**Terms of Reference**

**Volunteers – Hotline (call center) operators GMIS center**

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| **Hiring Office** | UNFPA The Gambia, Country Office |
| **Position** | Volunteers |
| **Duration**  | 6 months |
| **Number of positions** | Six (6) |
| **Background** | The GMIS Centre was set up with the aim of building a strong evidence base on Gender-Based Violence (GBV), promoting a safe, confidential, and convenient way for reporting GBV cases. It also promotes the delivery of quality services, in line with global standards and GBV guiding principles and strengthens referrals in a timely and most appropriate manner. The GMIS centre has two major components: the GMIS Platform, a digital system for anonymous reporting, and the Call Centre, a 24-hour helpline **199** for the reporting of GBV cases. The call centre presents the 199 Helpline, which can be accessed by the survivor or anyone, at any time and from any location within the Gambia. This helpline offers a safe and confidential option for survivors and individuals who are vulnerable to voicing out violence and abuse, as well as provides them with critical psychological first aid, psychosocial support, and useful information on access to safety, medical care, and justice.  |
| **Rationale of volunteerism** | The volunteer under the Gender/GBV Programme portfolio of the UNFPA Gambia Country Office will ensure the effective running of the call centres of the GMIS center.  |
| **Expected Outcome/Deliverables** |  Specific activities to be undertaken under this role are outlined as follows:* Manage a large number of incoming calls
* Follow-up missed calls
* Refer the survivors to the appropriate One-Stop Centers for GBV case management in a timely manner
* Reply to messages linked to GBV and/or refer accordingly
* Follow call center standard operating procedures
* Identify customer needs, clarify information, and provide solutions
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| **Reporting**  | The volunteers will be under the general supervision of the Gender/GBV Programme Specialist and will report directly to the GMIS Centre manager.  |
| **Expected travel** |  Not applicable  |
| **Required expertise, qualifications, and language requirements** |  The volunteer will have basic qualifications and related experiences as follows:* Age 18+ years.
* Minimum WASSCE Certificate. Higher qualification will be an added advantage.
* Fluency in English Language and at least two local languages (wolof, Mandinka, fula, jola, sarahule, etc)
* Basic computer skills (Microsoft Word, Excel)
* Experience in community work, social work, social sciences, or any area of gender-based violence and/or operating a call center will be an asset.
* Knowledge of the Gambian territory
* Excellent Reporting and writing skills.
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| **Required competencies** |  **Core Competencies:*** Time commitment/ Seriousness.
* Working in Teams.
* Self-Management/Emotional Intelligence.
* Communication.
* Continuous Learning
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| **Benefits** | * Training on Gender-Based Violence remote case management
* An award of a certificate of volunteerism with UNFPA.
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| **Application Submission** |  Every applicant should submit* A cover letter
* A one-page summary of previous work experience where applicable
* A photocopy of the highest diploma where applicable
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