

## Terms of Reference

Purpose	<b>Design and provision of a high-quality training of professionals working with children, adolescents and women, survivors of gender-based violence (GBV)</b>
Supervisor Title / Level	<i>Child Protection Specialist</i>
Country / Duty Station	<i>UNICEF Country Office for Croatia</i>
Contract Type	<i>Consultancy/Service Contract (part-time)</i>
Duration	<i>September – December 2021</i>

### 1. Background and rationale

UNICEF is mandated by the United Nations General Assembly to promote the equal rights of women, girls and boys and to support their full participation in the political, social and economic development of their communities. It strives to mainstream gender equality in all its work according to the Convention on the Rights of the Child (CRC) and the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) as an important key documents underpinning the organization’s mandate and mission.

Ending abuse and violence, including sexual and gender violence is also a key priority for SDG goal 16.2 (End abuse, exploitation, trafficking and all forms of violence against and torture of children), and aligns to several priorities and frameworks, including: UNICEF Strategic Plan (2018 – 2021, Goal Area 3. Every child is protected from violence), exploitation and abuse), UNICEF Country Office for Croatia, Biannual Work Plan (2020 – 2021), UNICEF ECARO’s Humanitarian Appeal for Children in 2021 due to Covid-19 pandemic, etc. It is also reflected in concluding ‘CRC observations on the combined third and fourth periodic reports of Croatia and [Resolution](#) on the Rights of the Child dedicated to the issue of children without parental care. On the regional level it is in line with thematic area 3 of the EU strategy on the Rights of the Child - combating violence against children and ensuring child protection as well as EU Council Recommendation establishing the European Child Guarantee.

Amongst others, the Gender Programmatic Review (GPR) conducted by the UNICEF Country Office for Croatia in 2019, identified the several gender bottlenecks and barriers: inexistence and poor availability of specialized treatments and services for girls and boys who are victims or witnesses of domestic violence, insufficient capacities of service providers in residential and correctional institutions for adolescents with behavioural problems and in conflict with law, unavailability of gender-specific programming and professionals are working in residential and correctional institutions and gender-specific needs are not taken into account when tailoring programmes (differential services) for adolescents. Based on GPR’s recommendations, UNICEF CO developed and adopted Gender Management Response Plan and agreed to further strengthen national capacities within social welfare and other systems (police, judiciary, prosecution and NGO), especially capacities of child protection professionals to acknowledge the particular harmful effect that domestic and gender-based violence has on girls, boys and women and empower survivors. In addition, UNICEF CO agreed to further strengthen national capacities within social welfare and justice system, especially capacities of child protection professionals dealing with adolescents in risk and other vulnerable groups of adolescents and develop new models of gender-sensitive interventions for adolescents at risk (e.g. specialized interventions for adolescents with behavioural problems).

The issue of violence against children, particularly child sexual abuse, has received increasing attention in recent years. Although, Lanzarote Convention is fully implemented in Criminal Code and many preventive activities have

been organized, still incidence numbers are quite high and many children, victims of violence are lacking appropriate qualitative support and no systematic and widely spread activities are available.

Unaccompanied girls and boys are particularly at risk of sexual violence, including sexual exploitation, because they are isolated from social networks and adult protection. In addition, they often have only a limited understanding of their legal rights. Young women and men transitioning to adulthood (i.e., those who are 18–21 years old) constitute another vulnerable group because they are often no longer eligible for services provided to children (such as accommodation). Both state and non-state service providers often expect them to be independent as they are now considered to be – and are treated as – adults. Insecure housing makes them more vulnerable to sexual violence, ending up living on the streets or with employers, or being placed in shelters alongside with other adult women and men who may abuse them, or in institutional care such as a group home. Children living in institutions (both boys and girls) are almost four times more likely to experience sexual abuse than children living in family-based care.<sup>1</sup> Other groups that are particularly vulnerable to sexual violence and sexual exploitation include gay, bisexual, transgender, intersex and queer youth (LGBTIQ). Boys and girls with disabilities are also vulnerable and are often overlooked in programming. Children with disabilities are almost three times more likely to experience sexual abuse than children without disabilities.<sup>2</sup> The lack of access to fast procedures of family reunification for unaccompanied children and adolescents can lead to risk of sexual exploitation. They may, for example, have to ask smugglers to help them travel onwards, or are preyed upon by traffickers, which puts them at high risk of sexual violence, including exploitation<sup>3</sup>.

In Croatia the prevalence rate of child sexual abuse in Croatia ranges from 8.5 % to 13.7 %. In 2019, there were 748 victims of criminal offence sexual abuse and exploitation of children (607 girls and 141 boys) (CBS, Women and Men in Croatia 2020). In addition, it is important to highlight that during the Covid-19 pandemic, number of children in contact with law enforcement and justice system, in Croatia, has increased from 2019 to 2020 for 67% when it comes to sexual violence<sup>4</sup>.

Currently, in Croatia, more than 1,060 children are placed in residential institutions and 2,200 in foster families, many of them are victims of sexual violence and gender-based violence (i.e. with no access to specific treatment. From 1,060 placed in institutional care there are 507 (M: 270, F: 237) without adequate parental care, 309 (M: 210, F:99) are children with disabilities and 244 (app. M: 195, F: 49) are children with behavioral problems. At the same time, unaccompanied children being at the greater risk of sexual and gender based violence are placed in institutions for children with behavioral problems and the number of this group of children increased between 2015 and 2017 (from 29 to 573), this number can be expected to grow steadily, especially in view of the commitments of the Republic of Croatia to take on a number of children from Italy and Greece, as well as international recommendations on ensuring the accommodation of unaccompanied children in accordance with the needs of children, including foster care, and not exclusively to homes for children with behavioral problems as it is now.

UNICEF is a trusted partner of Ministry of Labour, Pension System, Family and Social Policy (MLPSFSP) as well as other ministries in advocating and development of early identification, referral and qualitative child protection interventions and services, and enhancing capacities on multisectoral cooperation and coordination among all

<sup>1</sup> Family for Every Child, 'Caring for Boys Affected by Sexual Violence', 2018

<sup>2</sup> Jones, Lisa, et al., 'Prevalence and risk of violence against children with disabilities: a systematic review and meta-analysis of observational studies', *The Lancet*, Volume 380, Issue 9845, p899- 907, September 08, 2012 ([www.thelancet.com/pdfs/journals/lancet/PIIS0140-6736\(12\)60692-8.pdf](http://www.thelancet.com/pdfs/journals/lancet/PIIS0140-6736(12)60692-8.pdf)).

<sup>3</sup> Supporting young male refugees and migrants who are survivors or at risk of sexual violence, A field guide for frontline workers in Europe, UNICEF's Regional Office for Europe and Central Asia (ECARO) and the Women's Refugee Commission's (WRC) Sexual Violence Project, 2021.

<sup>4</sup> SitAn, UNICEF, 2021.

stakeholders. Through an initiative 'For a Stronger Family' UNICEF with partners, supported development of assessment and monitoring instruments and tools for at-risk families (integrated in official operating system of all centers for social welfare), efficient case management, ensured continuous supervision, and supported capacity building of case managers including development of relevant manual as well as all stakeholders (health, education, police, judiciary, social welfare) on cross-sectoral cooperation. Also, UNICEF with partners worked on development of parenting support programmes for parents who are raising children in adverse circumstances as well on development and improvement of foster care. In the area of foster care, UNICEF worked on development of curriculum for training of current and future foster parents provided by centres for social work and service provider that included dedicated topic on *recognizing and dealing with trauma and the consequences of child abuse* with basic information on sexual violence. However, further investments should be made to enhance skills of more than 1,300 foster parents to be better prepared to respond to sexual and gender violence of children.

Finally, Covid-19 contributed to the increase of GBV cases due to lockdown and 'stay at home' instructions. Evidence shows that home is often the most dangerous place for a woman and her children. In addition, life-saving care and support to GBV survivors (i.e. clinical management of rape and mental health and psycho-social support) may be disrupted in health sector when health service providers are being preoccupied with handling COVID-19 cases. Therefore, additional strengthening of relevant professionals and first line responders on how to handle disclose of GBV in a compassionate and non-judgmental manner, building skills to adequately respond to GBV cases, make necessary referrals for further care or bringing in treatment to provide care on the spot, creating holistic support mechanisms, including psycho-social support, as well as training of workers to provide care and support has been recommended by UNICEF and elaborated in [5 Actions for Gender Equality in the Covid-19 Response](#).

Therefore, it is needed to put the focus on capacities of professionals working in the social welfare and other systems to adequately recognize and address gender-related issues, including gender specifics of boys and girls related to the aetiology and phenomenology of the behavioural problems (such as mental health problems, trauma, victimization, abuse-related problems, aggression etc.). Also gender social norms needs to be taken into account, reflecting on masculinity and femininity. Gender specifics of professionals working in the social welfare and justice institutions also have to be taken into account, especially related to the direct work (approach, methods) and their roles in building and maintaining the relationship with adolescents and youth.

## 2. Purpose and objectives

The main purpose of the consultancy is to provide expert technical assistance to UNICEF Country Office in Croatia to design and implement sustainable training programme that will positively shift attitudes and increase competencies (knowledge and skills) of practitioners providing social services for children and adolescents in Croatia, as well as other key first line responders (e.g. law enforcement officers, health professionals, etc.) who are coming into contact and are responding to cases of gender based violence (GBV), including sexual violence and abuse. The main goal in this area is to equip professionals with the knowledge and skills in helping survivors to disclose case and to cope with their situation.

Targeted groups of participants of trainings should include:

- a) number of educators and professionals working with children without adequate parental care,
- b) number of educators and professionals working with children with behavioural problems,
- c) number of educators and professionals working with children with disabilities,

- d) number of professionals in centres for social welfare working with foster families, especially in the counties with no service providers for children,
- e) selected number of law enforcement officers and health professionals.

Respective service providers will nominate participants to participate in the training in consultation with UNICEF & responsible ministry.

Specific objectives of the consultancy are as follows:

1. Conduct desk review of the available resources and most recent efforts in this area performed by other relevant actors. Organize consultations with key informants.
2. Based on desk review and consultations with key relevant actors, identify most critical gaps to be addressed within the trainings.
3. Develop a comprehensive training package (workshop materials and training modules), including additional references, technical explanations, sources, further reading suggestions and written guidance.
4. Test training materials while conducting training workshop with several groups of educators and professionals.
5. Revise training materials based on the received feedback and comments.
6. Prepare final training package that could be replicated in the face to face training and online format.
7. Conduct number of additional trainings depending on the epidemiological situation and availability of budget (to be discussed and agreed within potential amendment of the contract).

### **3. Proposed methodology and approach**

Overall methodology should apply mixed approach to build necessary knowledge and skills related to case disclosure, prevention, as well as sensitivities involved in support provision. The training should provide the participants with the tools to assess and analyze the gaps in GBV response and the best practices in tackling, as well as ways and rationale to reduce and eliminate GBV, including sexual violence and abuse. During design and development phase, findings of desk review should be considered – analyses of the available resources and most recent efforts in this area performed by other relevant actors, including quantitative data and qualitative information from various sources, administrative data, surveys, studies and analysis carried out previously to inform the level of knowledge of experts working in child protection system. Special focus should be given to:

- the short- and long-term effects of sexual violence and abuse of children as well as gender-based violence, including the impact of adverse childhood experiences, mental health and responses to trauma;
- key skills and approaches for disclosure of sexual and gender-based violence and responding to a disclosure;
- key skills and approaches for working with children victims and survivors of sexual violence and abuse as well as gender-based violence, including trauma-informed responses, strength-based work and building resilience, including the role of education and employment;
- effective ways of working with children and adolescent survivors of sexual violence and abuse as well as gender-based violence, including group/peer support, strengths-based working and cognitive behavioral approaches;
- relevant legislation and how to apply it in practice;
- services and support for children and adolescent survivors of sexual violence and abuse as well as gender-based violence in Croatia;
- case studies in social welfare system and best practice from the world;
- employment a systematic review of literature and evidence to identify critical barriers that girls and boys, victims of sexual violence and abuse experience as well as gender-based violence in interventions in social

welfare and other relevant systems; proven/ effective interventions to address the barriers; find examples of effective implementation of cross-sectoral initiatives.

Trainings should in particular provide opportunities for participants to familiarize with and discuss best practice examples from country and world related to the provision of legal and psychosocial support to survivors of gender-based violence, including practical case studies. The training sessions should integrate following topics: GBV disclosure, services for GBV survivors (e.g. counselling services, referral of cases and provision of legal advice), management of cases, various legal services provided to the victims of GBV (e.g. the participants should be able to critically reflect on the types of legal services provided by their institutions, and how these could be further developed/improved), guiding principles of mediation and what issues could be facilitated in mediation, and what issues could not, etc.

The training should expose participants to the best practices and types of counselling and support provision. During the workshop, the trainer(s) is also expected to provide the participants with relevant reference materials, which may help them in their work, as well as to incorporate any feedback and suggestions on the content of training for future potential replication within the system.

Training package should be designed and developed in a way that content allows conducting training in face to face environment, and adjustments for online training. All materials need to be accompanied by references, additional explanations, further reading suggestions, sources and technical guidance.

#### 4. Tasks, deliverables, and proposed timeframe

No.	Key tasks	Expected deliverables	Expected timeframe
1.	Conduct desk review of the available resources and most recent efforts in this area performed by other relevant actors. Organize consultations with key informants.	Brief summary of key findings and recommendations (up to 3 pages)	Within first 5 days upon signing the contract
2.	Based on desk review and consultations with key relevant actors, identify most critical gaps to be addressed within the trainings.	Brief amended aforementioned report with key findings, critical gaps that need to be addressed and recommendations (up to 5 pages) and the Concept Note of the training package (up to 5 pages)	Within first 3 weeks of assignment
3.	Develop a comprehensive training package (workshop materials and training modules), including additional references, technical explanations, further reading suggestions, sources and written guidance.	Draft of training package to be tested	Within 5 weeks of assignment
4.	Test training materials while conducting training workshop with several groups of	Training package and materials (e.g. agenda,	By end of October 2021

	educators and professionals.	handouts, presentations, case studies, etc.)  Delivery of agreed trainings based on the approved Concept Note.	
5.	Revise training materials based on the received feedback and comments.		By mid of November 2021
6.	Prepare final training package that could be replicated in the face to face training and online format.	Final training package and materials (e.g. agenda, handouts, presentations, case studies, etc.)	By mid of November 2021
7.	Conduct number of additional trainings depending on the epidemiological situation and availability of budget (to be discussed and agreed within potential amendment of the contract).	Delivery of additional trainings based on the epidemiological situation and availability of budget (to be discussed and agreed within potential amendment of the contract).	By mid of December 2021

#### 5. Conditions of work and travel

The selected contractor will mostly work from home. Own arrangements and work independence are expected in ensuring access to appropriate resources and key informants, including administrative and logistical support, and IT equipment. Occasional field trips to training events can be expected and engaged experts need to organize travel by themselves. Selected contractor will be also responsible for organizing training with minimum technical support from UNICEF Country Office. Appropriate visibility of all engaged partners and UNICEF Country Office needs to be ensured throughout design of training package and implementation of training(s).

#### 6. Management and supervision

The selected contractor(s) will work under the direct supervision of Child Protection Specialist, with the occasional and limited technical and logistical support from other relevant UNICEF staff (Child Protection Officer, Programme Associate and Emergency Associate). The UNICEF Europe and Central Asia Regional Office (ECARO), particularly the ECARO Regional Adviser for Gender, will provide technical inputs and expertise.

In case contractor will engage a team of experts, appropriate internal supervisory mechanisms need to be established through appointment of a team leader and clearly identification of responsibilities and tasks of each team member. E.g. the Team Leader will lead the process during all stages and coordinate with UNICEF and other relevant partners and stakeholders involved. The Team Leader will make sure that all team members adequately contribute to the process and produce the requested deliverables. The Team Leader will be accountable for the ethical consideration when designing the training content, preparing case studies, facilitating training, and all other

components of the work, in accordance to the highest ethical and professional standards, implementing quality assurance measures and in a timely fashion according to the set timeline.

UNICEF staff will review and approve the deliverables. Criteria for the performance are the quality of the process and delivered products (reports, training package and materials etc.), timeliness, accuracy, initiative, provided technical expertise in the area, responsibility, competence and communication.

## 7. Estimated overall budget and payments

The applicant shall present a detailed financial proposal, with a detailed cost breakdown (e.g. (a) professional fees (daily consultancy rate, number and level of professionals in the proposed team included in the quotation); (b) travel-related expenses (travel cost must be the most economical and most direct route, economy class air ticket only); (c) accommodation costs arising from planned activities, as well as other costs related to administrative tools, communication; (d) training cost for a 3-day training for up to 30 participants including accommodation, conference facility, refreshment and accommodation costs. Please provide the all-inclusive price to deliver professional services in accordance with the Terms of Reference. The price must include all costs to be borne by the applicant for undertaking the specific assignment.

The percentage of total remuneration for key deliverables:

Activities	Payment
Conduct desk review of the available resources and most recent efforts in this area performed by other relevant actors and organize consultations with key informants. Delivery of brief reports based on the findings of desk review and held consultations with key relevant actors to identify most critical gaps to be addressed within the trainings. Delivery of Concept Note of the training package.	10 %
Develop a comprehensive training package (workshop materials and training modules), including additional references, technical explanations, further reading suggestions, sources and written guidance.	20 %
Test training materials while conducting training workshop with several groups of educators and professionals.	30 %
Revise training materials based on the received feedback and comments. Prepare final training package that could be replicated in the face to face training and online format.	40 %
<b>Total</b>	100 %
Conduct number of additional trainings depending on the epidemiological situation and availability of budget (to be discussed and agreed with selected contractor within potential amendment of the contract).	TBC

**Reservations:** UNICEF reserves the right to terminate the contract and/or withhold all or a portion of payment if the rules and the regulations regarding confidentiality, ethics and procedures of UNICEF and the partners are not followed, or the performance is unsatisfactory. Payments will be processed upon submission of final and by UNICEF staff approved deliverables. In-advance payment can be agreed within contract only for covering the cost of organizing training (costs directly related to accommodation of participants, training premises, refreshments, etc.).

## 8. Minimum qualifications and competencies

Potential contractors/experts with the following experience are welcome to apply:

- a) Advanced university degree in social sciences, law, gender, development studies, or other related disciplines.
- b) Minimum 5 years of relevant experience, preferably in the promotion of children's, adolescent's and women's access to social services, justice, trainings, international and national laws and policies on gender equality and children's and women's rights.
- c) At least 5 years of experience in the development and provision of support programmes for survivors of GBV, including legal services and advice.
- d) d) At least 2 years professional experience in the development, mainstreaming and implementation of GBV related trainings.
- e) Sound knowledge of international standards on child rights, human rights, women's rights and related international instruments such as CEDAW, CRC, etc.
- f) Good experience in conducting workshop and management, including participatory training approaches.
- g) Good knowledge of latest development in international best practices related to the topic, including work of the UN bodies.
- h) Excellent writing and oral communication skills in Croatian and English.

## 9. Structure of proposal and required documentation

Bidders are required to submit a technical proposal and a separate financial proposal. The technical proposal should address all aspects and criteria outlined in this Terms of reference, including following relevant information:

- a) General information and contacts of applicants
- b) List of completed similar services in previous years (with clear reference to employer name and contacts, description of activities/services, start/end date, and value of service)
- c) Proposed methodology and approach for delivering this task based on the outline of this Terms of Reference and elaborated in more details, as well as proposed Gant chart.
- d) List of proposed team leader/members (name, position, roles and specific responsibilities and tasks within this assignment, including their CV).

UNICEF welcomes new ideas and innovative approaches and the bidders are free to suggest/ propose changes in methodology and overall approach.

The financial proposal should provide an all-inclusive cost, factoring in all cost implications for the required service/assignment. Proposals must be clear, concise and comprehensive. Qualified institutions will be selected following a validation process after the combined evaluation of technical and financial offer.

Zagreb, 27<sup>th</sup> July 2021