



Terms of Reference

Generating Better Livelihoods for Grant Recipients

Project

Psychological Support Services

February 2024

Prepared by FinMark Trust

1. About FinMark Trust

FinMark Trust (FMT) is an independent trust whose purpose is to make financial markets work for the poor by promoting financial inclusion and regional financial integration. FMT does this by conducting research to identify the systemic constraints that prevent consumers from accessing financial markets, and by advocating for change based on research findings. Thus, FMT has a catalytic role, driven by its purpose to start processes of change that ultimately lead to the development of inclusive financial systems that can benefit all sectors.

2. Background and contextual information

In July 2022, FinMark Trust (FMT) entered into a partnership with BRAC International for the implementation of a project titled the “Generating Better Livelihoods for Grant Recipients Project” (GBL). The project is, as a proof of concept, aimed at supporting the South African Government, particularly the Department of Social Development (DSD), the South African Social Security Agency (SASSA), and the National Development Agency (NDA) to achieve the following objectives:

- Create a pathway to link grant recipients to skills development, employment and/or entrepreneurship opportunities.
- Improve the skills, knowledge, and resilience of grant recipients to improve and sustain their livelihoods.
- Build capacity within SASSA at the national, provincial/district, and local municipality levels to support the proposed extended mandate of linking social grant recipients to economic opportunities.
- Integrate the project into the existing institutional arrangements within DSD, SASSA, and NDA.
- Improve coordination between the public and the private sector to unlock linkage opportunities.

The three-year project is being piloted in seven sites spanning three provinces, including **KwaZulu-Natal** in Madadeni, Mthwalume and KwaMashu, **Free State** in Virginia and Oppermansdorp, and **Gauteng** in Sebokeng and Randfontein (Mohlakeng). In each of the seven sites, the project appointed linkages facilitators (LFs) based at the local SASSA office for operational purposes and reporting to the Implementation Coordinator based at the SASSA head office. Currently, the project has a total of ten linkages facilitators.

The LFs are responsible for profiling the identified households to understand the vulnerabilities that they are facing, identifying a change agent that will be supported by the project, and developing an intervention plan, detailing the support that will be provided to the change agent. The majority of the CSG recipients are young women, and they face several vulnerabilities that prevent them from accessing economic opportunities. The profile of CSG recipients is made up of individuals who are unemployed and have been unemployed for an average of 3 years, have low educational outcomes compared to the national average, and are

discouraged work seekers. They also face challenges at the household level such as food insecurity, large household sizes, poverty, gender-based violence, etc. Therefore, the project seeks to provide a comprehensive set of support interventions that will address these vulnerabilities as well as facilitate linkages to economic opportunities. The LFs are also expected to offer coaching and mentorship services to the identified participants throughout their journey in the project.

Based on the role of the LFs above, it is expected that they will be exposed to a magnitude of challenges facing each of the households and will require support to cope.

3. Scope of Work

FinMark Trust seeks the services of a firm or a panel of psychologists to provide, professional psychological support to Linkages Facilitators **on a part-time** basis to enable them to navigate potentially traumatic and stressful environments and develop appropriate coping strategies. The selected service provider should design and implement support services that specifically address the challenges faced by Linkages Facilitators. This includes but is not limited to:

- Offering one 1-hour one-on-one session for each of the 10 Linkages Facilitators per month and one 3-hour group session per quarter thus creating a safe space for the Linkages Facilitators to share their experiences and seek guidance. Sessions will be conducted virtually, except for one one-on-one session per Linkage Facilitator and one of the four group sessions, which will be in-person.
- The sessions are expected to cover amongst other things that may be identified by the consultants:
 - Training on coping strategies to help them manage the negative impact of their work on their emotions.
 - Incorporating self-care strategies into their support plan to ensure they look after their well-being.
- Provision should be made for ad hoc sessions by appointment during times of crisis.
- A written summary report and a verbal discussion with the Implementation Coordinator after the one-on-one and group sessions. Immediate feedback is to be provided to the Implementation Coordinator when there is a crisis.

4. Safeguarding

The selected service provider has the responsibility to consider and be aware of potential safeguarding issues and the project's potential to integrate gender dimensions and contribute to the advancement of gender equality in addressing the Terms of Reference and be able to demonstrate due diligence concerning the protection and safeguarding of children and vulnerable groups as per strategies designed to support and manage ongoing risk and abuse, exploitation or neglect of participants in this pilot project.

5. Required skills and qualifications

Applications from interested individuals must provide evidence of the technical capacity to undertake this exercise. This includes demonstrating the capacity to support all linkages facilitators, as well as prior experience in providing similar support to individuals/organisations.

The required skills/qualifications include the following:

- Master's degree in psychology, specialising in clinical psychology or related fields.
- At least 8 years of experience practising as a clinical psychologist, providing psychological support to help people overcome emotional difficulties and stress-related issues.
- Experience providing psychological support services at an organisational level.
- Excellent communication skills in English and knowledge of IsiZulu and Sesotho will be an added advantage.
- Excellent computer literacy including using virtual meeting platforms and report writing skills.
- Personal commitment and passion for the work.

6. Reporting requirements

The consultant(s) will report directly to the Generating Better Livelihoods for Grant Recipients Project: Implementation Coordinator.

7. Submission and timing

Individuals: A brief proposal (max. 3 pages) highlighting the approach that will be applied to deliver the scope of work, a detailed CV, and a financial proposal¹ should be submitted by close of business on 19 April 2024 at 17h00 (SAST) by e-mail to Phumelele@finmark.org.za.

Firms: The company profile, a brief proposal (max. 3 pages) highlighting the approach that will be applied to deliver the scope of work, CVs for all team members, and a financial proposal should be submitted by close of business on 19 April 2024 at 17h00 (SAST) by e-mail to Phumelele@finmark.org.za.

8. Important to note

If no communication has been received from FinMark Trust after three (3) months of your submission, please consider yourself or your organisation as unsuccessful.

¹ *Financial proposals to specify the cost per individual or group session, ad hoc sessions, and any other costs that will be related to the proposed methodology for delivering the scope of work.*