

CALL FOR BIDS FOR PSYCHOLOGIST OR PSYCHOTHERAPIST

To deliver a workshop and mentoring on supervision, staff care and avoidance of burnout

TERMS OF REFERENCE

Project: Institutionalizing Quality Rehabilitation and Reintegration Services for Violence Survivors II

Implemented by: Kosovo Women's Network (KWN)

Supported by: The Austrian Development Agency (ADA), the operational unit of Austrian Development Cooperation.

Introduction

The project *Institutionalizing Quality Rehabilitation and Reintegration Services for Violence Survivors II* aims to enhance sustainable support mechanisms for gender-based violence (GBV) survivors by institutionalizing quality rehabilitation and reintegration services. It is funded by the Austrian Development Agency with funds of Austrian Development Cooperation.

Background

Gender-based violence (GBV) remains one of the main issues that women face in Kosovo. Domestic violence is among the main types of violence. It affects women disproportionately, compared to men. Regarding citizens' awareness of where domestic violence can be addressed, 73.6% responded that they would contact the police, while very few mentioned other institutions, such as the Centre for Social Work or Victim Advocates. Through the above-mentioned action, KWN is working to improve citizens' knowledge of the services available, as well as to improve the quality of services available. To this end, KWN has been working to improve the legal framework for assisting persons who have suffered gender-based violence, including clarifying the responsibilities for case management for social service providers.

In Kosovo, shelters and day centres are regularly contracted by the government to provide these services. In Kosovo, there are currently eight shelters and day centres that operate in different municipalities and offer services such as: housing, reintegration, psychological counselling and various activities for persons who have suffered gender-based violence. Meanwhile, rehabilitation and reintegration services for women who have experienced violence are not properly established in Kosovo. Some support services exist, such as shelters for victims of domestic violence, units within the police specialized in domestic violence, state prosecutor, victims' advocates, centres for social welfare, health and educational institutions, vocational and employment offices. Even so, these services are focused on immediate protection and Kosovo lacks programs for rehabilitating and re-integrating victims of domestic violence. In addition to KWN's prior research, OSCE's more recent report also recommended that local and national governments increase their support, especially by allocating funds to ensure sustainability of shelters; improve support services by increasing the knowledge of service providers on gender-based violence, and specifically training them on a victim-centred approach; establish sustainable rehabilitation and reintegration programmes, including social housing for victims of GBV; establish training programmes for shelter staff to decrease burnout and work overload; and increase employment opportunities for victims of gender-based violence. Through the above-mentioned Action, KWN is working with and supporting shelters and day

centres in strengthening their abilities to provide quality services and high-quality case management to persons who have suffered gender-based violence.

In this regard, in consultation with shelters, KWN is planning a workshop for shelters that will include strategies for improving case management and preventing burnout. As part of this workshop, shelters have explicitly requested support related to the psychological wellbeing of activists and service providers working in shelters. At present, few shelters have psychological supervision services available and burnout is a serious issue for them, considering the nature of their work. KWN thus seeks a psychologist or psychotherapist with experience working with gender-based violence to prepare and deliver a workshop for shelter staff related to victim-centred approach, supervision, staff care, and psychological wellbeing to prevent burnout. The workshop should seek to support shelters in establishing sustainable ways for providing these services in the future, by suggesting specific strategies they could consider using to institutionalise this support within shelters for their staff, considering their limited resources.

PURPOSE

The main purpose is to deliver a workshop and further support to shelters and day centres on how to establish sustainably supervision and policies and practices that can improve staff wellbeing and prevent staff burnout within the shelters.

RESPONSIBILITIES AND DELIVERABLES

The responsibilities of the expert shall include:

- Participate in an introductory / start-up meeting and potential follow-up meetings and/or email correspondence as needed in preparation for the workshop;
- Work closely with KWN staff to develop the training agenda and plan;
- Produce the agenda, training plan, and materials, revising as needed based on KWN's feedback;
- Lead four three-day workshops with representatives from shelters and day centres;
- Produce a short report on services provided with recommendations to KWN and shelters for next steps for improving supervision and staff wellbeing, preventing burnout. Revise and clarify the report, as needed, based on KWN comments.

The expert will need to produce the following deliverables:

1. Agenda, training plan, and any proposed training materials for the workshop, revised in coordination with KWN as needed
2. Timesheet, briefly summarising support provided
3. Short, one-page report on training and follow-up support provided, including recommendations to KWN and shelters for next steps for improving supervision and staff wellbeing, preventing burnout

QUALIFICATIONS

Experts must have the following qualifications:

- At least a master's degree in psychology and licence for clinical psychology;
- At least three years' work experience providing psychological and/or psychotherapy services;
- Specialisation in treating trauma, burnout and other stress related to work with survivors of gender-based violence;

- Preferably has a feministic approach in psychotherapy;
- Preferably one years' experience work related to addressing gender-based violence, with prior work with service providers and shelter staff being an asset.
- Fluency in Albanian is required. Knowledge of Serbian will be considered an asset.

INDICATIVE TIMEFRAME AND LEVEL OF EFFORT

The indicative timeframe and anticipated level of effort is as follows:

Activity	Timeframe	# of Days
Participate in an introductory / start-up meeting and potential follow-up meetings and/or email correspondence as needed in preparation for the workshop	May 12, 2025	0.5
Produce the agenda, training plan, and materials, revising as needed based on KWN's feedback	May 13, 2025	2.0
Lead four three-day workshops with representatives from 9 shelters and day centres throughout 2025 and 2027, dates to be decided in accordance with KWN team.	May 19, 20, 21, 2025	12
Prepare and analyse pre and post tests to measure levels of stress, burnout and lessons learned and their usage when working with survivors.	May 2025	1
Produce a short report on services provided with recommendations to KWN and shelters for next steps for improving supervision and staff wellbeing, preventing burnout. Revise, as needed, based on KWN comments.	June 2025	1.5
Total		17

PROCUREMENT PROCESS

Bids should be submitted to jobs@womensnetwork.org by 30 April at 17:00 with the subject "Call for Bids - Psychologist". The bids should include:

1. CV;
2. Motivational letter with a short explanation of proposed approach (maximum one page); and
3. Financial cost of the proposal, including the proposed daily rate in gross euros.
4. Contact information for at least three references;

EVALUATION

The best bid received will be selected by a three-member procurement committee based on the technical proposal, including CV demonstrating the expert's qualifications (20%), the motivational letter with the proposed approach (40%), and the financial cost of the proposal (40%).