

Terms of Reference (ToR) for Employee Resilience Programme

Background on Blumont

Blumont currently has programme operations in Iraq and in North East Syria managed through its country office based in Erbil, Iraq. These contexts are complex, and our teams operate in high stress environment both inside and outside Syria.

Blumont builds on two decades of proven experience to forge an enhanced development capability that is more locally focused, highly trained and empowered with advanced technology, tools and information resources to implement the most effective programs. We bridge the ideas of donors to the desires of communities and design optimal, sustainable solutions. We are unwavering in our commitment to business integrity, technical excellence, and maintain the trust of donors who support us and the program participants we empower.

Blumont is advancing development when and where it matters most.

Objective

To support the health and wellbeing of our national teams in Syria and Iraq. Supporting and managing staff during this pandemic and war brings up new and unique challenges, insecure environments and chronic stress and also family responsibilities can be challenging, from time to time, the pressure can be overwhelming. Understanding the stressors our teams are under and how to manage them effectively and compassionately is key to navigating through this current crisis.

Location and official travel involved

There is no requirement of on-site support for North East Syria, Erbil Iraq office:-

- Support can be provided 24 hours a day, 7 days a week, 365 days a year
- Easy access for teams to the health and wellness program and information
- Up to 6 to 8 counseling sessions per event
- Provide support on any work, life, personal, or family issue that matters to national team
- Email access to schedule and access the service for counselling
- Support and resources should be available in English and Arabic

Services the Supplier will provide

1. To support with managing any work or personal issue, such as:
 - Chronic stress
 - Resilience
 - Work stress
 - Trauma support
 - Family related concerns
2. To support line managers to put in place appropriate strategies to cope with resilience for their teams.

3. *Dedicated account manager*
4. *Case Management*

Experience and skill set required

- Demonstrated experience of providing similar services in country and within the complex and dynamic conflict contexts
- Experience in psychological health services
- Demonstrated experience of offering these services to other INGO's
- Advanced University Degree (Master) in international development, social sciences or a related discipline
- An excellent command of the English, Arabic and Kurdish languages – both written and oral
- Ability to produce quality work and timely delivery
- Experience in a conflict setting considered a strong attribute

Expected Deliverables

Blumont expects the following deliverables to be provided:

Deliverable number	Deliverable title	Description	Format and style
1	Remote virtual counselling support	We recognized that individuals will likely have challenges for which they might require support. To support this need, we propose the delivery of Employee resilient programme.	Access confidential one to one counselling, conduct via phone, video call, skype, or any other platform accessible and easy for the staff members to use.
2.	Final report and Monthly progress Reports	Number of individuals who access the programme – on a monthly basis and at the end of the year Propose recommendations to the senior management team	

Timeline:

- Starting date – upon contract signature
- Period: one year

Payment information:

- Monthly payment