



Terms of Reference (ToR)

Provision of Clinical Psychologist Service for ManasHub (Mental Health Center)

Location	Kulhudhuffushi City, Maldives
Duration	12 Months
Service Delivery	Full-time, on-site (8 hours per day, 5 days per week)
Reporting To	Secretary General / Designated Section Head, Kulhudhuffushi City Council

1. Background

Kulhudhuffushi City Council (KCC) is in the process of establishing ManasHub, a dedicated Mental Health Center aimed at promoting mental well-being, early intervention, and access to professional psychological support, particularly for youth, vulnerable individuals, and the wider community.

The Center aims to provide a safe, confidential, and stigma-free environment for mental health support, including screening, counseling, psychoeducation, and referral services. To ensure high-quality, ethical, and evidence-based mental health care, KCC seeks to engage a qualified firm to deploy a licensed Clinical Psychologist to deliver professional services at ManasHub on a full-time, on-site basis.

2. Objectives

The firm shall deploy a Clinical Psychologist who will:

- Provide professional psychological assessment, counseling, and intervention services at ManasHub.
- Support early identification and management of mental health concerns.
- Strengthen community mental health awareness and resilience.
- Contribute to the development of ethical, confidential, and client-centered mental health services.
- Support capacity building of ManasHub staff and volunteers.



3. Scope of Work

The deployed Clinical Psychologist shall work closely with ManasHub staff, KCC, and relevant stakeholders to undertake the following duties:

3.1 Clinical Services

- Conduct psychological assessments, screenings, and clinical interviews.
- Provide individual counseling and therapy sessions based on evidence-based practices.
- Develop and implement individualized care and treatment plans.
- Maintain accurate, confidential clinical records in line with ethical standards.
- Monitor client progress and adjust interventions as required.

3.2 Referral and Case Management

- Identify cases requiring psychiatric or specialized medical intervention and make appropriate referrals (e.g., to Kulhudhuffushi Regional Hospital or other providers).
- Coordinate with healthcare professionals, schools, and social services when required, while maintaining confidentiality.
- Provide crisis intervention and psychological first aid when necessary.

3.3 Community Outreach and Awareness

- Conduct mental health awareness sessions, workshops, and psychoeducation programs.
- Support stigma reduction initiatives related to mental health.
- Contribute to the development of mental health educational materials.

3.4 Capacity Building and Institutional Support

- Provide technical guidance and basic and advanced training to ManasHub staff and volunteers.
- Support the development and improvement of standard operating procedures (SOPs) related to mental health services.
- Participate in internal meetings, case discussions, and service planning.



3.5 Reporting and Documentation

- Submit regular reports as required by KCC, including:
 - Summary of services delivered
 - Case statistics (non-identifiable)
 - Challenges and recommendations
 - Planned activities for the upcoming period

3.6 Administrative Guidance and Support

- Provide technical guidance on the design, maintenance, and improvement of ManasHub's client management and record-keeping systems.
- Ensure administrative practices support confidentiality, ethical compliance, and continuity of mental health care.
- Recommend systems and procedures that strengthen service quality, accountability, and data protection.

4. Firm Responsibilities

In addition to ensuring the deployed psychologist fulfils the scope outlined in Section 3, the firm shall be responsible for:

- Recruiting and deploying one (1) qualified Clinical Psychologist, either Maldivian or expatriate, to be stationed full-time at ManasHub.
- Obtaining and maintaining valid registration and licensure for the deployed professional through the **Maldives Allied Health Council (MAHC)** prior to commencement of services. Refer: <https://health.gov.mv/en/departments/maldives-allied-health-council>.
- Managing all work permit, visa, and immigration requirements where an expatriate professional is deployed.
- Managing and covering all costs associated with the deployment of the professional, including but not limited to travel tickets, visa fees, MAHC licensing fees, and any other mobilization or relocation costs.
- Managing and covering food, accommodation, and any other support services required by the deployed staff.



- Being responsible for the health and well-being of the deployed staff, including medical costs in the event of illness or injury.
- Being answerable to tribunals or any relevant authorities as the employer of the deployed staff. KCC's agreement is with the firm; KCC will not directly remunerate the deployed staff.
- Ensuring the continued validity of licensure and work authorization throughout the contract period, and notifying KCC promptly of any changes.
- Managing all employment and HR obligations related to the deployed staff member.
- Ensuring a replacement professional of equivalent qualification is provided with minimal disruption in the event the deployed psychologist is unavailable for an extended period.
- Where the consultant is locally recruited, the firm shall ensure compliance with applicable national provisions, including the payment of Ramadan allowance benefit.
- The firm shall ensure full compliance with the Employment Act of the Maldives (No: 2/2008) and all applicable national laws and regulations in the engagement and management of the consultant.

5. Deliverables

- Confirmation of the recruited candidate with qualifications submitted to KCC within 3 weeks of contract signing.
- Deployment of the professional to ManasHub to commence on-site service delivery no later than 2 months from the date of contract signing.
- Proof of MAHC licensure and, where applicable, a valid work permit, prior to commencement of services.
- Provision of regular counseling and psychological support services.
- Monthly activity and progress reports submitted by the 5th of the following month.
- Community awareness sessions conducted as per the annual program calendar.
- Annual wellness program calendar submitted within 30 days of commencement.
- Quarterly staff and volunteer training sessions.
- Contribution to improved mental health service delivery at ManasHub.



6. Qualifications and Experience of the Deployed Professional

Mandatory Qualifications

- Master's Degree in Clinical Psychology or a related field.
- Valid professional license or eligibility for registration as a Clinical Psychologist with the Maldives Allied Health Council.

Experience

- Minimum of 2 to 3 years of relevant professional experience in clinical or counseling psychology.
- Experience working with adolescents, youth, or vulnerable populations is an advantage.
- Experience in community-based mental health services is desirable.

Core Competencies

- Strong clinical assessment and counseling skills.
- Knowledge of evidence-based therapeutic approaches.
- High ethical standards and commitment to confidentiality.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a multidisciplinary team.
- Proficiency in English; proficiency in Dhivehi is an advantage.

7. Firm Eligibility Requirements

Firms submitting a proposal must demonstrate:

- Legal registration as a business or organization in a relevant jurisdiction.
- Prior experience in staffing or service provision in the health, mental health, or social services sector (preferred).
- Capacity to manage regulatory and licensing processes with Maldivian government authorities.



- A proposed candidate profile meeting the qualifications in Section 6, or a credible recruitment plan to identify such a candidate within the stated timeline.

8. Required Documents

Firms must submit the following:

- Company registration documents, organizational profile, and all documents as specified in the bid book.
- Technical proposal, including the approach to recruitment and deployment, proposed candidate CV or recruitment plan, plan for obtaining MAHC licensure, and plan to supervise, mentor, and provide ongoing guidance to the deployed staff.
- Financial proposal with an itemized cost structure covering professional fees, licensing costs, and any associated costs, expressed on a monthly and annual basis.
- Relevant experience documents.

9. Working Conditions

- The deployed Clinical Psychologist will be based at ManasHub, Kulhudhuffushi City.
- KCC will provide office space, basic facilities, and required operational support.
- The deployed professional must comply with ManasHub SOPs, Council policies, and professional ethical guidelines.
- Official working attire or Council-prescribed dress code must be followed.
- The deployed professional will be entitled to 10 days of emergency leave and 15 days of sick leave during the 12-month period, subject to prior approval. Monthly performance targets must be met irrespective of leave taken.
- The professional will not be required to work on public holidays or holidays officially declared by the President of Maldives.

10. Reporting and Performance Monitoring

- The deployed professional shall report to the designated supervisor at KCC for day-to-day matters. The firm shall be the primary point of contact for all contractual and compliance matters.
- Performance will be reviewed based on service delivery, professionalism, reporting quality, and adherence to ethical standards.



- Consistent underperformance or breach of confidentiality may result in contract review or a request for replacement, with 30 days' notice.

11. Confidentiality and Ethics

- All client information, records, and data shall be treated as strictly confidential.
- The deployed professional must adhere to internationally accepted professional and ethical standards.
- A Non-Disclosure Agreement (NDA) will be signed by both the firm and the deployed professional prior to commencement.

12. Payment Terms

- KCC will make payments to the firm on a monthly basis upon submission of a monthly invoice. Monthly service fees and any administrative fees charged by the firm shall commence only from the date the deployed professional begins on-site service delivery at ManasHub.
- Pre-deployment costs such as travel tickets, visa fees, and MAHC licensing fees must be quoted in the financial proposal but shall only be billed in the first monthly invoice following deployment of the staff (Refer to Annex 1)
- Where a firm requests an advance to cover pre-deployment costs, KCC may, at its discretion, approve an advance payment after the candidate has been confirmed and interviews finalized. Such advance shall be limited strictly to the amounts quoted in the financial proposal for travel tickets, visa fees, and MAHC licensing fees. Any advance paid shall be fully deducted from subsequent monthly invoices until recovered. Payment will be assessed against the actual delivery of services by both the firm and the deployed staff during the billing period. KCC reserves the right to deduct amounts from any monthly payment where services have been disrupted, incomplete, or not delivered to the required standard. The basis and extent of any such deduction will be communicated to the firm in writing prior to processing of the relevant payment.

13. Intellectual Property

- All reports, materials, tools, and documents developed during the assignment shall remain the property of Kulhudhuffushi City Council.
- No materials may be shared or reused without prior written approval from KCC.



13. Evaluation Criteria

Proposals will be evaluated based on the following:

Criteria	Weight	Notes
Financial Proposal	80%	Itemized monthly and annual cost breakdown.
Experience in Mental Health Services	10%	Firms must submit supporting proof, such as licenses, registration certificates, or documents demonstrating the operation or management of a clinic, counseling service, or mental health center, or equivalent demonstrated experience in the mental health sector.
Technical Proposal	10%	A comprehensive proposal outlining how the firm will supervise and support ManasHub and the deployed staff. Must include a clear timeline, the nature and frequency of firm engagement, supervision mechanisms, frequency of check-ins, risk management and crisis response procedures, activities/program integration to ManasHub, Continuity & development, proposed caseload management and any additional support the firm will provide throughout the contract period.
Total	100%	



Annex 1: Sample Quotation Sheet

Description		Qty	Unit Price (MVR)	Amount (MVR)
Pre-Deployment Costs (One time)		1		
	Air Tickets			
	Visa & Work Permit fees			
	MAHC Licensing fees			
	Mobilization Costs			
	Other One-Time Costs			
Total Pre-Deployment Cost				
Monthly Payments				
	Monthly Professional Fee – Clinical Psychologist	12		
	Firm Administrative & Supervision Fee	12		
	Accommodation, food & Living Allowance	12		
	Insurance / Medical Coverage	12		
	Other Costs (if any)	12		
Subtotal				
Total Annual Cost				
Grand Total (Including Pre-Deployment Costs)				

