



## **TERMS OF REFERENCE**

### **An Expert for analysing of the 'SOS helpline for children and youth' position within the child protection system**

#### **Background:**

The First Children's Embassy in the World Megjashi (FCEWM; Megjashi) is a non-governmental, non-partisan and non-profit organization with the purpose to protect children and their rights.

#### **Duration of Assignment:**

1 external expert \* 18 working days

Preferred period of assignment: April - December 2019

#### **Purpose of the consultancy:**

The purpose of this activity is to do a detail analyse of the role of the 'SOS phone line for children and youth' within the child protection system; to support full integration of the 'SOS phone line for children and youth' within the national child protection system as well as giving a constant assistance to the SOS coordinator about the concert cases.

The above listed activities should be based on the previously prepared documents for the 'SOS phone line for children and youth' as well as should follow the international standards of SOS phone lines. All relevant documents prepared for the 'SOS phone line for children and youth' (annual report, recommendations form the monitoring and supervision workshops, development plans, etc.) will be on disposal to the selected external collaborator.

**Proposed venue:** Macedonia (Megjashi's office)

**Dates of assignment:** April – December 2019

#### **Short information about SOS phone line:**

SOS phone line for children and youth has been functioning within the First Children's Embassy in the World Megjashi since 1993 and this year the SOS phone line celebrates its 26th anniversary. During the 26th years of existence, it has grown from the SOS phone to service including individual counselling of children, psychological as well as legal counselling. All the services are provided for free of charge. Working hours of the SOS phone line is every working day from 09 to 17h, and the phone number is 0800 1 2222.

'SOS phone for children and youth' offers help and support services for children and fulfil children's fundamental rights to be heard. This line is open for children, parents,

other family members, all employees in educational institutions, as well as all those who need additional information about the children's rights or if they would like to report some doubt about child rights violence. Specially trained volunteers have answered on the phone and provide free informative, emotional and psychosocial support to callers during the conversation.

Duties of the staff members and the volunteers are following: - Work on the SOS phone; - Strict adherence to SOS telephone procedures; - Continuous work with clients; - Patient, timely and precise reporting of clients' data and calls to SOS phone; - Assessment of the needs of SOS clients; - Cooperation with institutions and other organizations in order to provide assistance and support to children; - Field work; - Monitoring concrete cases; - Regular updating of the database and keeping statistics; - Close cooperation with team members in meeting program objectives; - Logistics and research work within the program.

More information about the SOS phone line (annual reports, reported cases, methodological analysis) is available at the web page of the Children's Embassy Megjashi [www.childresembassy.org.mk](http://www.childresembassy.org.mk)

#### **The expert will be responsible for:**

- Preparation of detail analysis of position and the role of the 'SOS phone line children and youth' in the overall national child protection system. The analyse should consist the following things: 1.) clearly defined position and role of 'SOS phone line for children and youth' in national child protection system as well as the current operation practice 2.) the importance of the 'SOS phone line for children and youth' 3.) availability and accessibility of 'SOS phone line for children and youth' 4.) the children needs and different means of communications used by children; 5.) list of preferred communication channels by children; 6.) child online protection; 7.) the collection and the use of "SOS phone line for children and youth' data; 8.) main challenges faced by "SOS phone line for children and youth'; 9.) guidelines for professionals and volunteers who work in this service in regards to various aspects of communication with children in order to make more accessible SOS service; 10.) a plan for collaboration with the relevant institutions; 11.) to define minimum quality standards for functioning of the 'SOS phone line for children and youth'; 12.) a set of recommendations for improving the functioning of SOS service; 13) to prepare a strategy for better integration of the 'SOS phone line for children and youth' within the national child protection system
- To prepare the methodology for implementation of the analysis for the role and position of the 'SOS phone line for children and youth'. The methodology should be consisted of interviews, desk research, questionnaires etc. The prepared methodology should be approved by the Children's embassy Megjashi
- To support the full integration of the SOS telephone line for children and youth in the national system of child protection
- To prepare a set of recommendations (using child participation) in identifying the preferred channels of communication by children

- To develop and complete all documents for the improvement and standardization of the SOS line
- To take into consideration the standards, procedures, guidelines and documents produced by Child Helpline International network
- To give constant assistance to the 'SOS phone line for children and youth' coordinator
- Deliver documents and other deliverables on a timely manner
- To deliver monthly reports about the engagement in Macedonian and English language
- After the completion of the assignment should provide a Final report about the engagement in Macedonian and English language.

### **Duration and timeframe**

The contract of the assignment should be for 1 (one) external collaborator for 18 (eighteen) working days in total within the timeframe of nine months, preferable throughout the period starting from April 2019.

### **Qualifications and competences of the expert**

- Advanced degree
- A minimum of three (3) years' experience in working in non-governmental organizations
- A minimum of three (3) years' experience in making analysis and researches
- Excellent analytical, oral and written communication skills in Macedonian and English.
- Strong communications skills
- Strong interpersonal skills and the ability to communicate and work well with diverse people.

### **Application procedure**

Applications must be sent in English and entail the following:

- Expression of Interest and availability;
- CV should be presented;
- Two references from similar assignments
- Expected remuneration, in the form of gross fee per day

Expression of Interest clearly marked "Expression of Interest for an Expert for Analysing of SOS phone line position" can be submitted electronically at the following email: [freelegalservice@childrensembassy.org.mk](mailto:freelegalservice@childrensembassy.org.mk) . The expression of interest should be received no later than 17.04.2019 (23:59)