

CONSULTANCY CALL FOR EXPRESSION OF INTEREST : Gender-based violence toll-free line specialist - Nigeria

Organization

- [MDM](#)

Posted

26 Aug 2020

Closing date

16 Sep 2020

1. CONTEXT

MdM is an international non-governmental organization, whose mission is to treat the most vulnerable populations in crisis and exclusion situations around the world. Médecins du Monde (MdM) has been active in Nigeria since August 2016 in the fields of primary healthcare (PHC), nutrition, gender-based violence (GBV) and mental health and psychosocial services (MHPSS). MdM aims to respond to the emergency situation caused by the violent armed conflict in the North-eastern part of Nigeria.

The violent conflict and insurgency in North-East Nigeria have resulted in an estimated 7.7 million people requiring humanitarian assistance and protection in Borno, Adamawa and Yobe (BAY) States. In 2019 alone, about 3 million people were estimated to be in need of protection from SGBV in North-East Nigeria. A recent study conducted by the Population Council in partnership with Médecins du Monde documented the barriers to access to medical and psychosocial services for SGBV survivors in Borno state, especially within the critical 72/120-hour window for CMR, and makes recommendations for developing interventions to address the primary and secondary prevention needs of vulnerable groups to SGBV.

The pilot of a toll-free line for SGBV has been proposed by MdM's GBV team as a strategy to experiment an alternative reporting and case management mechanism, that would overcome these barriers by enabling SGBV survivors to:

- Report a SGBV incident through a free, confidential and discreet mechanism;

- Receive quality, confidential and remote case management and referrals, and find solutions to overcome the specific barriers they may face to access services and address their needs;
- Be informed of the need to access CMR services in case of sexual violence and be referred adequately to professionals' support.

At HQ level, this pilot activity would also contribute to develop MdM's intervention model on the response to GBV in emergency settings, by experimenting remote intervention modalities in a context where the GBV component of the program is well established and demonstrated sufficient capacity to run quality services and carry out innovative activities.

2. MISSION, CORE FUNCTIONS AND RESPONSIBILITIES

Under the overall supervision of the Program Coordinator and the direct supervision of the Gender-Based Violence Technical Advisor (field staff), and in close collaboration with the GBV in Emergencies Advisor in HQ (Paris based), the consultant will be responsible for technical oversight and guidance of MdM's SGBV toll-free line's design and deployment, as well as related capacity building activities.

Specifically, she/he will:

- **Develop comprehensive Standard Operating Procedures, crisis response protocols and referral pathways** for the line, considering the various situations and types of SGBV reports that could be received by the line, as well as other issues that could not be resolved by MdM and should be referred to other stakeholders;
- **Develop an internal database to monitor the toll-free line's activity** and the calls received, in adequation with the confidentiality and safety principles applicable to SGBV data management.
- **Develop training contents and modules and facilitate training sessions on remote case management and crisis intervention** for MdM's crisis line attendants (including: survivor-centered approach, SGBV guiding principles, SOPs, protocols and referral pathways, crisis intervention, psychological first aid, GBV psychoeducation, communication and attitudes)
- **Support the program team** (GBV technical advisor, IEC technical advisor, program coordinator) **to develop an information and communication strategy** at the community level and among other SGBV and non-SGBV stakeholders working in the area

3. DESIRED PROFILE AND REQUIRED QUALIFICATIONS

Qualifications and experience requested:

- Relevant university degree
- Experience developing and delivering Sexual and Gender Based Violence remote case management and managing SGBV toll-free lines;
- Experience working with PSEA complaints is an advantage;
- Demonstrated ability to organize work, work independently and prioritize work under pressure, coordinate multiple tasks and maintain attention to detail;
- Excellent understanding and demonstrated ability to apply a survivor-centred approach, including the GBV Guiding Principles (respect, confidentiality, non-discrimination, safety)
- Demonstrated knowledge of the humanitarian architecture and the multisectoral response to SGBV
- Understanding and ability to apply concepts of adult learning to build the capacity of GBV programme personnel.
- Ability to apply critical thinking and problem-solving to create innovative GBV programming, and critically analysing context, trends and vulnerabilities related to GBV.
- Good understanding of critical issues – including ethics – with regard to collecting, managing, sharing and applying data.
- Demonstrated ability to facilitate a collaborative environment to promote effective coordination
- Good written and oral communication skills, effective in representation and liaison with external parties
- Fluency in English is required. Any other local language (Hausa, Kanuri, Shuwa, Marghi) is an advantage.

The maximum available budget for this mission is 10 000 EUR. This mission should be conducted at country level (Maiduguri, Borno). The consultant will benefit from MDM transportation but will have to arrange for accommodation.

Given current constraints in accessing the field due to COVID (commercial flights restrictions, quarantine measures...) MDM will look favourably at applicants who can demonstrate presence in or rapid access to the area of intervention. Expatriate and national candidates with relevant skills and experience will be considered.

4. ESTIMATED PLANNING

Deadline for expression of interest: 16th September 2020 – COB Paris

Candidates' shortlisting: 17th September 2020

Reception of full proposals: 5th October 2020 – COB Paris

Preferable starting date: Mid October 2020

Mission's duration (in Maiduguri): 20 to 25 working days

Launch of the toll-free line: Early November 2020

This planning is indicative and could be subject to modifications.

How to apply

Candidates must send :

- An updated CV
- A letter of interest of maximum 3 pages, indicating your competencies and experiences on similar projects, an estimated budget, as well as your availability to carry this mission (dates)

These expressions of interest should be sent to the following address:

Doi.applications@medecinsdumonde.net with the reference "Toll-free line Nigeria" as the subject line proposal before 16/09/2020 at 4pm. (Paris time / CET)

A maximum of six candidates will be short-listed and invited to submit a complete proposal replying to the terms of reference which will be sent to them.

The information collected at the stage of your application is subject to computer processing intended to constitute and archive a professional file for each application received and in the event of an audit of our internal procedures.

In accordance with the law "Informatique et Libertés" of January 6, 1978 amended in 2004, you have the right to access and rectify your information, which you can exercise by contacting Médecins du Monde at this address : 62, rue Marcadet 75018 Paris, France.

You can also, for legitimate reasons, oppose the processing of your data.