



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

Initiated by the European Union and the United Nations:



<b>TERMS OF REFERENCE</b>	
<b>914 GBV Hotline Specialist, Ministry of Human Services &amp; Social Security</b>	
<b>Application Deadline :</b>	February 22, 2021
<b>Type of Contract :</b>	Service Contract
<b>Post Level :</b>	Consultant
<b>Languages Required :</b>	English
<b>Starting Date :</b> (date when the selected candidate is expected to start)	February, 2021
<b>Duration of Initial Contract :</b>	10 months, until 31 December 2021
<b>Hiring Office:</b>	United Nations Population Fund (UNFPA)

## **Background**

The European Union and the United Nations have launched the Spotlight Initiative, a multi-year program aimed at addressing all forms of violence against women and girls (VAWG), and harmful practices. It will follow a transformative and evidence-based approach, addressing unequal power relations between men and women and focusing on gender equality and women’s empowerment, as well as ending impunity for VAWG. In line with the principles of the 2030 Agenda for Sustainable Development, the Initiative will follow a human rights-based approach and take into consideration the specific needs of women and girls who experience multiple and intersecting forms of discrimination and uphold the principle of “leaving no one behind.” The Spotlight Initiative aims to support transformative change on the ground to end violence against women and girls, in numerous countries globally, including Guyana. The initiative comes with the highest level of commitment globally and will be governed by the UN Deputy Secretary General and the Vice President of the EU Commission.

The Guyana Spotlight programme provides a unique opportunity to address family violence as a major public health and development issue with significant ramifications at the individual, community and national levels. Under the leadership of the Government of Guyana and the UN Resident Coordinator’s office, the United Nations Population Fund (UNFPA), the United Nations Development Programme (UNDP), the United Nations Children’s Fund (UNICEF), the United Nations Entity for Gender Equality and the Empowerment of Women (UNWOMEN), and other UN organizations, will lead efforts to address five key priority areas that target family violence against women and girls in Guyana. These five priority areas of intervention, under the Guyana Spotlight programme are: (i) Sexual and Gender-Based Violence; (ii)



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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.

A critical aspect of responding to VAWG is the provision of first-line support services and counselling for survivors and persons at risk. This is particularly relevant given the prevailing COVID-19 context and the related restrictions on movement of individuals. It is essential that first-line support services and counselling be available remotely. The Ministry of Human Services and Social Security, as part of its response to family violence, has established a dedicated 914 GBV hotline service. This state funded hotlines service that is operated 24/7 is intended to provide high quality support, intervention, information and referrals to survivors of GBV, while supporting close work between social service providers, medical personnel, Police, and the judiciary.

Under the Spotlight Initiative, support will be provided to the Ministry through the recruitment of a Consultant to support the provision of quality assurance monitoring of the recently established 914 GBV hotline service. This job position will, after a period of eleven (11) months, be integrated into the Ministry as a civil service position.

### **Duties and Responsibilities**

Under the technical guidance of the UNFPA's Guyana Liaison Office and the direct supervision of the Ministry of Human Services and Social Security, the 914 GBV Hotline Specialist within the Ministry of Human Services and Social Security will support the Ministry of Human Services and Social Security in guaranteeing the provision of quality assurance monitoring of the recently established 914 GBV hotline service.

The incumbent will:

- Provide technical, policy and programme support and guidance to the Ministry of Human Services and Social Security to aid the technically sound functioning of the 914 GBV hotline service.
- Provide guidance in response to identified capacity-building needs within the Ministry, with regards to the 914 GBV hotline service, and lead the provision of technical assistance, mentoring, training and capacity development initiatives to strengthen the functioning of the 914 GBV hotline service.

### **Scope of Works:**



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Under the technical guidance of the UNFPA Guyana Liaison Office and the direct supervision of the Ministry of Human Services and Social Security, the 914 GBV Hotline Specialist will work in coordination with the GBV hotline operators at the Ministry of Human Services and Social Security to guarantee a quality 24/7 GBV hotline service. The Consultant will perform the following specific tasks in an inclusive and non-discriminatory manner towards all clients, including members of marginalized populations:

- Provide technical and quality assurance oversight of the operations of the 914 GBV Hotline, guaranteeing quality services 24 hours a day, 7 days a week, including during weekend and holidays (ensuring that operators answer and respond appropriately to all phone calls received, answer messages received via WhatsApp, email or in other ways)
- Provide technical and quality assurance oversight of hotline operators' assessment of survivors' needs and support to survivors in planning for safety, while following internal Standard Operating Procedures (SOPs)
- Provide technical and quality assurance oversight of hotline operators' provision of counselling, information, proper referrals to the health sector (including for clinical management of rape, sexual and reproductive health services, specialized mental health support), Police services, legal support services, and social services, to appropriately support survivors of GBV with a survivor-centered approach, considering the validated referral pathway, protocols and SOP
- Provide technical and quality assurance oversight of hotline operators' activation of emergency transport, emergency shelter, and/or emergency medical services for survivors deemed to be at high imminent risk of violence
- Provide technical and quality assurance oversight of monthly reports on calls received, services and referrals provided and results

The Consultant will ensure strict adherence to the GBV Guiding Principles, inclusive of the Survivor Centered Approach and the Do No Harm Principle.

The Consultant will utilize the following tools, among others, to support the execution of duties and responsibilities:

- The seven modules of the Essential Services Package guidelines
- The UNFPA guidelines for the Provision of Remote Specialized Psychosocial Support for GBV Survivors
- Existing protocols for connecting the 914 GBV Hotline to other social services, health, justice, and Police services
- Internal standard operating procedures and protocols



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**Sustainability:** At the end of this consultancy, on December 31, 2021, the Ministry of Human Services and Social Security will integrate the 914 GBV Hotline Specialist position into the Ministry.

**Location of Activities:**

The Consultant will operate from the Ministry of Human Services and Social Security and will be provided with proper office space to support the execution of duties and responsibilities of the position.

**Reporting Mechanism:**

The incumbent will report to the relevant officer within the Ministry of Human Services and Social Security and will receive technical support from UNFPA.

**Required Competencies:**

**Behavioural Competencies:**

- Demonstrates sound awareness of and sensitivity to gender issues;
- Demonstrates integrity by modeling the UN's values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability; and
- Treats all people fairly without favoritism.

**Functional Competencies:**

- Robust knowledge of and expertise in gender issues and survivor-centered approaches to addressing GBV;
- Professional experience working with survivors of GBV
- Proven skills in the areas of programme and project management, planning, organizing, implementation, and monitoring and evaluation;
- Ability to work inclusively and collaboratively with a range of partners, including different GBV service providers for making referrals
- Sensitivity to and ability to work with marginalized populations
- Strong knowledge of Results Based Management;
- Ability to gather, analyze, and synthesize program performance data and produce analytical reports to inform management and strategic decision-making;
- Ability to lead formation of strategies and their implementation;



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- Excellent interpersonal skills, with an ability to be culturally and socially sensitive as well as with an ability to work inclusively and collaboratively with a range of partners, including grassroots community members, religious and youth organizations, and authorities at different levels;
- Proactive, flexible, resourceful and able to work independently with limited supervision, with demonstrated creative problem solving;
- Consistently approaches work with energy and a positive, constructive attitude;
- Remains calm, in control and good humored even under pressure;
- Demonstrates openness to change and ability to manage complexities; and
- Responds positively to critical feedback and differing points of view.

## Required Skills and Experience

### Education:

- Master's degree (or equivalent) in social sciences, sociology, gender studies, sustainable development studies, public health, or related field; or
- A relevant bachelor's degree (or equivalent) with two additional years of qualifying experience.

### Experience:

- At least five (5) years of professional work experience in family violence, gender-based violence, gender equality programming, or other relevant programmes.
- Prior experience supporting the implementation of the GBV Essential Services Package will be a very strong asset;
- Technical experience in EVAWG will be an asset;
- Experience working in the field of knowledge management will be an asset.

### Languages:

- Fluency in English is required.
- Knowledge of Spanish would be an advantage.