



**TERMS OF REFERENCE**  
**USAID Supporting Victims of Violence**  
**Consultant – Trauma Management for Frontline Workers**

**Project:** USAID Supporting Victims of Violence

**Location:** Kingston, Jamaica

**Duration:** Six months

**Contract Dates:** November 2024 to May 2025

## **1. INTRODUCTION**

In July 2023, USAID awarded the Jamaica Supporting Victims of Violence (SVOV) Activity to Winrock International along with “backbone partners” (BPs) Eve for Life (EFL) and RISE Life Management Services (RISE Life). The four-year (48 month) SVOV Activity is designed to be community-led and survivor-informed; tailored to the intersectional challenges faced by individuals affected by violence; and emphasize sustainable solutions by pairing structured capacity strengthening with direct service provision from established local entities. SVOV aims to strengthen awareness of and access to trauma-informed services for survivors, witnesses, and perpetrators of violence, leading to shifts in attitudes and increased resilience to the risk factors faced by youth, families, and communities that make them susceptible to crime and violence. The Activity will strengthen the capacity of the Government of Jamaica (GOJ), non-governmental organizations (NGOs), and civil society organizations (CSOs) enabling these actors to provide quality support services and foster coordination through Collective Action Initiatives (CAIs) in hotspot communities. Across the Activity, SVOV will promote multiple entry points and services that are trauma-informed and tailored to survivors, witnesses, and perpetrators, utilizing survivor-informed locally driven outreach and behaviour change methods. Together, these complementary components will strengthen the ecosystem of actors and efforts to address interpersonal and collective violence in Jamaica, especially in hotspot and Zone of Special Operations (ZOSO) communities.

In strengthening the capacity of key local actors, the SVOV Activity anticipates reaching the following entities: the GOJ including ministries, departments and agencies (MDAs), NGOs and an anticipated 10-15 CSOs including community-based organizations (CBOs). Through these efforts, SVOV aims to directly reach over 4,300 survivors, witnesses, and perpetrators between the ages of 10-29.

## **2. OBJECTIVE**

In keeping with Strategic Objective 2 of the SVOV Activity: *"Strengthen GOJ and civil society institutional capacity to support victims, witnesses, and perpetrators through coordinated and effective interventions to both address and prevent interpersonal and collective violence"*, Winrock International is seeking the services of a consultant to develop and deliver a Trauma Management Model for frontline workers. The Trauma Management Model is intended to build the capacity of frontline workers to manage trauma/ vicarious trauma in order to promote good health and balance, and better serve their clients/communities. The frontline workers include but are not limited to psychologists, social workers, guidance counsellors, deans of discipline, teachers and police officers within MDAs as well as NGOs and CSOs.

### 3. DESCRIPTION OF SERVICES

The services required will be to:

- I. Conduct a desk review of trauma management models for frontline workers.
- II. Organize and facilitate three focus group discussions with selected frontline workers from Ministry of Education and Youth (MOEY), Child Protection and Family Services Agency (CPFSA), Social Justice Division (SJD), Centre for the Investigation of Sexual Offences and Child Abuse (CISOCA), Community Safety and Security Branch (CSSB), RISE Life Management Services (RISE) and Eve for Life (EFL) and other selected NGOs and CSOs. The discussions will focus on a) how trauma affects them individually b) how prepared they are to deal with trauma (before, during, after events) c) whether the workplace contributes to trauma and d) how trauma affects service delivery.
- III. Facilitate two focus group discussions (one with frontline workers and one with managerial staff) with one selected MDA, to determine aspects of their policies and procedures related to trauma management, and make recommendations for a pilot intervention for trauma management.
- IV. Develop Trauma Management Model inclusive of training curriculum in accordance with desk review and focus group discussions and incorporate ways to prevent and/treat with trauma.
- V. Deliver training to 120 frontline workers (4 cohorts; one being Training of Trainers with the selected MDA) in the selected MDAs, NGOs and CBOs.
- VI. Create a video/online resource on trauma management for frontline workers.

### 4. TASKS, DELIVERABLES AND LEVEL OF EFFORT

Ref. no.	Tasks/Deliverables	Detailed Description	Level of Effort
i.	Preparatory Meeting	Initial meeting with SVOV Team to discuss overview of model, objectives and expectations.	1 day
ii.	Desk Review	Conduct a desk review on trauma management models for frontline workers.	5 days
iii.	Focus Group Discussion	Prepare focus group questions and conduct five focus group discussions with selected MDA, NGO, CSO representatives and prepare report.	8 days (5 days for FGD and 3 for report)
iv.	Content Development	Develop training content and methodology, to include but not limited to, focus group discussions on trauma and trauma management.	10 days
v.	Delivery of trauma management training	Deliver training on trauma management to 120 frontline workers from MDAs, NGOs and CBOs and prepare report.	11 days (2 days per cohort totaling 8 days, and 3 days for the report)
vi.	Creation of booklet for frontline workers	Create a booklet on trauma management for frontline workers to include but not limited to, preventing trauma, treating with/managing trauma.	10 days
	Total No. of Level of Effort (Days)		45

## 5. QUALIFICATIONS AND COMPETENCIES

- A Master of Science Degree in Psychology or related field.
- At least three years' experience working on issues related to violence and trauma and mental health.
- Experience in developing and delivering training and/or facilitating large group sessions using principles of adult learning.
- Demonstrated ability to work with diverse groups spanning different sectors.
- Proficiency in spoken and written English and interpersonal skills.
- Proficiency in the use of Microsoft Office Suite.

## 6. APPLICATIONS

Interested persons should provide a deliverable-based cost proposal and curriculum vitae to [SVOVConsultancy@winrock.org](mailto:SVOVConsultancy@winrock.org) by and indicate '**Consultant – Trauma Management for Frontline Workers**' as the subject line of your email.

The deadline for applications is **October 25, 2024**. However, applications will be reviewed on a rolling basis and Winrock reserves the right to make an offer prior to the closing date for applications. Applicants are thus encouraged to submit their applications at the earliest opportunity. Applications are accepted on a rolling basis until filled. Women, people with disabilities, and those belonging to discriminated groups are strongly encouraged to apply.

*Winrock is an equal opportunity employer. We are committed to providing equal employment opportunity for all people and value diversity and inclusiveness. Winrock recruits, employs, trains, promotes, and compensates regardless of race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, medical condition, family care status, or any other basis protected by law.*

*At Winrock we have a clear mission: Empower the disadvantaged, increase economic opportunity, and sustain natural resources through unwavering dedication to accountability, equity, innovation, integrity, and transformation.*

*Winrock knows that its success comes from the hard work and steadfast dedication of its diverse workforce. Winrock remains committed to maintaining diversity, inclusion, and equity across the entire organization*