



**IOM International Organization for Migration  
OIM Organizația Internațională pentru Migrație**

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**Project “DEVELOPMENT OF INTEGRATED PSYCHOLOGICAL SERVICES OF THE BORDER POLICE IN THE REPUBLIC OF MOLDOVA (SPINS)”**

**TERMS OF REFERENCE**

**“Development of the system of Integrated Psychological Services of the Border Police”**

**Overview:** Within the framework of the IOM IDF funded project “Development of Integrated Psychological Services of the Border Police in the Republic of Moldova (SPINS)”, IOM is supporting the General Inspectorates of Border Police (GIBP) of the Moldovan Ministry of Internal Affairs (MIA), as the main agency dealing with border management in Moldova, on restructuring and enhancement of its operational capacities for a proper handling of its competences, especially in facilitating regular movement of people through the Moldovan border while counteracting irregular migration. This support is meant as an important prerequisite for combatting transnational crime such as human smuggling and trafficking; terrorist threats; identification and interception of foreign fighters while supporting Moldova’s overall capacity to ensure regular movement of Moldovans and foreigners through Moldovan borders and territory and ensuring full observation of migrants’ human rights, including their psychological wellbeing, in line with the liberalized EU-Moldova visa regime. This includes among others support for capacity building and creating of a self-sustainable system for development of the GIBP operational capacity while also enhancing the agency’s capacity and abilities for psychological support to its staff as well as the people crossing the border in line with the best international and European standards and practices.<sup>1</sup>

**Objective:** The Government of Moldova is in the process of restructuring its migration and border management system based on EU best standards practice and according to its main international obligations arising mainly from the proximity of the EU border and Moldova’s European aspirations. In this regard, the project aims at contributing to the improved implementation of the state policy on integrated border management through establishing and making operational the integrated psychological services of the Border Police. Through this objective the project will contribute implicitly to strengthening of capacity of the GoM in the field of Integrated Border Management, including prevention and combating of irregular migration and transnational crimes for a comprehensive state-driven response to existing and potential migration challenges.

**Justification:** Moldova has achieved free visa regime and entered into association agreement with the European Union, thus committing to a number of obligations that require democratic reforms. In order to complement these initiatives and support the progress in combating irregular migration in the country, the current project will focus on addressing the systemic elements of raising the operational capacity of the GIBP, one of the main state actors in the domain alongside the Bureau of Migration and Asylum, Center for Combatting Trafficking in Persons etc. This action will raise awareness about existing EU standards and best practices in the area of psychological support, consolidation of the agency’s operational capacity through development of proper integrated system of psychological

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<sup>1</sup> An important underpinning of the project contain the provisions of the recent Association Agenda between the EU and the Republic of Moldova: [http://eeas.europa.eu/moldova/pdf/eu-moldova-association-agenda-26\\_06\\_en.pdf](http://eeas.europa.eu/moldova/pdf/eu-moldova-association-agenda-26_06_en.pdf)

support. It will address the current needs in capacity building of the relevant GIBP psychological staff at different levels and will contribute to ensuring an appropriate level of psychological services to the GIBP staff and people crossing the border in accordance to the existing EU standards and best practice through development of the relevant infrastructure in the GIBP HQ and the regions of the country.

**The Consultant:** The IOM is seeking for commissioning an international Consultant, who under the overall guidance of the Project Manager and the GIBP relevant staff will conduct a comprehensive assessment of the current state of affairs of the GIBP psychological service resources, relevant infrastructure and tools available for ensuring organization and provision of psychological services to the GIBP personnel and people crossing the border. The assessment will entail relevant mapping of the legislative, administrative and operational challenges and needs for better performance of the Service of Psychological Assistance (SPA)<sup>2</sup> of the Border Police. Based on the results of the assessment the Consultant will develop for GIBP a consistent strategic Concept with detailed proposal for a plan of action on the legal and institutional aspects necessary for creation and implementation of the GIBP system of Integrated Psychological Services (CIPS), which would include while not limiting to a consolidated approach to planning, organizing and carrying out of activities for relevant psychological support of the operational activity, testing of and support to the GIBP personnel and providing psychological support to people crossing the border, especially to vulnerable categories of migrants.

During the assessment and elaboration of the mentioned Concept, the Consultant will pay a special attention to the risk of corruptibility resulting from the relevant legislative and normative framework guiding GIBP activity, especially the SPA, as well as the GIBP existing operational protocols (standard operating procedures) as well as to gender aspects relevant to GIBP and SPA operation. The latter would include the level of accessibility of different SPA staff positions for women and men, gender sensitivity of the selection and hiring process, of the access to psychological services etc.

The implementation of the concept should contribute to the following:

- developing of the BP staff's psychological knowledge and skills to identify behavioral characteristics of the persons and to cope with various types of personalities in order to improve operational activity and the quality of the public service;
- increase of number of migrants identified at the border who were provided with primary psychological assistance;
- enhancement of quality of the psychological services offered to the migrants;
- increase of number of Border Police personnel provided with specialized psychological assistance;
- improvement of quality of the psychological services provided to the Border Police personnel.

**Working method and Partners:** The Consultant will carry out the tasks partly as a desk study, on the basis of consultations and discussions with relevant officials in Moldova, and partly as a structured on-site research conducted in Moldova.

It is expected that the Consultant will spend up to **20 working days** on the project, including **up to 6 days (2 visits) in Moldova** for the assessment mission and presentation of the activity's results.

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<sup>2</sup> The GIBP's Service of Psychological Assistance (SPA) prospects, plans, organises and carries out the agency's psychological management (assessment, primary assistance, opinions on staff selection/appointment) and through the psychologists of the GIBP regional subdivisions provide psychological support to daily operations of the BPD staff and assistance to migrants and persons placed under Border Police custody. Currently, 10 psychologists compose the GIBP's SPA.

However, the sequence of the activities and the acceptable time gaps between them have to be mutually agreed between the IOM and Consultant.

IOM Moldova will arrange for the Consultant the travel and will cover the related costs along with the **DSA for maximum 6 days visit to Moldova** according to IOM rates established for the respective months.

*In addition to this, an all-inclusive fee will be paid to the Consultant based on the Consultant's financial offer and negotiations between IOM and the selected Consultant.*

In this activity, the Consultant will be guided by human rights, anti-corruption and gender compliance principles and will support the coordination efforts undertaken by various stakeholders, including IOM, the Government, local authorities, non-governmental and international organizations and donors to ensure human rights and gender compliance of the state agencies' activity.

While executing the tasks, the Consultant will work in coordination with the GIBP staff, especially HR division and SPA, the MIA and other relevant agencies and partners.

**Inputs:** During the period of assignment and provision of relevant services, the Consultant will work in close cooperation with the IOM Moldova Project Team and relevant staff assigned by GIBP and other agencies involved who will provide various logistical, operational, and liaising supports, including translation of materials and necessary interpreting services to facilitate the effective implementation of the activity.

**Expected Deliverables:**

1. A thorough assessment and analysis conducted of the current state of affairs of the GIBP psychological service resources, relevant infrastructure and tools available for ensuring organization and provision of psychological services to the GIBP personnel and people crossing the border.

The assessment covers the following main aspects:

- a) Strengths and gaps of the legislative framework applicable to the GIBP SPA as well as to its specific competences and attributions;
  - b) Institutional capacities of the GIBP in the area of psychological support and needs for relevant capacity building and technical support;
  - c) The level of the GIBP human resources and the needs to support interventions in the psychological domain, including necessary anticorruption measures.
2. The Concept for creation and implementation of the GIBP system of Integrated Psychological Services (CIPS) developed. It would include while not limiting to a consolidated approach to planning, organizing and carrying out of activities for relevant testing of and support to the GIBP personnel and providing psychologic support to people crossing the border, especially to vulnerable categories of migrants.
  3. A detailed proposal for a Plan of Action on the legal and institutional aspects necessary for implementation of the Concept for creation and implementation of the GIBP system of Integrated Psychological Services (CIPS), including the involvement of the existing GIBP system for initial and continuous professional training at the Police Academy and the Border Police College.

**Period of assignment:** All the services specified in this ToR shall be provided during the period 01 December 2017 – 31 March 2018. Upon completion by the Consultant of all tasks hereunder, the

Consultant shall submit to IOM a final Report on all tasks and activities performed under this ToR until 15 April 2018.

**Desired qualification and competences:**

- Bachelor and/or master degree/PhD or equivalent qualification/ degree in psychology, sociology or other relevant field or an equivalent combination of relevant training and experience.
- At least five years of prior work experience in the field of psychologic/sociologic activity in psychological systems related to law enforcement agencies either in a public agency of Moldova or EU, local or international NGO or international organizations.
- Understanding of the law enforcement/Border Police organizational and functional peculiarities in Moldova and at a broader international level, including basic aspects of the Integrated Border Management concept.
- Understanding of the state (especially immigration/Border management) officials' training needs on psychological issues.
- Knowledge of international human rights legislation, standards and practices, including those related to protection of migrants' and refugee's rights.
- Knowledge of models of collaboration between Government authorities and civil society in mitigating psychological issues encountered by vulnerable categories of population, including migrants and refugees.
- Demonstrated knowledge and experience in conducting needs assessments on institutional development and proposing sound relevant recommendations;
- Experience in working with governmental institutions and non-governmental organizations;
- Ability to multi-task and independent work;
- Strong interpersonal skills demonstrated by the ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity;
- Good level of computer literacy;
- Good communication and organizational skills;
- Good facilitation and consensus-building skills;
- Ability to work efficiently even in high-pressure environments;
- High level of discretion, integrity;
- Relevant regional and international experience will be an added advantage.

**Languages:** Good command of English language is an absolute requirement. Knowledge of spoken and written Romanian or Russian language would be an added advantage.