### Terms of Reference (TORs) for Consultant: 5-Day Training on Case Management for Women Crisis Center Personnel.

1. **Introduction and background:**
   1. **About Khwendo Kor (KK):**

Khwendo Kor (KK), meaning “Sisters’ Home” in Pashto, is a non-profit, non-governmental organization established in 1993 under the Societies Act 1860. Since its inception, KK has been working tirelessly to promote the rights of women and children through education, health, sustainable livelihoods, advocacy and peace building. KK strives to create enabling environments where women and marginalized groups can thrive socially and economically.

* 1. **Overview of the Assignment:**

This Terms of Reference (TOR) outlines a consultancy assignment to conduct 5-day**s** training on case management for personnel of women crisis center in Peshawar, under the project titled, Faith in Action- Mobilizing Civil Society for Lasting Social Change. The Women Crisis Centers in Khyber Pakhtunkhwa play a critical role in responding to gender-based violence (GBV). This intervention will equip personnel with essential knowledge and practical tools for managing GBV cases, delivering support services and facilitating referrals.

1. **Objectives of the Assignment**

* To build capacity of crisis center personnel in effective case management of GBV survivors asper IASC guidelines
* To equip participants with adopted tools for GBV Case Management documentation includingpsycho-social support, referral pathways following the survivor-centered approaches.
* To enable personnel to apply principles of confidentiality, ethics and cultural sensitivityapproach in GBV response.

1. **Scope of Work**

The Consultant will:

* Adopt Inter-Agency Standing Committee Guidelines, culturally sensitive training curriculum that addresses the specific needs and constraints faced by Women Crisis Center staff.
* Conduct engaging and inclusive learning sessions across five days, utilizing participatory techniques such as real-life case simulations, structured group work, peer-to-peer exchanges and contextual role-playing exercises to foster experiential learning and practical skill-building.
* Facilitate baseline and end line assessments to measure knowledge retention and identify future training needs.
* Prepare a post-training report capturing outcomes, challenges observed and strategic recommendations for sustained capacity development.

Content delivery framework:

* Definitions, categories and dynamics of GBV.
* Sequential steps and standards in GBV case management.
* Strategies for safety planning and protecting survivors’ rights.
* Referral protocols
* GBV CM documentation tools
* Ethical documentation practices and safeguarding data privacy.

1. **Deliverables**

* A well-structured 5-day training agenda, session plan and accompanying material (e.g., handouts, slides, tools)
* Successful facilitation of all training components
* Pre and post-training assessment instruments and results summary
* Final consultancy report including participant feedback, learning indicators, attendance logs and expert insights for program improvement.

1. **Qualifications Required**

* A Master’s degree or higher in Social Work, Psychology, Gender Studies, Public Health or a related discipline
* Minimum 5 years of direct experience in delivering case management services and capacity- building activities related to GBV prevention and response.
* Demonstrated expertise in working with marginalized populations, particularly women and trauma survivors in culturally sensitive settings.
* Proficiency in interactive training design and delivery, with excellent communication and facilitation skills

1. **Location of the Assignment**

* Peshawar, KP

1. **Duration and Timeline**

* The consultancy will span 15 days including 5 daystraining preparation, 5 days training delivery and 5 days for post-training reporting. The exact schedule will be agreed in consultation with Khwendo Kor.

1. **Roles and Responsibilities**

Khwendo Kor (KK):

* Select and contract the consultant with appropriate experience and background.
* Provide logistical support including venue, materials and participant mobilization.
* Monitor the quality of training delivery and ensure alignment with donor expectations.
* Review and endorse final training materials and post-training report.

1. **Type of Contract and Payment Terms:**

* The consultancy will be commissioned under a service contract.
* Payment will be made after submission and approval of the final report.
* The taxes, as applicable, will be deducted at the source as per the country’s rules and regulations.
* Payments will be made through cross cheque in the name of the consultant

1. **Submission of Expression of Interest (EOI):**

Interest consultants are invited to submit their EOI including:

* A technical and financial proposal (inclusive of all taxes).
* Profile and CV of the consultant.
* Work samples of two similar assignment completed recently.
* Three professional references.

**Application process and requirements:**

The interested individuals with above qualification and experience can apply and submit their application, CV and financial proposal on [placementjobskk@gmail.com](mailto:placementjobskk@gmail.com) to the under signed not later than 31th August, 2025. Incomplete applications and submission to any other email will not be entertained.