



**St. Vincent and the Grenadines**  
**Employee Assistance Programme Project**

**Draft Terms of Reference**  
**for**

**Project Title: Development and Implementation of an Employee Assistance Programme (EAP) in the Public Service**

**1. BACKGROUND**

The Government of St. Vincent and the Grenadines seeks to develop and implement an Employee Assistance Programme (EAP) in the Public Service as part of its Human Resource development thrust to create an enabling environment for the well-being of public servants.

This programme, to be implemented by an EAP Unit within the Service Commissions Department, will support actions geared towards addressing increased productivity and curtailing sub-standard levels of service delivery in the Public Service. The EAP aims to reduce low productivity/absenteeism, improve employees' work-life balance, create an avenue for employees to maintain their mental health and well-being as well as strengthen institutional arrangements.

The Public Sector Reform Unit (PSRU) in collaboration with the Ministry of Finance, Economic Planning, Sustainable Development and Information Technology is the coordination agency for this consultancy. This consultancy will complement other targeted actions of the PSRU; these will include Designing Policies and Regulations to guide the implementation through broad consultations, Development of an EAP Communications Plan, Engagement of Professional Counsellors in the Public Service, Training and Capacity Building for Counsellors and Supervisors in the Public Service, Identifying and Securing Location for the EAP Unit, and Public Servants Sensitization.

This consultancy aligns with Goals Two and Three of the National Economic and Social Development Plan (2013-2025), which focuses on "Enabling Increase Human and Social Development, and Promoting Good Governance and Increasing the Effectiveness of Public Administration", respectively.

To this end, the Government of St. Vincent and the Grenadines is procuring the services of an individual consultant to prepare the EAP. The consultant will report directly to the coordinating agency that is responsible for overseeing the project.

## 2. OBJECTIVE

The objective of the consultancy is to strengthen the human resources capacity of the Public Service, by contributing to the development and implementation of an effective Employee Assistance Programme (EAP), to enable the well-being of public servants.

## 3. SCOPE OF SERVICE

The scope of services will include those services required to achieve the objective of this consultancy. These will include but not be limited to:

- i. The consultant shall be required to design and draft policy documents to guide the implementation of the Employee Assistance Programme. The policy documents should include, at minimum:
  - a. Procedural Manual to include but not limited to rules and regulations governing the provision and use of the EAP and other EAP operations
  - b. Protocol and standards for EAP Counsellors
  - c. Guidelines for Public Service Supervisors
- ii. The consultant shall be required to develop and deliver training programmes to build capacity in the Public Service to enhance EAP skills viz:
  - a. Training programme for Supervisors
  - b. Training programme for EAP Counsellors
- iii. The Consultant shall be required to develop a Communications Plan for the EAP, which will utilize available media for dissemination of information. This will include but not limited to :
  - a. Production of a number of key resources to support advocacy of the EAP
  - b. Development of communications activities aimed at reaching and engaging the Public Service.

## 4. DELIVERABLES

The Consultant is required to:

- i. Produce **an Inception report** summarizing detailed work programme, personal schedule and methodology.
- ii. Produce the policy documents and deliver detailed presentations of each document to the Project Team.
- iii. Produce **training programmes** and deliver a two (2) weeks training session to EAP Counsellors and Supervisors using a face-to-face modality. A detailed presentation of each document should be delivered to the Project Team.

- iv. Produce a **Communication Plan**. The communication plan should include but not limited to mission, core values, key messages, strategy, timeframe, target audience, frequency, mode, samples of communication tools/resources, etc. A detailed presentation of each document should be delivered to the Project Team.
- v. Produce **final project report** to include lessons learned etc.

## **5. MINIMUM QUALIFICATIONS AND EXPERIENCE**

The Consultant shall have the following minimum qualifications:

- Master's degree in social work, counseling psychology, Human Resources Management or related clinical or human resources service discipline.
- Five (5) years professional experience post master's degree or a minimum of ten (10) years comprehensive EAP experience. Experience in Communication Strategies would be an asset.
- Licensed Independent Clinical Social Worker and or Certified Employee Assistance Professional (CEAP) would be an asset.

The ideal candidate is expected to possess the following competencies:

- Demonstrated knowledge and experience in undertaking research, developing and implementing Employee Assistance Programmes.
- Thorough knowledge of current principles and practices in employee assistance field.
- Ability to work well individually and with teams.
- Demonstrated experiences and skills in facilitating stakeholder/working group consultations.
- Experience in conducting interviews.

## **6. DURATION**

The expected duration of the consultancy is over a period of seven (7) calendar months from June to December 2020 with the Consultant required to be in St. Vincent and the Grenadines for elements of the assignment.

## **7. CLIENT RESPONSIBILITY**

The Client shall ensure that:

- The consultant is supplied with a working station to include, desk, chair, Wi-Fi, telephone.
- Logistical support is provided for stakeholder consultations, training, seminars, and workshops.

- Documentation on prior EAP work conducted and other relevant information required is made available.

## 8. CONSULTANT RESPONSIBILITY

The Consultant who should be in the country up to 60% of the time shall ensure that:

- An Inception report is produced summarizing detailed work programme, personal schedule and methodology.
- Policy documents are designed, produced and presented to guide the implementation of the EAP.
- Training programmes are developed, presented and delivered to EAP Counsellors and Supervisors to build capacity in the Public Service for enhancing EAP skills.
- A Communications Plan along with samples of communication tools and other key resources for the Employee Assistance Programme is produced and presented.
- A final project report is produced which should include lessons learned.
- Use own computer and other equipment required for the tasks.

## 9. REPORTING

The consultant will report directly to the Coordinating Agency/Project Team and will deliver the following reports for review and acceptance:

- i. **Inception report** summarizing detailed work programme, personal schedule and methodology within two (2) weeks after contract signature.
- ii. **Draft policy documents** to guide the implementation of the EAP three (3) months after the commencement of the services.
- iii. **Draft training programmes** for EAP Counsellors and Supervisors to build capacity in the Public Service for EAP skills enhancement one (1) month after acceptance of policy documents.
- iv. **Draft communication plan** along with samples of communication tools and other key resources for the Employee Assistance Programme six (6) weeks after acceptance and delivery of training programmes.
- v. **Final project report** two (2) weeks after acceptance of communication plan.

Draft documents and final report shall be produced in both soft and hard copies. **Four (4) hard copies** of each shall be produced in bounded format.