
Terms of Reference

Designing and implementing training for delivery of youth friendly Sexual Reproductive Health and voluntary Family Planning services

Background and Purpose

Marie Stopes International (MSI) Cambodia is one of the leading providers of high-quality family planning (FP) and sexual and reproductive health (SRH) services across a number of channels including our centres, outreach teams and through networks of quality-assured private facilities. MSI Cambodia has approximately 50 staff based in our support office in Phnom Penh as well as approximately another 50 staff operating out of 7 Centres throughout Cambodia. We empower our clients to make decisions on their own SRH destiny, enabling them to have children by choice and not by chance. We are here to support our client's needs in order for them to pursue their plans and dreams for themselves and their families.

Young people, defined as being aged 15-24 years of age, are at the beginning of their sexual and reproductive lives and they are also the next generation of parents. How they undergo preparation for this journey has tremendous implications for their own lives as well as for national SRH outcomes, including fertility, safe motherhood and sexually transmitted infections (STIs), particularly HIV/AIDS.

A young person's willingness to seek services, continue to use services and to carry out the health behaviours advocated by service providers can be affected by whether they have been treated in an appropriate and sensitive manner. To ensure MSI Cambodia continues to offer the best standards of care to all clients across our programs MSI Cambodia is looking to engage a qualified agency, organization or individuals to develop and deliver a training package to build the capacity of our centre teams, call centre and key program support staff, as well as and providers in our quality assured network that include doctors, midwives, reception staff and garment factory infirmary staff, that focuses on making our services more youth friendly and more accessible to young people.

MSI Cambodia is seeking to partner with a Khmer and English speaking youth expert/organisation to design young people focused service delivery training modules, facilitate the delivery of one of these modules to all relevant staff and provide recommendation reports for how MSI Cambodia can ensure a youth focus is mainstreamed effectively across service delivery channels including the call centre.

Key requirements and outcomes

Goal: To improve the quality of youth friendly SRH services provided by MSI Cambodia staff and providers supported by MSI Cambodia projects.

The purpose of the training package is to ensure providers are delivering up to date, non-judgemental and relevant youth friendly FP and SRH services and information to youth. Providers should be able to respond to the needs of young people, remove their fears, respect their concerns and provide the services within an environment that suits their preferences. The training content and methodology needs to enable youth friendly service providers to respond to the frequently asked questions by young people such as

reproductive physiology and anatomy, premarital counselling, STI's, pre and post-natal care and short-term and long term FP methods. Additionally the training will focus on how practitioners can make the services we provide more youth friendly and accessible. Providers should understand the factors influencing young people's decision-making regarding sex including high-risk practices. Specific considerations for adolescents aged 15 to 19 seeking information and services should be incorporated

Requirements:

- Assess current youth friendliness of service delivery practices across MSI Cambodia's centres and call centre, including consultation with relevant MSI Cambodia's centres, call centre and management staff.
- Develop guidance/checklist for, and then utilize, mystery clients in the assessment of youth friendliness of MSI Cambodia centres and call centre.
- Ensure Cambodian national policies and guidelines in regards to youth friendly health service provision are considered.
- Utilize readily available resources for youth friendly service provision to adapt/develop a clinical training package, including all training aids, to provide relevant and up to date training for youth friendly services which includes practical exercises for staff to build their capacity in delivering services to young and unmarried clients.
- Develop (but not deliver) a shorter or version of the above as a module for use by MSI Cambodia to facilitate future training programs for MSI Cambodia's quality assured network of FP providers and partner garment factory infirmary staff.
- Deliver the training in Khmer to MSI Cambodia's centres and call centre staff.
- Develop a report that identifies any areas for improving youth friendly service provision within our Centres and provides practical recommendations on how to address any gaps as well as make services more accessible to youth. These recommendations should be able to be used by MSI Cambodia for its quality assured network of FP providers.
- All materials developed and delivered must have both English and Khmer versions

Outcomes:

- An increased level of understanding and awareness of the importance of youth friendly service provision across the team.
- A strong and appropriate training package that would equip clinical staff (including receptionists) and call centre staff with the knowledge and practical skills to provide youth friendly/youth sensitive SRH and FP services.
- A shorter, condensed training module that MSI Cambodia can use for raising awareness of youth friendly service provision among MSI Cambodia's quality assured network of FP providers.
- Outline of practical youth friendly service approaches that can be incorporated into clinical and other service provider services (e.g. call centre).
- An increased understanding of what measures the organization and specifically centres can put in place to ensure non-judgmental, youth friendly services are consistently being provided to young clients.
- A mystery client checklist that is utilized before training, after training and can be used by MSI Cambodia for future youth friendly service quality monitoring across its channels

Selection criteria

- Extensive experience developing participatory youth focused sensitivity training workshops/modules
- A strong understanding and background in young people's needs, especially in relation to service provision for SRH and FP.
- A strong understanding of SRH and FP as well as an understanding of the Cambodian context.
- Extensive experience delivering and effectively facilitating training workshops for a variety of audiences.
- Strong interpersonal skills including excellent communication and facilitation skills.
- High level written and verbal English and Khmer skills.

Timeline

- MSI Cambodia aims to deliver training to its centre staff by the end of June 2017 and to utilise the shorter module in training by the end of July 2017

Application process

- Please submit a proposal outlining how you will address this ToR which **MUST** include a **methodology, work plan, your relevant experience/ CV and an indicative budget** to hrd@mariestopes.org.kh, cc'ing tom.booth@mariestopes.org.kh
- Applications close at **5pm on Sunday 28th May 2017**

Contact person

- For more information about this ToR, please email Tom Booth tom.booth@mariestopes.org.kh or call **+855 964 233 700** between the hours of 8am-5pm, Monday to Friday.