maintains a daily record of attendance on which basis remunerations are calculated.
- b. Indicate the frequency of progress reporting, if required (e.g., weekly, monthly, fortnightly, etc.), the recommended formats, if any. If any of the reports must be presented, indicate the audience/body and expected location and venue.
 - Being responsible for the wellbeing of the clients, routine reporting will be done on a daily basis to the CMO and complicated cases discussed on an ad –hoc basis.
- c. Identify institutions/organizations/individuals with whom the Contractor is expected to liaise/interact/collaborate/meet with in the course of performing the work (e.g., other agencies, project co-implementers, donors, communities, local government units, etc.)
 - HRSS of UNDP, CMO, colleagues, para-medical staff of the clinic and occasionally, Heads of UN Agencies or their medical services.
- d. Define roles / extent of participation of entities involved in the management/implementation of the contract (e.g., as respondents to survey, resource persons to confer with, approving authority, evaluating performance, etc.)
 - Confers with other physicians and Paramedical staff whenever necessary to facilitate the conclusion of a diagnosis for a patient.
 - Comply with the results of clients satisfaction surveys to improve on the quality of services
 - Based on the recommendations of the CMO, the Management Support Committee may approve or not approve the extension of the contract of a consultant.
- e. Specify if the project will be able to provide (or not) any facilities, support personnel, support service, or logistical support, what they will be, and at what stage of the work.
 - Not applicable

V. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT IC (if any)

- a. Detail list of all inputs and services which will be provided to the prospect IC including but not limited to Office Space; Equipment; Secretarial services; Local transport service; Arrangement of workshop(s) (if validation is required),
 - Office space and basic office equipment like computer, Ophthalmology equipment, etc.
 - In-house laboratory, radiology and pharmacy to provide additional assistance to the consultant.
 - Ambulance services for emergency transportation of cases to hospitals in the city
- b. Whether the assignment requires partial, intermittent or full time presence on the UNDP premises. If it prerequisite full presence of the IC, it requires **strong** justification.
 - The assignment requires part time presence in the clinic and is not a permanent job at any given time
 - Any termination of the contract by either party requires one month notice.

- c. Who will be in-charge for offering both administrative and logistics supports
 - UNDP is responsible administrative support, while UNHCC through UNECA provides all logistics necessary to execute the tasks.
- d. The monthly remuneration for the IC is the responsibility of UNDP in collaboration with UNECA Finance section.

VI. DURATION OF THE WORK¹

- a. State expected duration of work / total no. of days/weeks/months of the assignment including effective person-days, if applicable.
 - The duration of work is one year according to the monthly time table
- b. Emphasize the expected date of full completion, if time is of the essence, indicate the consequences of any delay
 - Each contract cycle spans between January 1, through December 31 of contract year
- c. Indicate target date for the start of work and expected completion date, including conditions to determining both dates in the table under **Roman No. III above**
 - Same as in b above divided into two contract periods in January and June of each contract year.
- d. Provide the estimated Lead Time (LT) for UNDP or Project Implementing Partners to review outputs, give comments, certify approval/acceptance of outputs, etc.
 - Within the next two months.
- e. Explain special reason for urgency, if any, and serious consequence/impact of any form of delay in the completion of the work (e.g., deferment of the succeeding phase to the following year, cancellation of the budget allocation for the project, other potential losses to any party involved, etc.)
 - The present contract ends at the end of March and there is need to bridge any gap that might be created in service delivery.

VII. QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR (IC)

a. Education:

- A minimum of first degree in clinical Psychology

b. Experience:

- A minimum of 5 years work experience in the field of clinical Psychology

c. Language and other skills:

- Excellent knowledge of English language, (both written and spoken) is required;
- A knowledge of another UN language is an advantage.
- The work at the clinic requires the use of an electronic medical record system. Computer skills: full command of Microsoft applications (word, excel, PowerPoint) and common internet applications will be required.

d. Functional Competencies:

¹ The IC modality is expected to be used only for short-term consultancy engagements. If the duration of the IC for the same TOR exceeds twelve (12) months, the duration must be justified and be subjected to the approval of the Director of the Regional Bureau, or a different contract modality must be considered. This policy applies regardless of the delegated procurement authority of the Head of the Business Unit.

- Special skills / experience and other qualifications such as analytical skills, communications abilities, teamwork ... which will prove to be advantageous and vital to the success of the work implementation, especially if the assignment's setting/situation is unique or has peculiarities (e.g., experience in working with indigenous people, familiarity with the key issues confronting a certain region, understanding of and ability to relate with a specific culture/religion, knowledge of a local dialect, etc.)
- **Professionalism:** Knowledge of clinical Psychology and mental health problems. Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for decisions made during the dispensation of his or her duties.
- **Client Orientation:** Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.
- **Communication:** Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

e. Core Competencies:

- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism;
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

Important Note:

The Consultant is required to have the above-mentioned professional and technical qualifications. **Only the applicants who hold these qualifications** will be shortlisted and contacted.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified Individual Consultant is expected to submit PHP, copies of their professional certificates and license to practice. Accordingly; Individual Consultants will be evaluated based on Cumulative Analysis as per the following scenario:

- Minimum educational background as per the requirement in the ToR
- Minimum 5 years as a Clinical Psychologist.
- Ability to discharge the consultancy service within the timeframe as per the ToR
- Desk review (comparative table)** which allow to evaluate individual competencies in terms of language proficiency; skills; confidence; problem solving skills.
- Language skills at least spoken during a telephone call.

IX. PAYMENT MILESTONES AND AUTHORITY

- Specify the key outputs or milestone activities for which payments will be made, the corresponding percentage of the contract price that will be paid per milestone/output, including all the conditions/documentations required prior to the release of any tranches of payment.

The prospective consultant will be paid the equivalence of \$ 25 per hour during working days in local currency **based on the effective UN exchange rate (where applicable), and** only after **approving authority** confirms the successful completion assignment at the end of each month.

XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The Individual Consultant shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of UNDP.