



## **Terms of reference: Mental Health trainer – dealing with sensitive and high-risk cases**

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### **Organization context and scope**

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In Jordan, mental wellbeing remains a highly stigmatized and under-resourced topic. The 'invisibility' of the topic makes it difficult to quantify the impact it has on health, economic productivity and the quality of life. In Jordan's garment sector, where migrant workers comprise over 75 per cent of the labour force, understanding the role of mental wellbeing in the workplace, with a specific focus on women migrant workers within the garment factories becomes key.

Barriers to accessing effective mental wellbeing services at the factory level, but also the national level remain more severe among migrant workers. Firstly, the behavioural aspects of migrant workers linked to mental health are inextricably linked to the social, religious, and cultural stigma attached to mental health in the region. Secondly, resource and capacity constraints remain prevailing and exacerbate the gap in mental health service provision for migrant workers; there are no existing services that directly target migrant worker population in Jordan, despite its substantial proportion of Jordan's total population, including in the garment sector workforce. Existing service providers, both public and private, lack the capacity to deal with the challenges faced by migrant workers where ideally a medical professional from the country of origin, or at minimum a translator is necessary.

Over the past 10 years, Better Work Jordan (BWJ) has been working with the national tripartite constituents to improve working conditions and promote decent work in the garment sector. The mandatory status of the programme for all garment factories exporting to the US has helped BWJ create industry-wide impact. Since then, factories have made significant improvements in terms of working conditions and compliance with labour standards. Therefore, the mental health project and since its inception in 2021 works towards improving workers' mental wellbeing, especially among women and migrant workers, in the garment sector in Jordan through a comprehensive intervention strategy at the individual, organizational and national levels. The project does so first through supporting workers to become more resilient and willing to seek psychological support when necessary, including by raising awareness on mental wellbeing and providing training on topics affecting workers' mental wellbeing. The project also aims to improve access to necessary psychological support inside factories and through the referral system through developing a holistic understanding of workers' wellbeing among key stakeholders, including factory management, the union, the government institutions and support providing organizations.

### **Objective**

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The mental health project is looking for a qualified trainer to design and deliver specialized training for mental health focal points in factories. The training will focus on suicide prevention, effective crisis management during suicide-related incidents (attempts and cases), and addressing the aftermath in a supportive and constructive manner. This initiative aims to equip participants with the knowledge, skills, and tools necessary to create a safe, empathetic, and resilient workplace environment.

Special consideration:

- Training will be delivered in English language
- Trainees might not have psychological background



- Trainees are employees at garment factories coming from different nationalities including Jordanian, Bangladeshi, Sri Lankan, and others.
- The training is part of improving mental health for garment workers In Jordan

### Scope of work

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#### • Training Development and Delivery

- Design and deliver comprehensive training program tailored for mental health focal points in factories.
- Focus on strategies for suicide prevention, including identifying warning signs, understanding risk factors, and implementing preventive measures.

#### • Crisis Management

- Equip participants with practical skills to handle situations involving suicide attempts or cases in the factory setting.
- Provide step-by-step guidance on immediate actions to ensure the safety and mental wellbeing of all individuals involved.

#### • Post-Incident Support

- Develop guidelines for addressing the aftermath of suicide attempts or cases in the factory.
- Train participants on supporting affected workers, fostering a compassionate workplace environment, and restoring normalcy.

#### • Resources and Tools

- Provide educational materials (handouts) and resources for mental health focal points to use during and after training.

#### • Evaluation

- Assess the effectiveness of the training program through pre/post assessment
- Offer recommendations for ongoing support and improvements to mental health practices in factories.

Detailed **deliverables** as clarified below:

Activity	Expected deliverables	Expected number of days
1. <b>Develop training materials tailored to the objectives of the program, encompassing all relevant aspects of the topic.</b>	Comprehensive Training Material (agenda, PPT, and handouts)	2 Days
2. <b>Delivery of the training</b>	Training report + attendance sheet	1 - 2 Days

<b>3. Reporting the conclusion of training</b>	Training report highlighting: <ul style="list-style-type: none"> <li>- General outline of the training</li> <li>- Pre/post assessment analysis</li> <li>- Main highlights and recommendations</li> <li>- Main challenges</li> <li>- Needed follow up from BWJ side</li> </ul>	1 Day
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### **Contract Duration and Supervision**

Duration: 5 days – February 2025

The Service provider will be responsible for reviewing evaluations and feedback, completing the final report, and offering recommendations to enhance future training programs.

### **Payment Schedule**

Payment will be made in one instalment based on successful completion of deliverables and based on the number of days completed after the training.

### **Qualifications**

- A degree in psychology, counselling, or a related field.
- Proven training skills including facilitation skills and content development
- Previous experience in dealing with sensitive and high-risk cases
- Proven experience in workplace mental health support is a plus.
- Strong communication and interpersonal skills.
- Familiarity with cultural sensitivity, gender and diversity considerations.
- written and verbal communication skills in English

Commented [ZY1]: gender and diversity

### **Confidentiality**

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

### **Submission**

Interested applicants need send their 1) updated CV, 2) expected daily rate and a 3) proposed agenda for the training to [jordan@betterwork.org](mailto:jordan@betterwork.org)

for any query regarding the post, please contact the above-mentioned email

The deadline to submit your application is the 31<sup>st</sup> January 2025 at midnight (Jordan time). Only selected applicants will be contacted for an interview.