

TERMS OF REFERENCE

Location:	Kazakhstan
Type of Contract:	Individual Contract (IC)
Position assignment:	National UN Stress Counsellor
Languages required:	Russian/Kazakh and English
Duration of Initial Contract:	8 months – part time contract

BACKGROUND

The overall mandate of the United Nations Department of Safety and Security (UNDSS) is to provide leadership, operational support, and oversight of the security management system to enable the safest and most efficient conduct of the programs and activities of the United Nations System. UNDSS mandate includes staff safety, security and wellbeing. Within the ambit of wellbeing globally is the element of stress counselling- psycho-social counselling being a key element of wellbeing.

The COVID-19 pandemic has spread to 193 countries in the world and the death toll is rising day by day. The consequences of the pandemic include psychological and financial burden of the illness, death, drastic changes in the sociocultural and behavioural patterns triggered by virus containment measures (i.e. movement restrictions / closed borders, people wearing masks, restrictions in direct inter-personal contacts, changes in the cultural mourning and bereavement processes etc) that may add on to the distress of the populations and UN staff in particular.

Psychological reactions to COVID-19 such as panic, anxiety and elevated stress levels that compromise immunity have been reported by a large number of UN personnel globally that need to be immediately and sustainably addressed. These stress reactions have been exacerbated by having to work from home often in isolation and or with family members that need care. The work life balance of staff has been compromised to the point that some staff have become depressed and suicidal. Violence at home is on the rise for UN personnel who live in unharmonious partnerships. As a whole, UN family in all countries are experiencing extraordinary psychological reactions to the situation that requires urgent and expert psychological support.

The WHO reports 2 954 222 confirmed COVID-19 cases and 202 597 deaths globally as at April 28th (WHO Situation report Coronavirus disease 2019 dated 28 April # 99) bypassing any other health emergency in the recent history such as the Ebola crisis. Kazakhstan reports 3079 cases and 25 deaths as of 29th April and the death toll is expected to rise as per WHO prognosis. See daily situation reports on WHO website; <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

In order to manage the influx of psychosocial reactions related to the evolving pandemic, CISMU, UNDSS is supporting the Public Health Team, Division of Healthcare Management and Occupational Safety and Health (DHMOSH), New York. In this regard, prior to COVID 19 was declared as a pandemic on March 11th by WHO, the psychosocial contingency planning guidelines for the preparation of business continuity plans for COVID-19 were sent out to the field Security Advisors on 16th February. These guidelines include the main activities to be undertaken by country offices in mitigating and managing normal and abnormal stress reactions in the 3 phases of crisis as per the management of stress and critical incident stress (MSCIS) framework outlined in the policy on MSCIS (205) of the UN ; preparedness, response and follow up.

The main recommendation is to hire a COVID-19 dedicated stress counsellor in the preparedness phase (prior to any COVID 19 cases in country) of the crisis in order to prepare for the COVID 19 spread in country. Kazakhstan is currently in the 2nd phase, the response phase (attach the guidelines here and the CISMU policy)

Consequently, it is recommended that urgent action be taken , to shift the current “ on- call” contractual arrangement to an “ in -house part time” service contract (IC contract) for a minimum period of 8 months, on a cost shared basis, in order to create a Critical Incident Stress Management Cell (CISIC) in Kazakhstan for the participating agencies, to conduct urgent psychoeducation, training and counselling services for COVID-19.

DUTIES AND RESPONSIBILITIES

Scope of Work

The National UN Stress Counselor in Kazakhstan will provide the following scope of services:

The in-house national stress counsellor will conduct the following functions for UN personnel and dependents in Kazakhstan under the administrative supervision of the Security Advisor Kazakhstan and technical supervision of the UNDSS CISMU Regional Stress Counsellor:

1. Perform a comprehensive psychosocial needs assessment among UN staff and create a crisis and stress management plan for COVID 19.
2. Monitor the evolving determinants of stress related to COVID 19.
3. Provide psychoeducation and resiliency building training in managing isolation, telecommuting stress and distressed family members.
4. Provide systematic counselling services to prevent stress related diseases including depression, explosive anger attacks and PTSD etc.
5. Conduct preventative and mitigation activities for domestic abuse/intimate partner violence.
6. Create and implement specialized psychosocial programs to prevent burnout of critical staff and other vulnerable groups.
7. Create the Critical Incident Stress Intervention Cell (CISIC) by training and supervising a group of peer helpers (non-mental health professionals) to support staff during and after the crisis.
8. Advise UN senior management on short- and long-term stress mitigating strategies that should be implemented in the organization and on specific issues or cases as required/ requested by UNDSS.
9. Create a comprehensive plan for post pandemic stress mitigation and management.
10. Provide regular reports to the DO/RC, the Security Adviser and UNDSS CISMU Regional Stress Counsellor on psychosocial services provided.
11. Attend to any specific stress related situation or emergency at the request of the UNDSS Security Advisor.

Institutional arrangement and duration of the work

This is a part time employment initially for 8-month period starting from May 2020*. The services are provided to contributing UN Agencies in Kazakhstan, either via face-to-face meetings or conferencing as agreed with the counsellor in advance. Contractual oversight will be provided by the UNDSS. Technical insight will be provided by UNDSS Critical Incidence Stress Management Unit, UNDSS, NY. On monthly basis, the hired National Stress Counselor will prepare the summary for the activities, specifying hours for

individual consultations, or joint UN activities (such as training and seminars) conducted -which will be shared with UNDSS at the beginning of the next month - the name of the clients including the name of the agency for individual consultations should not be specified due to confidentiality.

List of agencies of UN system and affiliated organizations in Kazakhstan participating in the cost share for the UN internal stress counsellor are:

1. UNDP and all projects of UNDP
2. UNICEF
3. UNESCO
4. UNFPA and UNFPA SRO
5. UN DGC
6. EBRD
7. ADB
8. IMF
9. UN RCO
10. ESCAP
11. WHO

The hired stress counsellor may also provide stress counselling services to other non-participating UN agencies as well, however prioritizing the needs of the participating agencies first. Services to staff of non-participating agencies will be at a fee equivalent to the following:

- Standard remuneration for counselling in person and/or group (up to 5 individuals) per visit- 30 USD
- Standard remuneration for full day (8-hour) session, workshop or any other services for full day – 300 USD
- Standard remuneration per group sessions (training) per hour -60 USD
- Standard remuneration for sessions via Skype per hour - 60 USD
- DSA as per established rates (as applicable) - Outside duty station of recruitment
- Travel expenses – outside duty station of recruitment as actual (if applicable)

DUTY STATION

The contractor duty station is Almaty/ Nur-Sultan as per the residence of the selected counsellor and work modalities will be as per the situation as deemed by the UN Resident Coordinator (it is currently in alternate work modalities through telecommuting – with majority of the work through teleconferencing. However, in the future the Contractor based in Almaty or Nursultan cities- he/she will also be required to visit the UN Common Premises/ UN Agency offices of contributing agencies in the other cities for face to face activities (training, seminars) as required/ requested. The duty travel is also expected to other locations of the country with UN footprint in pursuit of relevant activities. There should thus be readiness to travel as UN certified counselors within the country. Any duty travel to any location within Kazakhstan will be with the tickets paid by the respective UN organization and applicable DSA payment as per current rates to the stress Counsellor by the respective UN organization.

The Contractor will be expected to contribute 20 hours per week (part time basis- full working hours being 40 hours per week) to the contributing agencies in the UN as the UN Internal Stress Counsellor for Kazakhstan.

The selected contractor will be required to collaborate closely with the UN CISMU, NY, partake any training or certification requested by them and provide all relevant documentation as requested by UN CISMU or UNDSS Kazakhstan.

** tentative date of start of contract period is expected to be May 2020.*

COMPETENCIES

Corporate Competencies:

- Demonstrates integrity by modeling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UN
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favoritism
- Demonstrate the highest level of confidentiality

Functional Competencies:

- Broad knowledge of all facets of the field of counseling and the ability to provide a confidential environment in which others can talk and act without fear or repercussions within a climate of established trust
- Ability to plan, prioritize and deliver tasks on time
- Excellent communication skills
- Ability to participate efficiently in a team-based information sharing environment
- Acceptance of additional responsibilities
- Capacity to work under pressure
- High client service orientation
- High initiative to solve problems;
- Well-developed communication, leadership and team-building skills
- Excellent analytical skills
- Excellent networking skills
- Treats all people fairly and without favoritism
- Training by UNDSS Critical Incidence Stress Counselling Unit (UNDSS CISMU) an added advantage
- Prior experience of working with UN personnel is also an added advantage
- Knowledge of other UN languages.

REQUIRED SKILLS AND EXPERIENCE

Educational Qualifications:

For Psychologists:

- An advanced university degree in Psychology (i.e. minimum Master's Degree in Clinical Psychology or Counselling Psychology; Master's Degree should have been obtained after a Bachelor's degree in Psychology, Counselling or Psychotherapy)

For Psychiatrists:

- Doctor of Medicine Degree in Psychiatry (MD)

Experience

- Minimum of 5 years of accumulative professional experience in psychological counselling, psychotherapy
- Additional certification, training and or experience in a broad range of related fields, such as alcohol/substance abuse, emergency stress management, psychosomatic disease, behavioral problems, psychosocial programming would be an asset

Language requirements

- Fluency in Russian and Kazakh are required; Knowledge of English is a big asset

PRICE PROPOSAL AND SCHEDULE OF PAYMENT

Contracts based on monthly fee:

The applicants shall specify in their financial proposals a monthly payment of USD 3442 (three thousand four hundred and forty-two US Dollars).

The monthly payments (in local currency KZT as per UN Operational rate of Exchange) as per the services which have been satisfactorily performed subject to certification of the same by UNDP / UNDSS.

Travel costs

In case travel, if needed, expenses will be reimbursed by requested UN Agency based on its rules and regulations. In general, UNDP/UN Agency should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources. In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

APPLICATION PROCESS

The following documents only in **PDF** should be attached to the application (proposal) and sent by e-mail to the following address: procurement.kz@undp.org indicating **Ref.2020-038** in the e-mail subject no later than **14.00 (Nur-Sultan time zone) 11 May, 2020:**

- Duly accomplished Letter of Confirmation of Interest and Availability and Financial Proposal that indicates the all-inclusive fixed monthly contract price, as per UNDP template provided;
- Detailed personal CV, indicating all past experience from similar projects, as well as the contact details (email and telephone number) and other supporting information confirming that the Candidate meets the qualification requirements;
- Copies of higher education diplomas and other relevant documents.

Due to the technical features of e-mail, the size of the file/s should not exceed 19 Mb per e-message.

Please make sure you have provided all requested materials. ONLY fully submitted applications would be considered!!!

The type of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in TOR, can be accessed at

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Due to large number of applications we receive, we are able to inform only the successful candidates about the outcome or status of the selection process.

EVALUATION

The Individual contractors will be evaluated based on the applicants' qualifications and expertise.

The award of the contract should be made to the individual contractor whose offer has been evaluated by UNDSS in consultation with CISMU NY and determined as: a) responsive/compliant/acceptable, and b) having received the highest score out of a pre-determined set of weighted technical (CV desk reviews and interviews) criteria specific to the solicitation.

Technical Criteria - total evaluation – max. 100 points:

- Criteria A (Desk review - Education) – max points: 20
- Criteria B (Desk review -Experience) – max points: 30
- Criteria C (Desk review – Additional certification, training) – max points: 10
- Criteria D (Interview – proven experience and language skills) – max points: 40

This TOR is approved by:

Chandana Tiwari/Security Advisor

Signature -----*Chandana Tiwari*-----

Date 30-Apr-2020