



Psychological Service Provision *for JLAC Staff*

I. Background:

Since its establishment by the American Friends Service Committee (AFSC) in 1974 and later institutionalization as a Palestinian NGO in 1997, JLAC has been tirelessly working to secure Palestinians' human rights. While the specific violations addressed shifted over the years to accommodate the most pressing concerns at the time, JLAC's pro-bono legal aid, outreach and advocacy efforts have continuously sought to combat and overcome breaches of human rights regardless whom the violator and what facet of living a dignified life is being violated.

More specifically, JLAC's current programming challenges violations of house demolition and social and economic rights in East Jerusalem. Push factors as land confiscation, house demolition, forceful displacement of Bedouins, settler violence, and confiscations of equipment/goods are addressed in Area C, in addition to the retrieval of the bodies of Palestinian victims to be buried in a respectful way. And pertaining to the PA, JLAC addresses good governance and the separation of powers in coalition and legally challenges violations of public freedoms (i.e., right to public participation, freedom of expression, association, assembly, etc.).

JLAC is looking for Psychosocial support services provider.

II. Rationale for Service:

Psychosocial support is crucial for the well-being, motivation and effectiveness of staff working in legal organizations. JLAC's team often deals with emotionally challenging situations, high levels of stress, and exposure to traumatic content. Incorporating psychosocial support into the culture and practices of JLAC not only benefits staff members individually, but also contributes to the organization's overall success, effectiveness, and positive impact on the communities they serve. Toward this end, JLAC will maintain a psycho-social service provider on retainer able to provide JLAC staffers with customized support as below described.

III. Scope of Service:

The service aims to provide JLAC staff with timely and effective psychosocial support. This will be a one-year service contract subject to renewal after evaluation and agreement. The psychosocial service will include:

- Appropriate therapeutic service: This includes evidence-based short-term individual and group counselling, psychosocial consultation, trauma and critical incident support.
- Training: This is to include topics such as psychological first aid, self-care, stress management, anger management and resilience.
- Reporting: The regular reporting on psychosocial activities.

IV. Specific Terms of Reference

- Conduct 2 semi-annual psychological first aid training/ group sessions, stress management and resilience training for staff.
- Confidential psychosocial consultation in-person and/or via telephone and Teams, where necessary, to evaluate and determine need for/course of follow-up (number of sessions as needed).
- As needed, provision of confidential individual counselling, support services, trauma and critical incident support and other psychological health-related services to JLAC staff (with the maximum number of sessions to be later decided).
- Provide onsite trauma interventions if required, on short notice (with 24 hours);
- Be able to respond promptly (within 2-4 working days) to offer psychological services when called upon by JLAC.
- Short-term individual and group counselling/ training sessions aimed for the purpose of enhancing work relations/team building.
- Produce timely progress reports on activities and trainings conducted and provide recommendation based on findings (i.e., statistics, common trends, gender/field/location specific issues, structural concerns, etc.) and filtering messaging shared by team as to mitigate conflicts.

V. Qualification and Competencies:

- University Degree in Clinical Psychology, Mental Health, Psychiatry, Counseling or related mental health professional.
- Expertise in mental health and psychosocial support after crises, family crises, family counselling, training, stress management or related fields.
- Min. 5 years of experience in counselling, particularly in a humanitarian setting.
- Prior experience in servicing NGOs/CBOs.
- In-depth knowledge of psychosocial support in the Palestinian context.
- Trained and experienced in cognitive or behavioral therapy.
- Fluency in written and spoken Arabic and English.
- Excellent interpersonal communications, ability to work with different groups.
- Excellent and dynamic facilitation skills in a group environment.
- Registered member of national counsellors and psychologists' association, with international association an added value.
- Strong self-starter, able to take the initiative and adapt to changing circumstances.

VI. Key principles of the Proposed Psychosocial Service

- Confidentiality: Service provider will maintain confidentiality and ethical standards in psychosocial care.
- Accessible: Service provider will be responsive, friendly, and culturally appropriate.
- Strength-based: Service will be built on the strengths of JLAC mandate and staff.

- Choice: Service will offer a variety of choices of treatment modalities (onsite/remote; individual/group; Arabic/English; various types of psychology, etc.).

Submission criteria

- Interested individuals/teams should submit the following:
 1. CV(S), portfolio of similar assignments, with brief presentation of the team/individual qualifications, as well as functional responsibilities of the key people to be engaged in the service. In case of companies, registration certificates should be included.
 2. A detailed proposal with methodologies (including the types of psychology employed) to be used and breakdown of budget for each service.
 3. Two references (with contact information) from previous clients receiving a similar service.
- Offers must be submitted in signed / stamped and sealed envelopes referencing “Psychosocial Service Provider” and delivered by hand to the following address: JLAC’s office in Ramallah Al Irsal, Kamal Nasser St., Millennium Bld, 3rd floor, no later than Sunday, 07/04/2024, 2:00 PM.

Notes

- Prices should be in USD including VAT and Income tax.
- Price offers should be valid for 90 days of submission date.
- JLAC maintains its right to split or cancel the RFQ.
- JLAC is not obliged to contract with the lowest prices.

Evaluation criteria

Offers will be evaluated based on the below criteria:

Criteria condition	Weight
Technical offer: JLAC will evaluate the offers based on CV(s), portfolio, proposal and reputation	%70
Financial offer	%30
Total	%100

For more information, please do not hesitate to contact us on the following contact details:
Telfax: 02-2987981, Email: rtahboub@jlac.ps.

Thank you for your kind cooperation,
Sincerely yours,

Rand Tahboub
Procurement Coordinator