

**Terms of Reference for Psychologist Consultant
within the scope of
Enhancing Access to Public Services and Recourse for
Violence Against Women (VAW) Survivors Project**

1. BACKGROUND

Violence against women (VAW) is still among the most significant challenges every day, everywhere in the world, including Turkey, and remains as one of the most persistent human rights violations. VAW is systematically violating women's rights to live in security and restricting their equal participation in various aspects of social life. Currently, the COVID-19 pandemic may be exacerbating the problem, as women and girls are confined indoors under lockdowns and quarantines for extended periods of time, often with the men who are perpetuating the violence against them.

Significant progress has been made in Turkey regarding the improvement of legal regulations on VAW and implementation of policies developed for the elimination of the VAW. These include, among others, the enactment of Law No. 6284 on the Protection of Family and Prevention of Violence against Women, the launch of legislative reports, the establishment of specialist offices within law-enforcement agencies and prosecution services to deal with cases of VAW, the rise in the number of shelters. However, despite all the efforts, it is observed that VAW continue throughout Turkey -as it is in the other countries in the world- and women are subject to violence at any point in their lives.

UNDP is committed to continuing to provide support to the Government of Turkey and other partners to eliminate VAW and empower women in Turkey. UNDP, with experience in managing projects, key partnerships and programmes on legal aid service provision and access to justice, is well positioned to provide technical assistance on legal aid for VAW survivors. In this regard, "Enhancing Access to Public Services and Recourse for Violence Against Women (VAW) Survivors Project" is designed to lay the foundation for a solid engagement in equality, rule of law, access to justice and human rights area that responds to immediate needs emerging from the COVID-19 pandemic and addresses longer-term recovery.

The Project has 4 outputs:

- 1) Recommendations report produced for strengthening VAW response mechanisms
- 2) Enhanced capacities of Civil Society Organizations (CSOs) which provide tailored services to VAW survivors
- 3) Awareness raised about VAW response mechanisms among justice sector actors
- 4) Bar Associations supported for improved legal aid service delivery and coordination

A Psychologist Consultant will be recruited within the scope of the second output (Enhanced capacities of CSOs which provide tailored services to VAW survivors) of the Project in order to provide counseling and support to VAW survivors through the "Domestic Violence Emergency Hotline" that is operated by Federation of Women Associations of Turkey (TKDF).

Domestic Violence Emergency Hotline was established by Hürriyet Newspaper within the framework of "End Domestic Violence" campaign in 2003, and it has been operated by TKDF since 2014. It is the first and only emergency hotline in Turkey operating to prevent and combat violence against women. Women calling the hotline are directed to relevant institutions and organizations by psychologists, social workers and legal experts, in line with their needs and demands. The cases are followed up and support is provided to take measures to prevent these women from returning back to where they have been exposed to violence and to prevent them from suffering further.

The Individual Consultant (IC) will be engaged for the period between 5 April 2021 and 31 December 2021, and will be responsible for supporting the functioning of TKDF Domestic Violence Emergency Hotline and the delivery of related Project outputs as detailed throughout this Terms of Reference, in close cooperation and communication with UNDP Project Team (PT).

2. OBJECTIVE AND SCOPE

The objective of the assignment is to provide counseling and support to VAW survivors through TKDF Domestic Violence Emergency Hotline under the below specified output of the Project, with a view to strengthen access to CSOs. The IC is expected to contribute to the effective functioning of the hotline and the delivery of quality services to VAW survivors, as well as the effective delivery of related Project outputs in a high quality and timely manner.

The IC will take part in and contribute to realization of the following output:

Output 2 - Enhanced capacities of CSOs which provide tailored services to VAW survivors

The output will be planned and conducted with the coordination of TKDF. The IC will provide expertise in planning, conducting and reporting of all related activities, in coordination with TKDF.

3. DUTIES & RESPONSIBILITIES OF THE INDIVIDUAL CONSULTANT (IC)

The IC is expected to perform the following tasks:

- Respond to incoming hotline calls from the victims or potential victims of violence.
- Provide counseling, referral (to other essential services), information and problem solving to the callers of the hotline.
- Receive the callers' requests and applications (such as application to legal aid assistance, women's shelter, etc.) and provide information regarding their rights and relevant support services available.
- Communicate with all the callers in a friendly, patient and professional manner without triggering secondary traumatization.
- Collection of call statistics.
- Maintain accurate and timely documentation of the services provided to the callers.
- Keep up-to-date with the support services available for the victims of violence to ensure accurate information and support is provided.
- Work collaboratively with other TKDF Domestic Violence Emergency Hotline personnel to ensure cases reported through the hotline are followed up, and the emergency cases are forwarded to the respective team.
- Prepare ad hoc reports, briefs and/or presentations on demand by UNDP.

The IC's functions do not include managerial, supervisory and/or representative functions. The IC shall work in close cooperation with the UNDP Project Team and Legal and Human Rights Specialist of UNDP and will report to the Project Manager of "Enhancing Access to Public Services and Recourse for Violence Against Women (VAW) Survivors Project". The IC will also collaborate with the Project focal points designated by TKDF in designing and implementing Project activities.

The above listed activities are subject to further revision with the consent of UNDP, in coordination with TKDF, in line with the emerging requirements of the Project. If required by UNDP, the IC may provide additional consultancy services related to her/his competencies and expertise, in line with the Duties and Responsibilities stipulated in this Terms of Reference. While providing the subject consultancy services, the IC is expected to abide by the working hours/days of TKDF.

4. DUTIES AND RESPONSIBILITIES OF UNDP

UNDP will provide background materials, for the IC's review, reference and use. Neither UNDP nor any of the Project partners are required to provide any physical facilities for the work of the IC. However, depending on the availability of physical facilities and at the discretion of UNDP and/or the relevant Project partners, such facilities may be provided at the disposal of the Consultant. UNDP and/or the relevant Project partners will facilitate meetings between the IC and other stakeholders, when needed.

The IC will be reporting to "Enhancing Access to Public Services and Recourse for Violence Against Women (VAW) Survivors Project" Project Manager and will work in close coordination and collaboration with other Consultants of the Project. Approvals will be required for the deliverables from UNDP, upon submission of the deliverables stipulated in Article 5.

After submission of the deliverables listed in Article 5, UNDP may have some comments and revision requests on the deliverables. The IC shall address the comments of UNDP and shall revise the deliverables as per the comments within at most 10 calendar days following notification of comments by UNDP to the IC.

All documents and data provided to the IC are confidential and cannot be used for any other purpose or shared with a third party without any written approval from UNDP.

5. EXPECTED OUTPUTS AND DELIVERABLES

The IC shall prepare and submit to UNDP (within the last two working days of each respective calendar-month) "Monthly Progress Reports" that will summarize the activities completed in each respective calendar-month as deliverables, together with Certification of Payment document indicating actual number of person/days worked, which will form the basis of the payment for each calendar-month.

No.	Deliverable	Due Date	Estimated Number of Person/days to be Invested by the Individual Consultant
1	<u>Monthly Progress Reports</u> covering the activities completed in each respective calendar-month. These monthly reports should include all the outputs generated in line with the related activities of the Project.	Within the last two working days of the respective calendar-month for the period in between 5 April 2021 and 31 December 2021	Maximum 231 person/days (Estimated 23 person/days for April 2021 and 26 person/days x 8 months from 1 May 2021 to 31 December 2021)

Without submission (by the IC) and approval (by UNDP) of the deliverables, the IC shall not be entitled to receive any payment from UNDP even if he/she invests time in this assignment.

The payment conditions indicated herein represent estimated person/days to be invested for the respective deliverable. Payments will be affected in accordance with the actual number of person/days invested for that specific deliverable.

Number of person/days to be invested by the IC for each monthly period may change but the total number of person/days invested by the IC cannot exceed **231 person/days** for this assignment (i.e. for submission of the deliverables) as defined in the ToR.

▪ ***Reporting Line***

The IC shall be responsible to the Project Manager for the completion of the tasks and duties assigned in Article 3 and 5 of this ToR. The reports shall be submitted to the Project Manager for approvals.

▪ ***Reporting Language and Conditions***

The reporting language shall be in Turkish and English. All information shall be provided in electronic versions in word and PDF format. The IC shall be solely liable for the accuracy and reliability of the data provided and links to sources of information used.

▪ ***Title Rights***

The title rights, copyrights and all other rights whatsoever nature in any material produced under the provisions of this ToR will be vested exclusively in UNDP Turkey CO.

6. TIMING AND DURATION

The IC is expected to start providing services on **5 April 2021** and provide services until **31 December 2021**. The IC is expected to invest (at maximum) **231 person/days** to fulfill the required tasks stated in Article 3 and 5, throughout the contract validity.

The IC may invest less/more than expected number of person/days in each monthly period. The payments shall be affected to the IC on the basis of actual number of person/days invested in each respective monthly period, which will be verified through the Monthly Progress Reports. Payments to be affected to the IC within the scope of this assignment cannot exceed equivalent of **231 person/days**.

7. PLACE OF WORK

Place of work for the assignment will be Ankara, Turkey. The IC may be requested to travel in Turkey. The travel costs, accommodation costs (bed and breakfast) and living costs (terminal expenses, intra-city travel costs, lunch, dinner, etc.) of the missions to other provinces of Turkey will be borne by UNDP. UNDP will arrange economy class round-trip flight tickets through its contracted Travel Agency.

In case of need of additional travels that are unforeseen in the ToR, the costs of the respective travels of the IC may either be:

- Arranged and covered by UNDP from the respective budget without making any reimbursements to the IC, through UNDP's official Travel Agency or,
- Reimbursed to the IC upon the submission of the receipts/invoices of the expenses by the IC and approval of the UNDP. The reimbursement of each cost item is subject to the following constraints/conditions provided in below table or,
- Covered by the combination of both options.

The following guidance on travel compensation is provided as per UNDP practice:

Cost item	Constraints	Conditions of Reimbursement
Travel (intercity transportation)	Full-fare economy class tickets	1- Approval by UNDP of the cost items before the initiation of travel 2- Submission of the invoices/receipts, etc. by the IC with the UNDP's F-10 Form 3- Acceptance and Approval by UNDP of the invoices and F-10 Form.
Accommodation	Up to 50% of the effective DSA rate of UNDP for the respective location	
Breakfast	Up to 6% of the effective DSA rate of UNDP for the respective location	
Lunch	Up to 12% of the effective DSA rate of UNDP for the respective location	
Dinner	Up to 12% of the effective DSA rate of UNDP for the respective location	
Other Expenses (intra city transportations, transfer cost from /to terminals, etc.)	Up to 20% of effective DSA rate of UNDP for the respective location	

As per UNDSS rules, the IC is responsible for completing necessary online security trainings and submitting certificates and travel clearance prior to assignment-related travels.

8. REQUIRED QUALIFICATIONS

The qualification requirements and/or experience for **Psychologist Consultant** are presented below:

	Minimum Qualification Requirements	Assets
General Qualifications	<ul style="list-style-type: none"> Bachelor's Degree in psychology and/or any other relevant field Good command of spoken and written Turkish and English Full computer literacy 	<ul style="list-style-type: none"> Advanced Degree in psychology and/or any other relevant field
General Professional Experience	<ul style="list-style-type: none"> Minimum 2 (two) years of general professional experience Knowledge and experience in interview techniques 	<ul style="list-style-type: none"> Minimum 1 (one) year of experience as a psychologist Former experience in working with people subjected to violence
Specific Professional Experience	<ul style="list-style-type: none"> Former professional experience or voluntary work for a non-governmental organization 	<ul style="list-style-type: none"> Knowledge of human rights and women studies Former experience in working for a project managed by an international organization
Notes: <ul style="list-style-type: none"> Internships (paid/unpaid) are not considered professional experience. Obligatory military service is not considered professional experience. Professional experience gained in an international setting is considered international experience. Experience gained prior to completion of undergraduate studies is not considered professional experience. 		

UNDP is committed to achieving workforce diversity in terms of gender, race, ethnicity, indigenous identity, disability and culture. Individuals from all genders, minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with utmost confidentiality.

The IC should avoid any kind of discriminatory behavior including gender discrimination and ensure that:

- Human rights and gender equality are prioritized as an ethical principle within all actions
- Activities are designed and implemented in accordance with “Social and Environmental Standards of UNDP”
- Any kind of diversity based on ethnicity, age, sexual orientation, disability, religion, class, gender is respected within all implementations including data production
- Inclusive approach is reflected within all actions and implementations, in that sense an enabling and accessible setup in various senses such as disability gender language barrier is created
- Necessary arrangements to provide gender parity within all committees, meetings, trainings, etc. are introduced.

9. COMPETENCIES

The IC needs to have below competencies:

- Ability to design and develop time plans and resource schedules for complex tasks and task groups,
- Ability to work in multi-disciplinary and multi-cultural teams,
- Ability to work under pressure against strict deadlines,
- Ability to think out-of-the-box,
- Ability to present complex issues persuasively and simply,
- Ability to contextualize global trends in accordance with the dynamics of the operating (working) environment,
- Ability to collaborate,
- Ensure gender disaggregated data and gender analysis which will be conducted in gender responsive research methods and technics,
- Ensure use of gender responsive language in written and oral presentations, reports and handouts etc.,
- Ensure human rights standards are applied, and gender equality is prioritized as an ethical principle within all actions.

10. PAYMENTS

Payments will be made within 30 days upon approval of “Monthly Progress Report” and UNDP Certificate of Payment Form (COP) for each calendar-month. The Monthly Progress Report shall indicate the activities/outputs completed as well as the actual number of person/days invested in that respective month. The basis of payment for each calendar-month shall be the actual number of person/days invested by the Consultant in that month. The maximum total amount to be paid to the Consultant within the scope of this assignment cannot exceed equivalent of 231 person/days.

If any of the deliverables stipulated in Articles 3 and 5 of this Terms of Reference are not produced and delivered by the IC in due time and to the satisfaction of UNDP, no payment will be made even if the IC has invested person/days to produce and deliver such deliverables.

The IC shall be paid in TRY if he/she resides in Turkey. If he/she resides in a country different than Turkey, the payment shall be realized in USD through conversion of the TRY amount by the official UN Operational Rate of Exchange applicable on the date of money transfer.

The daily fee to be paid to the IC is fixed regardless of changes in the cost components. The daily fee amount should be indicated in gross terms and hence should be inclusive of costs related to tax, social security premium, pension, visa (if needed) etc. UNDP will not make any further clarification on costs related to tax, social security premium, pension, visa etc. It is the applicants' responsibility to make necessary inquiries on these matters.

Tax Obligations: The IC is solely responsible for all taxation or other assessments on any income derived from UNDP. UNDP will not make any withholding from payments for the purposes of income tax. UNDP is exempt from any liabilities regarding taxation and will not reimburse any such taxation to the IC.