

## Terms of Reference

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### Building the capacity of healthcare providers on Mental Health Gap Action Programme (mhGAP)-Intervention Guide (IG)

#### Organization context and scope

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The Jordanian garment industry is one of the leading exporting industries in the country. In 2019, garment and related exports exceeded USD 1.9 billion and accounted for about 23 percent of Jordan's total exports, with 11 percent growth compared to 2018. The US continued to be Jordan's largest garment export due to the established Free Trade Agreement (FTA) between the two countries.

The Better Work Jordan (BWJ) Programme aims to improve labor standards and enterprise performance in the Jordanian apparel industry. BWJ was established at the Jordanian Ministry of Labor request in 2007 and began operations in mid-2008. It is a partnership between the UN's International Labor Organization (ILO) and the World Bank's International Finance Corporation (IFC).

At the enterprise level, BWJ's activities are comprised of two stages. The first stage is designed to identify the needs of enterprises in terms of labor compliance. The second stage focuses on advisory and training services. BWJ works with participating enterprises to develop and implement a unique improvement plan that systematically addresses all violations and deviations from the applicable laws and standards. BWJ's ultimate goal is upgrading enterprise economic and labor standards performance through customized training and remediation.

On the sectoral level, BWJ supports stakeholder organizations representing government, workers, and employers by building their capacity to develop a competitive sector providing employment opportunities in conditions of freedom, equity, security, and human dignity. To this end, BWJ is undertaking several initiatives. These include capacity-building programs for the Ministry of Labor and the General Trade Union of Workers in Textile, Garment, and Clothing and a policy-oriented research project on the apparel sectors' value-added to the Jordanian economy.

## Background

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Over the past ten years, Better Work Jordan has been working with the national tripartite constituents and international brands to improve working conditions and promote decent work

in the garment sector. Since then, factories have made significant improvements in terms of working conditions and compliance with labor standards. The program's mandatory status, where garment factories exporting to the US market and their subcontractors are required to join the Better Work program, enabled the program to access the entire garment-exporting sector and work with both workers and managers in the factories to promote decent working conditions.

However, multiple suicides and attempted suicide cases among migrant workers were reported in Jordan's garment factories during the past years. This situation calls for specific interventions and supports to enhance mental well-being, especially among female migrant workers. More so, and with the rise of the unprecedented COVID19 health crisis, attending to mental health issues becomes even more pressing. This is partly attributed to workers' economic uncertainty and further concerns among migrant workers on their distant family members' health and well-being.

BWJ is implementing a mental health project to enhance the mental health of migrant workers in Jordan. The project started in January 2021, aiming to become more resilient against mental health risks, including seeking psychosocial support when necessary. Besides target factories and the mental health referral system, they reach more workers needing psychosocial support, including women and migrant workers.

### Objective

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WHO launched the WHO Mental Health Gap Action Program (mhGAP) in 2008, intending to scale up care for mental, neurological, and substance use (MNS) disorders. This program aims to enhance the capacity for early detection and management of mental health problems for non-specialist healthcare providers. This is to be done by improving the knowledge, skills, and attitudes on mental health and supporting actual practice change and integration to accommodate mental health into primary care practice.

The general objectives of this consultancy are:

1. Build the capacity of health care providers at the primary health care level of the garment factories clinics on mhGAP-IG (Intervention Guide) to improve individual clinicians' proficiency in the diagnosis and management of Mental Health (MH)
2. Provide the mhGAP program participants with the necessary tools to enable the integration of MH interventions into their clinical practice.
3. Provide regular monthly supervision to the mhGAP program participants.

### **Duties and responsibilities:**

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The consultant will be responsible for the following:

**Output 1: Build the capacity of healthcare providers at the primary healthcare level (garment factories' clinic) on mhGAP-IG (20 days)**

#### Deliverable 1.1 deliver four mhGAP training (16 days):

- Conduct 4 mhGAP training courses (4 days each, 16 days total) targeting garment factories' primary healthcare professionals (e.g., general practitioners and nurses). The training courses will include communication skills, a master chart, and all mhGAP-IG modules, including psychosis, bipolar disorder, epilepsy, behavioral problems, alcohol, and drug use, emphasizing depression, suicide, and other emotional or medically unexplained complaints. Excluding dementia and developmental disorders.
- Conduct supervising role plays and case studies for all the modules.
- Provide feedback and practical solutions to any challenges and queries about applying the skills and modules.
- All training will be conducted in Amman (twice), once in Irbid, and once in Duil.

#### Deliverable 1.2 Four training evaluation reports (4 days):

- Apply the mhGAP standard pre-post-test evaluation after each training.
- Analyze the pre-post-test and write a training four evaluation reports.
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### **External collaborator qualifications**

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- Certified mhGAP trainer from WHO, with strong technical expertise in the WHO mhGAP-IG package.
- Experience in the training and supervision of healthcare providers (General Practitioners and nurses)
- Good knowledge of the public mental health approach, prevention, and treatment models in Mental Health and Psychosocial Support (MHPSS).
- Good knowledge of and experience with the Jordanian public health system at the primary, secondary, and tertiary levels of care (including the National Center for Mental Health), as well as the related referrals system;
- Good report-writing skills
- Good written and verbal English communication skills

- Experience with the UN system or other international organizations is an advantage.

### Deliverables and timeline

The consultant will deliver the following:

Deliverables	Activity linked to the deliverables	Working Days	Estimated date of delivery
<p><u>Output 1: deliverable 1.1</u></p> <p>Deliver four mhGAP training (16 days)</p>	<ul style="list-style-type: none"> <li>• Conduct 4 mhGAP training courses (4 days each, 16 days total) targeting garment factories' primary healthcare professionals (e.g., general practitioners and nurses). The training courses will include communication skills, a master chart, and all mhGAP-IG modules, including psychosis, bipolar disorder, epilepsy, behavioral problems, alcohol, and drug use, emphasizing depression, suicide, and other emotional or medically unexplained complaints. Excluding dementia and developmental disorders.</li> <li>• Conduct supervising role plays and case studies for all the modules.</li> <li>• Provide feedback and practical solutions to any challenges and queries about applying the skills and modules.</li> <li>• All training will be conducted in Amman (twice), once in Irbid, and once in Duil.</li> </ul>	16 days	By the 30 <sup>th</sup> of September

<u>Output 1: deliverable 1.2</u>  Four training evaluation reports (4 days)	<ul style="list-style-type: none"> <li>• Apply the mhGAP standard pre-post-test evaluation</li> <li>• Analyze the pre-post test and write a training evaluation report.</li> </ul>	4 days	By the 30 <sup>th</sup> of September
	Up to	20	

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### Timeline

Start date: the 15<sup>th</sup> of February, 2023

End date: The 30<sup>th</sup> of September 2023

### Supervision

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The consultant will report to the BWJ mental health project coordinator under the BWJ program manager's overall guidance and work closely with the BWJ team.

The mental health project coordinator (Alaa Alnasser) should approve all deliverables.

### Payment Schedule

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According to the market rate, the External Collaboration will be paid according to his/her expertise and is asked to submit a financial offer on his/her daily rate. The consultant will only be paid upon satisfactory completion and approval of deliverables and upon receipt of signed invoices.

Payments	Deliverables	Working Days	Estimated date of payment
First payment	<u>1. Output 1: deliverable 1.1</u> Deliver two mhGAP training (8 days)  <u>1. Output 1: deliverable 1.2</u> Two training evaluation reports (2 days)	10 days	By the end of June 2023
Final payment	<u>1. Output 1: deliverable 1.1</u> Deliver two mhGAP training (8 days)  <u>1. Output 1: deliverable 1.2</u> Two training evaluation reports (2 days)	10 days	By the end of September 2023

### Confidentiality

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The External Collaboration will sign a contract with International Labor Organization that contains clauses on confidentiality and non-disclosure.

### Submission

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All applicants must send their technical and financial proposals to ([jordan@betterwork.org](mailto:jordan@betterwork.org))  
 The deadline to submit your application is the 26<sup>th</sup> of January 2023, at midnight (Jordan time).  
 Only selected applicants will be contacted for an interview.