
Terms of Reference (ToR)

External Trainer — Capacity building for gender-responsive, culturally sensitive and displacement-responsive HIV service provision

Project: INC100573 Bridging Care – Comprehensive HIV Services for Ukrainian Refugees in Poland

1. Background

Within “Bridging Care - Comprehensive HIV Services for Ukrainian Refugees in Poland” project in Poland, this activity strengthens health services providers’ competencies in inclusive, gender-responsive, trauma-informed care that is responsive to the needs of displaced populations (incl. people with refugee and migrant backgrounds). This approach goes beyond general cultural sensitivity to address the specific barriers faced by individuals experiencing displacement — including interrupted continuity of care, lack of documentation, fear of institutional contact, relocation-related trauma, and uncertainty about legal status. While the training prioritizes facilities serving refugees and migrants from Ukraine, the framework is designed to support competent, non-discriminatory care for all patients regardless of their background, displacement experience, country of origin, gender, gender identity, gender expression, sex characteristics, sexual orientation, ethnicity, nationality, religion, creed, worldview, disability, or age.

2. Objective of the Assignment

To design and deliver a participatory training for ~40 healthcare professionals that improves knowledge, attitudes and practices in gender responsiveness, cultural competence, care responsive to displacement experiences, and anti-discrimination in HIV services, with practical tools immediately applicable in clinical settings. The engagement of an experienced external trainer ensures cutting-edge, evidence-based practice, fresh perspectives from comparable programmes, and high-quality adult-learning delivery — accelerating uptake of skills at facility level and supporting durable, stigma-reducing changes in service pathways.

3. Scope of Work - External Lead Trainer

- **Curriculum co-design with Plan International SRHR/HIV Specialist:** structure modules; embed intersectionality, trauma-informed and chemsex-informed elements; tailor Ukrainian refugee casework and communication labs.

- **Delivery:** facilitate an interactive 1 day workshop (adult learning, skills labs, role-plays, case consultations) focused on stigma reduction, communication micro-skills, and linkage to care.
- **Materials:** develop slide deck(s), case studies addressing displacement contexts (including Ukrainian refugee scenarios), checklists usable at point of care.
- **Webinar:** prepare and take part in-person in the recording of a 60 – 90 min webinar (condensed version of the live training) for publication online, including: concise concept and outline, adaptation of slides/graphics, coordination of recording logistics with the organizer, and delivery of the recording-ready session.
- **Post-training:** contribute to evaluation synthesis and recommendations.

4. Target Group and Language

- ~40 healthcare professionals (hospital and outpatient settings; HIV/STI clinics; mental-health and addiction services).
- Priority: facilities serving refugees/migrants from Ukraine and other displaced populations.
- Training language: Polish (selected materials available in English/Ukrainian as feasible; consecutive interpretation can be arranged).

5. Training Methodology (indicative)

- **Approach:** adult learning, experiential facilitation, safe-space principles, reflective practice on bias.
- **Structure:** equity & ethics; stigma in care; gender/sexuality & intersectionality; displacement-responsive care (addressing mobility, documentation barriers, trauma, cultural considerations); trauma- and substance use-informed, mental-health-integrated care; referral & linkage; communication labs; clinic-level change & action planning.
- **Evaluation:** pre/post-knowledge & attitude measures; observed skills; participant satisfaction; optional 30-day follow-up.

6. Expected Deliverables

- **Training curriculum, agenda and facilitation plan.**
- **Training methodology:** learning objectives, pedagogical approach, inclusivity safeguards, assessment tools, and **adaptation guidance for** displaced populations (including considerations for: language access, trauma-informed communication, documentation barriers, and continuity of care challenges).
- **Training materials:** slide deck(s), case studies (incl. Ukrainian refugee scenarios), already developed job-aids (SOP/guidelines).

- **Webinar package:** 1) concept & outline (max 2 pp.), 2) adapted slide deck, 3) recorded webinar 60–90 min ready for publication (source file + mp4).
- **Attendance list and evaluation summary** (pre/post results + qualitative feedback).
- **Post-training report** with lessons, recommendations, and proposed indicators for ongoing monitoring.

7. Duration and Timeline

- Preparation: up to **5 working days** (External Trainer) over 3-4 weeks preceding delivery, including:
 - Co-design sessions with SRHR/HIV Specialist (1.5 days)
 - Curriculum and materials development (3.5 days)
- **Training delivery: 1 day** onsite in Warsaw.
- **Webinar:** preparation and recording within **2 weeks post-training** (1 working day equivalent for prep/recording).
- **Reporting:** within **7 calendar days** after training/webinar completion.

8. Qualifications and Experience

External Lead Trainer (Consultant):

- Advanced education in pedagogy/andragogy, sexology, psychology, public health or related fields.
- Demonstrated record in adult training/facilitation on HIV, SRHR, mental health, stigma reduction and inclusion, including experience with displaced populations and understanding of displacement-specific barriers to healthcare access.
- Experience with key populations and displaced/migrant communities; excellent facilitation and communication skills.

9. Monitoring, Evaluation, Research and Learning (MERL) — Illustrative KPIs

- ≥ 40 providers trained; $\geq 90\%$ completion rate.
- Mean **knowledge score** $\uparrow$ by $\geq 25\%$ (pre vs. post).
- Mean **attitude/stigma score** improvement by $\geq 20\%$.
- $\geq 80\%$ report confidence to apply displacement-responsive and inclusive care practices.

10. Coordination

The External Trainer reports to the Project Manager. Additional interactions are foreseen with the SRHR/HIV Specialist for quality assurance and with the MERL and Logistics departments



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11. Logistics and Ethics

- Venue, AV, printing, and (if applicable) interpretation arranged by **Plan International Poland**.
- Adherence to safeguarding, PSHEA, code of conduct, Do-No-Harm, confidentiality, and non-discrimination policies.
- Informed consent for any recordings; case content fully anonymized.

12. Level of Effort (indicative)

- Design & preparation: **5 days** (including co-design sessions, materials development, and webinar prep)
- Delivery: **2 days** (onsite training and webinar in Warsaw)
- Reporting: **1 day**
- **Total engagement 8 days.**