



International Organization for Migration (IOM)  
The UN Migration Agency

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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 Practical Guide on Psychological Assistance  
at the Border Police of the Republic of Moldova**

**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. The importance of this support is especially high in light of the institutions’ new subordination, institutional framework and newly acquired competences, as well as the Govt. priorities for Border Police demilitarization and professionalization. It includes among others support for capacity building and creating of a self-sustainable system for development of the GIBP operational capacity through enhancing the agency’s capacity and abilities for psychological assessment and support to its staff as well as for the psychological support of people crossing the border in line with the best international and European standards and practices.<sup>1</sup> The latter will include aspects of proper interaction with and assistance of different categories of immigrants on the border area assigned to the Border Police’s competence, including Border Crossing Points, Green/Blue border etc., based on the psychological peculiarities of different categories of foreigners as their legal status, country of origin, ethnicity, race, confession, cultural profile, age, gender, situation in their countries of origin, reasons for migration, degree of vulnerability etc.

**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, among other, the project aims at supporting the MIA and the Border Police in enhancing the knowledge of existing international standards and best practice on the Integrated Border Management (IBM) and contributing to the improved implementation of the state policy on IBM in Moldova especially 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.

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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)

For achieving this goal the Project envisaged, inter alia, the development of a well-structured instructive Guide for the Border Police psychologists on psychological assessment and assistance to the Border Police staff and migrants as appropriate. The Guide will be developed in line with the international best practices and standards in the field while also building upon the existing experience of psychological assistance within the Moldovan Border Police and the results of the elaborations of the current project as the Concept of Integrated Psychological Services of the Border Police and the Standard Operating Procedures (SOPs) for psychological activities within the Border Police.

**Justification:** Moldova has achieved free visa regime and entered into association agreement with the EU, 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. In light of the Border Police new subordination, institutional framework of its activity and newly acquired competences, as well as considering priorities of Border Police demilitarization and professionalization which involves a high turnover of staff, it is essentially necessary to support the GIBP in implementation of different aspects of the Integrated Border Management Strategy. It includes raising awareness about existing EU standards and best practices in the area, consolidation of the agency's human resources through enhancing capacity building of the BPD staff at different levels. Following this goal, the action will address the current needs in capacity building of the relevant GIBP psychological staff that constitutes the agency's Service of Psychological Assistance (SPA)<sup>2</sup> at different levels. This will contribute to developing of the Integrated Psychological Services within the GIBP, alongside relevant Standard Operating Procedures and Training Curricula all this raising the level of psychological services to the GIBP staff and people crossing the border in accordance with the existing international standards and best practice.

As a complementing element to this set of developments, the action aims at developing a comprehensive Guide for the Border Police psychologists on psychological assessment and assistance to the Border Police staff and migrants as appropriate. This will equip the GIBP's management and the Psychological Service with guiding recommendations on the Psychological activity of the Border Police thus contributing to the enhancement of quality elements of organization and provision of appropriate psychological services.

This action shall raise awareness about existing EU standards and best practices in treatment of immigrants on the Moldovan territory and protection of their human rights such as those set out by the Council of Europe, the European Court of Human Rights and the Committee for the Prevention of Torture and Inhuman or Degrading Treatment (CPT), as well as with the EU *acquis communautaire*. On the one hand the activity will support the sustainability of the GIBP's Service of Psychological Activity and relevant capacity building efforts to improve the overall institutional efficiency in managing its personnel and interacting and assisting the people crossing the border either legally or illegally. On the other hand the need for the action stems from the Moldova's engagement to fulfil of the international commitments in the area of migration and refugees' protection and observation of international norms concerning legal protection of migrants. In this regard a special importance is attributed to assistance and protection of persons genuinely in need of asylum and subsidiary international protection in line with the main objectives of the 1951 Refugee Convention, the Directive 2004/83/CE and other international instruments in the area.

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<sup>2</sup> The GIBP's Service of Psychologic Assistance (SPA) prospects, plans, organizes 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.

**The Consultant:** The IOM is seeking for commissioning an international Consultant, who under the overall guidance of the Project Manager, direct supervision of the GIBP administration, will develop a consistent and well-structured instructive Guide for the Border Police psychologists on psychological assessment and assistance to the Border Police staff and people crossing the border, the latter including especially proper interaction and communication with and provision of psychological assistance to vulnerable categories of migrants that come to the attention of the Border Police staff.

**The Guide would include the following main aspects:**

1. Description of the main characteristics of Migration and their present evolution (environmental changes, globalization, underdevelopment, re-location of businesses, armed conflicts, political unrests and social instability in the countries of origin, demand of labor force in the developed countries due to aging of population etc.);
2. Awareness of the Psychological staff of the GIBP about specific psychological issues encountered by immigrants and people crossing the border, including specific stress and anxieties experienced by migrants in transit and at the border crossing, e.g.:
  - a) **Increased risk of psychological harm experienced by immigrants** (related to the conditions that led them to flee their countries/ emigration reasons; ongoing stress of starting a new life away from their family and culture; frequent marginalization that might have occurred during their journey from the side of societies of the transit countries, which could lead to prejudice, discrimination, and ultimately additional stress etc.);
  - b) **Fear of detention and deportation and possible family separation, especially separation of parents and children** as a significant concern of undocumented immigrants with illegal status, which could lead to additional stress thus creating vulnerabilities to associated health problems as heart disease, asthma, diabetes, depression, anxiety, post-traumatic stress disorder etc.;
  - c) **Concerns about the faith of the families, children and other beloved persons** (both for migrants travelling with families and alone);
  - d) **Specific negative outcomes of the illegal migration encountered by children:** possible parental separation, housing instability, food insecurity, interrupted schooling etc. that could favor adverse behavioral/emotional responses;
  - e) **Specific negative outcomes of the illegal border crossing encountered by Victims of Trafficking and other trans-border crimes.**
3. Role of the Border Police Psychologists in developing a positive attitude of the Border Police's staff towards Migration as a Human Story from the origins of humankind to the present based on the main prerequisites of migration choice (survival, search of food/employment and better opportunities);
4. Migration, xenophobia and hate speech. How the Border Police Psychologists could mitigate possible negative perception of migration by the Border Police officers and how to deal with possible xenophobic attitudes from their side towards migrants that come to their attention;
5. Border Police Psychologists' contribution to development amongst the Border Police officers of awareness, empathy and respect for dignity, multicultural sensitivity/responsiveness, familiarity with ethnical and racial differences, paying special attention to migrants who require special treatment (children, elderly, bedridden, pregnant women, single parents, victims of human trafficking, persons with special physical or mental needs, those who were subject to tortures, victims of psychological or physical violence including sexual violence, as well as because of his or her confession, cultural profile, age, sex, sexual orientation and gender identity etc.);
6. Role of the Border Police Psychologists in developing basic communication, and psychological first aid skills of the Border Police Officers for interaction with migrants, including with participation of interpreters;
7. How to identify the basic psychological needs of migrants of different categories that come to the attention of the Border Police staff – such as Applicants for international protection; Rejected

applicants for international protection; Women; Minors; Victims of Human Trafficking; Persons with special needs etc.

8. Providing psychological support to migrants for overcoming challenges of border procedures considering peculiarities of the mentioned categories, especially those who either crossed or attempted to cross the border irregularly;
9. The role of NGOs in providing psychological services to migrants. Reference of migrants to the available professional psychological services for migrants in Moldova when appropriate.
10. Managing the stress and psychological burnout of Border Police officers that come in contact with migrants in different situations either at the Border Crossing Points or on the Green /Blue border and providing psychological assistance to the BP staff;
11. Methodology of psychological assessment/testing of the Border Police's staff for Human Resources' Management purposes.

In this activity, the Consultant 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, anti-corruption and gender compliance of the state agencies' activity.

In this regard, in addition to special aspects, the Guide shall pay due consideration to relevant Human Rights and personal data protection provisions of the Moldovan legislation alongside relevant provisions of the international legal instruments and recommended standards, including but not limiting to the Universal Declaration of Human Rights (UDHR), the 1990 International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, international instruments on refugees and persons in need of asylum and subsidiary international protection etc.

The Guide will also pay due attention to anticorruption and gender principles as inherent prerequisites for the GIBP's sustainable institutional development including the day by day contacts of the GIBP's staff with different categories of foreigners <sup>3</sup> based on the existing GIBP operational protocols and SOPs, the best EU and international standards and practice in the domain.

### **Working method and Partners:**

The Consultant will carry out the tasks based on consultations and discussions with IOM, relevant GIBP staff and other officials in Moldova, and partly as a structured on-site assessment conducted in Moldova.

It is expected that the Consultant will spend **up to 15 working days** on the project, including **up to 5 days** (1 visit) to Moldova for the assessment mission. *However, changes in the sequence of activities and deviation from the established schedule are possible based on mutual agreements between the IOM and Consultant.*

IOM Moldova will arrange for the Consultant the related international and local travel and will cover the related costs along with the DSA for up to 5 days visit to Moldova according to IOM rates established for the respective months. *In addition to this, a competitive all-inclusive fee will be paid to the Consultant. The respective fee will be established based on the Consultant's financial offer subject to negotiation with IOM.*

During the period of assignment, the international Consultant will work in close cooperation with the relevant staff assigned by GIBP, the MIA and other relevant agencies and partners involved that will provide support as appropriate.

**IOM input:** During the period of assignment and provision of relevant services, the Consultant will work in close cooperation with the IOM Moldova Project Team who will provide various logistical, operational,

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<sup>3</sup> See inter alia the DCAF Gender Self-Assessment Guide for the Police, Armed Forces and Justice Sector <http://www.dcaf.ch/Publications/Gender-Self-Assessment-Guide-for-the-Police-Armed-Forces-and-Justice-Sector> and the Guide on Strategic Planning for Socio-economic Development incorporating GE and HRBA [http://egalitadedegen.md/wp-content/uploads/2014/02/Strategic-Planning-Guide\\_EN.pdf](http://egalitadedegen.md/wp-content/uploads/2014/02/Strategic-Planning-Guide_EN.pdf), developed through the assistance of UNDP and UN Women in Moldova under funding from the Government of Sweden

liaising and other necessary support. IOM will also ensure the translation services into English of all necessary materials for the Expert's assignment as well as necessary English-Romanian-English interpreting during meetings, all this to facilitate the effective implementation of the activity.

### **Expected Deliverables:**

A consistent and well-structured instructive Guide for the Border Police psychologists on psychological assessment and assistance to the Border Police staff and people crossing the border developed and coordinated with the GIBP and the IOM according to the provisions of the ToR and the Consultant's specific recommendations.

**Period of assignment:** All the services specified in this ToR shall be provided during the period **1 September – 30 November 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 December 2018**.

### **Desired qualification and competences:**

- Post-graduate or equivalent qualification / degree in psychology, social work, humanities.
- At least five years of prior work experience in the field of training, psychosocial support to staff and migrants in an international organization, a migration management related agency of the EU, EU MS or Schengen area.
- Proven in-depth knowledge and understanding of the migration management and immigration procedures and practice on the EU and broader international level.
- Knowledge of the Migration and Border Management (especially immigration) officials' training needs on psychological issues.
- Knowledge of Psychological assessment/testing methods for Human Resources' management purposes.
- Knowledge of international human rights legislation, standards and practices in the context of migration management, including mechanisms of 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.
- Experience in working on psychological assistance with governmental institutions and non-governmental organizations;
- Ability to multi-task and work independently;
- 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;
- Relevant regional experience will be an added advantage.

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