

STATEMENT OF WORK

Act to End NTD | East Counselors (Hotliners) to reinforce trust & enhance compliance in MDA
in 7 communes

1. Introduction/Background

Haiti joined the global momentum against Lymphatic Filariasis (LF) by creating the Coordination of Malaria and Lymphatic Filariasis Elimination Programs (CPNEMFL). The fight against Filariasis started in 2000 would in a very short time intensify until becoming one of the flagship public health programs in the country. Annual mass drug administration (MDA) campaigns have been implemented in Haiti since 2001 as a standard intervention for the prevention of intestinal worms and filarial parasites in endemic areas. This success is possible thanks to the unfailing support of a group of partners including RTI International, which over the years has proven to be a leading strategic and operational partner. As of November 2021, 122 of the 140 endemic municipalities (87%) no longer need mass distribution activities to stop the transmission of the parasite; there are only eighteen (18) municipalities that still require MDA to reach the goal of eliminating LF as a public health problem by 2030.

Act/ East in the name of MSPP is recruiting 4 counselors (Hotliners) to support social mobilization effort, reinforce prevention, enhance compliance in MDA by setting up a professional telephone service. Counselors will answer questions from likely participants in municipalities targeted for MDA this year; 4 in the North: Quartier Morin, Milot, Acul du Nord, Plaine du Nord, 1 in the North-West Port-de-Paix, and 2 in West: Cabaret and Arcahaie.

2. Scope of Work

In closed collaboration and with the supervision of the RTI Administrative Assistant & HR Person, the Counselors (Hotliners)

- provide accurate and timely information to callers regarding MDA dates, Booths location safety of MDA and referral health centers
- provide an opportunity for dialogue on public health issues, LF in an anonymous manner

- give support to callers by listening to them and counseling them when necessary
- provide referral information, and identify trends in information requests from the audience.

This will take place during the two weeks preceding the actual MDA, all along the campaign and two weeks after the completion of the MDA. Under the Leadership of RTI Administrative Assistant and close supervision of a senior Counselor (Hotliner) they will perform their duties during daylight and according to a rotating schedule during night time (till 10 h PM)

3. Period of Performance

The period of performance for the Hotline staff is 60 days. beginning on April 12 April, 2022 through June 15, 2022. All work must be scheduled to be completed within this timeframe.

4. Place of Performance

The Hotline staff will be working at RTI Office during the day and at home according to rotation set out .

5. Work Requirements

In collaboration with the NTD Technical Advisor & Haiti MERLA team, Counsellors (Hotliners) will be responsible to:

- Answers questions, queries from the public regarding MDA
- Prepare weekly report on the number and the nature of calls received
- Provide a respectful, empathetic, and emotionally supportive counseling environment
- Facilitate continuity of service and support by providing accurate referrals Communicating address of post of distribution and dispensaries engaged in management of sides effects
- Produce final report of the Hotline activities (Senior Hotliner)

6. Schedule/Milestones/Deliverables

The below list consists of the initial milestones identified for the Hotliners

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| Preparing rotating schedule to cover days and nights | April 12 |
| Demonstrating ability to access key information | April 15 |
| Reporting on the first week of activities | April 27 |
| Final report of the hotline activities | June 15 |
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7. Payment Terms

- Fixed amount at the end of each month

8- Counselor (Hotliners) Requirements:

- Nursing diploma or equivalent.
- Prior experience as a Hotliner for NTD campaign or else
- Ability to read, to learn quickly.
- Strong communication, and teamwork skills and interpersonal skills
- Capacity to perform duties diligently, particularly during stressful periods.
- Calm, kindness, and seriousness is mandatory