**Terms of Reference (ToR)**

**Services of the specialized institutions to provide consultancy services for developing and disseminating policy and guidance materials for case workers and managers supporting GBV survivors**

*UNFPA, the United Nations Population Fund: Delivering a world where every pregnancy is wanted, every childbirth is safe and every young person’s potential is fulfilled.*

**BACKGROUND**

Gender-based violence (GBV) persists as a global challenge, with one in three women worldwide experiencing physical or sexual abuse during their lifetime. This alarming prevalence underscores the urgent need for comprehensive measures to address this pervasive violation of human rights.

UNFPA is a leading agency providing support to the governments across the world for combating gender-based violence. UNFPA has been on the forefront of the advocacy efforts for improved GBV prevention and response in Azerbaijan too. The organization provided support with development of the legal and policy framework to address the phenomenon, as well as assisted a range of government institutions with a series of actions on production of data and evidence on GBV, its prevalence rates and economic costs; capacity building of service providers; advocacy and awareness raising at both the grassroots and decision-making levels.

Nevertheless, many women in Azerbaijan continue suffering due to limited access to information and protective mechanisms. The MEN and Gender Equality Survey conducted by UNFPA in 2018 revealed alarming statistics, with approximately 32.5% of men admitting to perpetrating physical violence, and an equally concerning 32.1% of women reporting experiencing such violence during their lifetime. Another survey on economic cost of GBV, held in partnership with the government in 2018, emphasized that the consequences of this phenomenon could potentially cost the Azerbaijani economy nearly 2% of its annual GDP, highlighting the broader societal impact of GBV.

As an integral part of the "Women at the Centre: Rising Up Against the Pandemic of Violence Against Women" project (WAC) in Azerbaijan, UNFPA is committed to supporting the establishment and use of functional GBV coordination mechanisms and referral systems in target locations. This strategic initiative is aligned with the project's overarching goal of strengthening gender-based violence (GBV) case management systems through accreditation pathways supported by pre- and in-service curricula towards professionalized training for social workers. Guidance materials, policies, tools, and other resources are necessary to complement this training to equip case workers and managers involved in addressing GBV to carry out their duties effectively.

Under the WAC project, Outcome 4.1 emphasizes the critical task of developing/adapting protocols and guidance materials customized to address the unique needs of marginalized groups that seek GBV case management services. Equally important is the development and distribution of protocols and tools aimed at enhancing the capabilities of case workers and managers in providing skilled psychosocial support to GBV survivors. These efforts must align with established international standards such as the IASC Mental Health Intervention Pyramid, Level 3, to ensure the delivery of high-quality services. Additionally, producing integrated materials on GBV/Sexual and Reproductive Health and Rights (SRHR) protocols and information is essential for equipping GBV case workers and managers with the necessary resources to deliver accurate information and support to GBV survivors within their local contexts. This comprehensive approach is instrumental in fostering a supportive environment and empowering survivors to access the assistance they need.

In line with these objectives, UNFPA is soliciting the services of a local organization to undertake the development, adaptation, and dissemination of policy, guidance materials and tools tailored for case workers and managers involved in providing support services to GBV survivors. The selected organization will play a crucial role in ensuring the alignment of these materials with international standards and facilitating their effective utilization within GBV coordination and referral systems in Azerbaijan.

This intervention is an integral component of the Azerbaijani share of the "Women at the Center: Rising Up Against the Pandemic of Violence Against Women" project, which is implemented by UNFPA across five countries globally.

**PURPOSE**

The purpose of this intervention is to develop/adapt tailored protocols, guidance materials and tools for social workers/GBV case managers to meet the needs of marginalized groups including through the provision of skilled psychosocial support as well as Sexual and Reproductive Health and Rights information during GBV response.

**RESPONSIBILITIES OF THE ORGANIZATION**

The agency sub-contracted for the implementation of the subject assignment will be specifically responsible for the following:

1. **Initial orientation with UNFPA and other relevant partners engaged in the action.**
2. **Draft the detailed intervention plan with the project outputs/deliverables, project management structure, timelines, indicators to monitor the progress, and responsible staff members;**
3. **Review/locate available tools, protocols and guidance documents;**

* Review the GBV case management mapping assessment produced in the framework of the project and other relevant documents;
* Review the draft protocols/guidance through collaboration with relevant stakeholders, including case workers, managers, and representatives from marginalized groups;
* Consult with representatives from identified marginalized groups to understand their specific needs and challenges;

1. **Develop/adapt the tools, protocols and guidance materials to equip case workers to meet the needs of GBV survivors in their communities:**

* Tools, protocols and guidance resources are reviewed/developed to support case management provision adapted to the needs of identified marginalized groups;
* Tools, protocols and guidance resources are reviewed/developed to support case workers/managers in providing skilled psychosocial support to GBV survivors (based on the IASC Mental Health Intervention Pyramid, Level 3);
* Tools, protocols and guidance resources integrate GBV/SRHR considerations to support case workers/managers in providing timely, accurate information on sexual and reproductive health and rights including options for GBV survivors in local context;
* Ensure that all tools, protocols and guidance materials produced are culturally sensitive, linguistically appropriate, and accessible to all members of the community, including marginalized groups.

1. **Pilot, finalize and disseminate the tools, protocols and resources produced:**

* Pilot the tools, protocols and guidance materials produced with a group of GBV case workers/managers to introduce the necessary context-specific revisions and finalize the documents.
* Develop a dissemination strategy/plan to ensure that implementation tools reach all relevant stakeholders, including GBV case workers, managers, and relevant partner organizations.
* Organize training sessions or workshops to familiarize GBV case workers/managers with the use of implementation tools and ensure effective implementation.

1. **Be responsible for all translation and interpretation services required throughout the duration of the subject assignment.**

**Deliverables:**

* Tools, protocols and guidance documents customized to meet the unique needs of marginalized groups are produced;
* Tools, protocols and guidance documents integrate PSS and SRHR considerations in GBV response for case workers;
* Dissemination plan and strategy for the tools, protocols and guidance materials produced is developed;
* # of service providers/case managers demonstrating increased knowledge on the use of the produced tools.

**Eligibility criteria:**

* Registration as a recognized National institution/Government or NGO stakeholder with the relevant government authority;
* Availability of staff members with specialized training, knowledge, and expertise in GBV coordination and referral systems, specifically psychosocial support and sexual and reproductive health;
* Proven track record in developing practical policy and guidance materials specifically tailored to address the needs of GBV survivors, including marginalized populations;
* Demonstrated experience in understanding and applying SRHR and PSS in GBV response for case workers;
* Minimum of 3 years of experience in delivering GBV response services to diverse and vulnerable populations within communities.

**Contract duration:**

July 2024 – December 2024

**Specific Conditions:**

Ownership of the output: UNFPA