

Terms of Reference - Cultural Mediator Online Mentor for GBVSO – Violet Support Online

Date: October 2019 – October 2020
Duration Contract: 13 months
Reports to: Project coordinator

Details of the Call for Expressions of Interest for employment

SOS Malta VO/0033, responsible for the management and implementation of the GBVSO project, is seeking to employ **on part-time basis at an average of x10 hours per month** Cultural Mediators Online Mentors who will provide online support to service users in French, Arabic and Serbian.

The remuneration **rate** for this role at 12 Euros gross per hour, for an average of 2 hours per week. Remuneration will be based on actual hours worked and approved by SOS Malta CEO and reported in monthly timesheets.

The cost of these services will be co-financed by the Rights, Equality and Citizenship Programme of the European Commission.

Cultural mediators will be registered on SOS Malta's Payroll system and be employed on a definite contract. All applicants must be in possession of a valid authorisation to reside and work in Malta

1. Introduction

Violet Support Online – Improving Support Structures for Victims of Gender Based Violence

The project entitled Violet Support Online - Improving Support Structures for Victims of Gender Based Violence (GB-VSO) is in partnership with 5 partners from the public, private and civil society sector. The partners are Solidarity and Overseas Service Malta (SOS Malta), Victim Support Malta, CORE platform, Commission on Domestic Violence (CDV) and Advenio E-academy (AeA LTD). This project is being funded by the European Union (EU) DG Justice Rights, Equality and Citizenship Programme and will run from November 2018 until October 2020.

The need for this project came about following an assessment of the national scenario. There is very little research in Malta looking at GBV specifically, yet Malta is currently one of the countries in Europe with the worst attitudes to Gender Based Violence. A study carried out by Eurobarometer (Special Eurobarometer 449- Gender Based Violence, 2016), and utilised by FRA highlights the trend in Malta where ‘victim blaming is rife’. Compounding this situation, there is also a lack of understanding from the victim themselves what their rights are and how they can tackle this situation, as well as a fear of reporting.

As a project, GB-VSO aims to tackle the above issues and provide protection and support for Victims of Gender Based Violence. It follows the premise that providing comprehensive support structures, increasing the capacity to respond, together with awareness raising will contribute to ensuring that victims understand their situation, and feel empowered and supported to speak out. This project will specifically look at the workplace as a place where support structures could be strengthened.

The project’s main objectives are firstly to increase awareness around GBV in Malta, and in particular within the workplace. This project will seek to enhance cross sectoral collaboration in developing responses to GBV in Malta and will seek to build the capacity of Managers and HR staff to better respond to cases of GBV. The project will provide comprehensive online, confidential and anonymous support system for victims of GBV.

2. Employment Guidelines

A. Details of Employment

In coordination with the project coordinator, service manager, online mentors and volunteers, the Cultural Mediator/s will offer online support to VSO’s service users, any victim, survivor or person that is affected or witnesses gender-based violence, including harassment, sexual assault, FGM, domestic violence and any form of discrimination. In particular, the Cultural Mediator/s will:

1. Provide immediate emotional, moral and social support to persons who are suffering from any form of gender based violence, including but not limited to: domestic violence, abuse, physical violence, and psychological difficulties through one-to-one, real-time online support services, **in French, Arabic or Serbian**, whilst maintaining neutrality and confidentiality at all times.
2. Provide advocacy, emotional and practical support and information to service users;

3. Empower service users and assist them to recognise the features of their situations and help them retain or regain control of their lives;
4. Contact and refer to appropriate services such as the police or governmental agencies/NGO's that offer support in accordance with the policies and procedures, under the guidance of the online mentors and serviced manager;
5. Such support shall be given in line with the Laws of Malta (including child protection, national policies and strategies, Violet Support Online Policies and Procedures, profession's good practice and the best interests principle;
6. Contribute to and participate in the development of policies and procedures to ensure that they remain relevant, especially with regards to migrant service users;
7. Engage debriefing with other Online Youth Mentors and other workers involved in VSO;
8. Keep good working relationships with staff within VSO and referral agencies;
9. Attend team meetings and individual and group supervision sessions;
10. Reflect on own work and engage in professional development. To this end, he/she will also participate and engage in supervision;
11. Keep confidential all matters relating to his/her work and shall not disclose or issue to any third party at any time, or cause to be disclosed or issued by any third party at any time for any purpose whatsoever any information regarding the content entrusted to her during client contact. Disclosure to third parties is only permitted when it is carried out in the interest of safeguarding the service user, in line with the Policies and Procedures, and when carried out to help the operator's professional reflection and development. In the case of the latter the operator is to make all necessary measures to protect the service user's rights to anonymity and confidentiality.
12. Strive towards the continual improvement of the service provided by VSO.com.

Oversee Technical Infrastructure during Shift

1. Manage the VSO Report Manager, including categorising, allocating or moderating correspondence as necessary.
2. Make suggestions for the improvement of VSO's appeal to people that might have suffered/are suffering from gender-based violence, and especially to migrants who are speakers of one of the languages in which the service is provided

Technical Infrastructure Management



1. Make suggestions to the Management for further technical development that is necessary or desirable for the improvement of the service delivered by VSO.
2. Make suggestions to the Management for the improvement of VSO appeal to its target group.
3. Translate educational material, including short texts, articles and videos to be published on the VSO website and other channels frequented by VSO's target audience.

Marketing

1. Support VSO staff in continuously market VSO, including ensuring VSO's online presence as well as attending occasional outreach sessions/marketing initiatives and presentations regarding the service in the respective languages;

General

1. Make recommendations to the management board for policies, laws and services that affect the wellbeing of service users.
2. Carry out any other duties in relation to this post.
3. Successfully manage the various duties involved in the role, to maintain balance of responsibilities.
4. Keep staff attendance/shift calendars up to date, ensure their correctness and pass them on to the project coordinator as appropriate.
5. Conduct any administration work required including report writing and evaluation of service.

3. Selection Criteria:

Expressions of Interest will be assessed by the Evaluation Team according to the following criteria:

Qualifications and Personal Traits:

- Completed studies in social work, psychology or counselling;
- Excellent communication skills in English and one of the following: **French, Arabic or Serbian;**
- Certifications for completed cultural mediator or interpreter trainings and/or transcultural issues;

- Personal commitment, efficiency, and reliability;
- Good organizational and communication skills;
- Ability to work harmoniously with other colleagues from diverse backgrounds;
- Relevant Gender Based Violence thematic experience.

4. Submission of applications

Applicants interested should submit a letter of intent and CV by 13th September 2019 to the following email address: info@sosmalta.org

Clarifications and further information are to be sought through the following contact details by 10th of September 2019.

Colacel Raluca

Email: raluca.colacel@sosmalta.org

SOS Malta

Address: 10, Triq II – Ward, Santa Venera, SVR 1640

Tel: 21244123



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