

TERMS OF REFERENCE

Procurement of the burnout management consultations for

DIACONIA POLAND

Consultancy/Service provision contract: Support for Anti-Burnout Measures

Location: Warsaw, Poland

Duration: November 01, 2024 – December 31, 2024

Contracting Organization: DKH, Berlin Office

Payments: DKH, Berlin Office

1. INTRODUCTION

DIACONIA POLAND has been working tirelessly to provide essential humanitarian aid for Ukrainian refugees. The organization is deeply engaged with refugees and vulnerable populations, often facing challenging and emotionally taxing conditions. This intense work environment, combined with the broader difficulties of operating in a crisis-affected area, has raised concerns about staff burnout. Moreover, as of now the country is facing the impact of floods and natural disasters, which puts even more pressure on staff. To ensure the continued effectiveness of **DIACONIA POLAND** and the well-being of its team, DKH is seeking a professional company or consultant to support efforts in preventing burnout.

Staff members require emotional support and practical strategies to cope with their workloads and the emotional strain that comes with close contact with vulnerable populations. Recognizing the need for specialized training and individual psychosocial consultations, this initiative will provide critical anti-burnout measures to safeguard the mental health and resilience of staff.

2. SERVICE DELIVERY

The consultancy contract will be managed and signed through DKH's office in Berlin. Payments for the services will also be processed by DKH, Berlin. The selected consultant or company will collaborate closely with DKH office in Kyiv and **DIACONIA POLAND** to deliver the outlined services both remotely and on-site, if necessary.

3. SCOPE OF WORK

The selected professional company or consultant is expected to:

- Conduct rapid needs assessment of **DIACONIA POLAND staff (16 working hours)**
- **Develop and deliver the Training on Burnout prevention:**
Based on a needs assessment, develop and deliver training session for the staff of **DIACONIA POLAND** on burnout prevention strategies. The training should include

practical advice and actionable steps that staff members can apply in their daily work. The training duration is **1 working day (4 hours session)**.

- **Individual Psychosocial Consultations:**

Provide personalized psychosocial consultations for each staff member. Each staff member will be entitled to three one-hour sessions aimed at addressing personal challenges, offering emotional support, and preventing burnout.

Timeline:

The contract duration is from **November 01, 2024 to December 31, 2024**.

Level of Effort (LOE):

The total estimated time commitment for the contract is as follows:

- **16 hours** for the rapid needs assessment of Diaconia Poland staff
- **16 hours** for preparing learning materials and presentations for the training sessions. The training materials will be approved by Diaconia Poland.
- **1 day (4 hours)** for conducting the training on "Burnout Prevention."
- **1 hour** for each consultation session, with a total of 3 consultations per staff member. The number of staff members is **6 employees**.

4. SELECTION CRITERIA

DKH seeks a professional company or consultant with the following qualifications and experience:

- The capacity to provide services for the mentioned number of staff
- The service delivery staff must have Master's degree in Psychology or a related field.
- The service delivery staff must have a proven in development and delivery of the psychosocial support measures and burnout prevention activities.
- Strong communication skills and the ability to engage with diverse teams.
- Excellent time management and organizational skills.
- A collaborative, team-oriented approach.

The organization or consultant providing these services should be able to accept payments from elsewhere, especially Germany, and have an open account in EURO.

5. APPLICATION PROCESS

Interested companies or consultants are invited to submit the following documents in English and Polish language:

- **Project Proposal:** A description of the proposed approach to delivering the training and consultations, along with a detailed budget.
- **CV:** In English, highlighting relevant experience and contact information for references – for the team members who will be delivering the support.
- **Plan for the Training:** An outline of the key topics and structure of the training on burnout prevention.

- **Recommendations:** Letters of recommendation from previous clients or organizations for whom similar services have been provided.

Applications should be submitted no later than the 25th of October 2024. Please send your proposal to e-mail: diakonia-kosciola@diakonia.org.pl.