



## CONSULTANCY SERVICES ON PEER ROLES INTEGRATION APPLICATION FORM

This application is open to organisations who are interested to implement recovery oriented services and incorporate Peer roles.

### A) INTRODUCTION

This consultancy aims to provide technical assistance to organisations to:

- Equip organisations with the necessary competencies, frameworks and structures to develop a recovery-oriented organisational system and integrate peer support roles within the organisation. The areas of consultancy could include re-designing jobs, development of mentoring and coaching structures and enhance HR supporting processes.
- Create at least one new peer role within a programme within 6 months from the start of the consultancy. NCSS would discuss with each organisation to set a mutually agreed target on the number of peer support specialists that may value add to the services.

Selected organisation should work with the consultant for 3-6 months followed by a minimum of 3 more review sessions over a course of 12 months.

The scope of work shall include, but is not limited to, the following:

#### Pre-work

- **Assessing Suitability:** Identify suitability and opportunity areas to work on prior to commencement of project. Discuss with the consultant on the possible scope of work, deliverables and resource requirements (e.g. timeline, committed time, etc.) and involvement throughout the project.

After the scoping meetings, organisations or consultant (after consultation with NCSS) reserves the rights to decide if they would like to proceed with the project.

#### Intensive Support (3-6 months)

- **Scoping:** Confirm on the scope of work and deliverables for the project based on impact, urgency and ability to meet project outcomes.
- **Assessment:** Review existing support mechanisms to integrate Peer Roles in the current programme and organisation. Identify barriers and areas of change needed to reach the intended outcomes.
- **Co-create solutions:** Discuss options and co-design with the consultant to develop the action and change plan to build a recovery culture that supports Peer Roles to work in the organisation. This could include clarity in the job roles for Peer Roles and how it integrates with other team members like social workers, counsellors, programme executives, etc. Career or developmental pathways for Peer Roles within the organisation should also be considered. Plans developed should be planned for long term sustainability in mind.

## **Consultancy Services on Peer Roles Integration**

- Implementation: To attend relevant training and implement the recommendations co-created with the consultant.
- Review: Provide feedback when necessary and data required to evaluate the overall programme effectiveness (observation, outcomes, Stakeholder feedback and measurement).

### Post implementation (12 months)

- Additional Reviews: Attend three review sessions minimally over a course of 12 months. Consultant will check in with organisation on their progress and provide additional advice on their challenges (if applicable).

## **B) SELECTION CRITERIA**

- Organisations must be a social service organisation or public healthcare institutions (e.g. Institute of Mental Health and restructured hospitals).
- Organisations must be willing to create at least one new peer role within a programme that has undergone the consultancy.
- Organisations must complete the consultancy by the project timelines.
- Organisations will be assessed on the willingness and readiness to integrate and scale up peer roles after the consultancy.

## **C) APPLICATION FOR CONSULTANCY SERVICES ON PEERS ROLE INTEGRATION**

- Organisations can apply for up to 3 of their programmes for the consultancy services over the service period. NCSS could exercise discretion to amend the cap per organisation based on the scale and need of the organisation.

PART 1 OF 4: DETAILS OF APPLICANT ORGANISATION

a. Name and Brief Description of the Organisation :

b. Correspondence Address :

c. Contact Person/Liaison from Applicant Organisation

i) Name :

ii) Designation :

iii) Email :

iv) Contact No. :  (Office)  (HP)

d. Supervisor (who will be supervising the peer) from Applicant Organisation *(To fill in only if different from contact person in field C)*

v) Name :

vi) Designation :

vii) Email :

**Consultancy Services on Peer Roles Integration**

viii) Contact No. :  (Office)  (HP)

e. Has the organisation tapped on the consultancy before?

Yes.

- No. of times: \_\_\_\_\_
- Name of programme(s): \_\_\_\_\_

No

f. (Only applicable to Social Service Organisations)

Are you a member organisation of the National Council of Social Service (tick accordingly):

Yes

No

**PART 2 OF 4: DETAILS OF PEER(S)**

g. Does the organisation require help to recommend suitable peers?

Yes

No

If so, please elaborate on the qualifications/pre-requisites needed, the job duties and when you need the peers to come in.

Details of the Peer(s) if available :

Name of Peer	NRIC	Contact Details	Has the Peer(s) obtained any certificate in Peer	If Yes, Graduated from (where and which course):
				_____

## Consultancy Services on Peer Roles Integration

			Support? (Y/N)	Date of graduation: _____

### PART 3 OF 4: PROPOSED AREAS FOR CONSULTANCY

i. Name of programme(s) that organisation plans to incorporate peer roles:

\_\_\_\_\_

j. Any preferred commencement date:

\_\_\_\_\_

k. Organisation is willing to create at one new peer role (full time/part time/volunteers) within a programme within 6 months from the start of the consultancy

Yes

No

No. of peer roles to be created: \_\_\_\_\_

l. Please elaborate how do you see the value of having recovery oriented services and peer role involvement and how the consultancy will benefit the organisation (may include info on organisation's vision and forward plans for creating an recovery oriented services and peer movement)

m. Description of programme

(e.g. objective, current staffing, set-up, and envisage how peers can be involved)

## Consultancy Services on Peer Roles Integration

n. **Concerns/ Challenges**

*(Describe any concerns or challenges in implementing recovery oriented practices and incorporating peer support in the service delivery process (if any), what efforts have been taken to date)*

o. **Describe the areas that you would like the consultancy to address**

*(how can the consultancy support your organisation to implement recovery oriented practices and incorporate peer support into this programme)*

**PART 4 OF 4: SUBMISSION OF APPLICATION**

To complete this application submission, please email the soft-copy documents [Charis CHUA@ncss.gov.sg](mailto:Charis_CHUA@ncss.gov.sg)

- Application Form
- Copy of Certificate of Achievement in Peer Support, or other document(s) supporting credential for the peer role

The original copy of the application form and photocopied versions of the above supporting documents must be sent in to NCSS @Ulu Pandan Community Building, 170 Ghim Moh Road, #01-02, Singapore 279621 and addressed to Ms Charis Chua/SPDG/MHT. Only completed application forms with a full set of supporting documents will be considered.

Please email to [Charis CHUA@ncss.gov.sg](mailto:Charis_CHUA@ncss.gov.sg) or contact at 6210 2541 if you have any enquiries. NCSS may contact you for more information or clarifications after your organisation has submitted the application.

Organisation(s) that are successful in their applications will be notified within one month from submission of application via email. NCSS/Consultant may arrange for visits to discuss and confirm the scope and deliverables.

**D) DECLARATION AND AGREEMENT**

- i) We hereby confirm and certify that the information submitted in this application form are true, accurate and correct and contains all relevant information and matters that we ought to have disclosed to NCSS.
- ii) We understand that our application may be rejected by NCSS if the conditions, including the eligibility criteria, are not fully met or met to NCSS' satisfaction. Incomplete applications will be rejected.
- iii) NCSS may revoke its approval of any application at any time without prior notice to us, and all such decisions and acts or omissions of NCSS shall be conclusive, final and binding on us, and NCSS shall not be obliged to give any reasons or explanations whatsoever.
- iv) NCSS reserves the right to:
  - Assess organisations for the project and assign suitable consultant
  - Reconsider or reject the application
  - Document the entire project progress and activities as part of its ongoing assessment, development and publicity. Organisation shall furnish the necessary data needed for evaluation purposes.
- v) NCSS may be present at all key meetings and activities. Organisation is obligated to keep NCSS informed of the project progress, working relationship with the consultant, etc.
- vi) NCSS will be a sign off party for key project milestones such as current state assessment, recommendations and project completion.
- vii) Organisation is required to sign a consultancy agreement prior to project kick-off and adhere to all the conditions listed within.

## Consultancy Services on Peer Roles Integration

- viii) Organisation is obligated to complete the consultancy by the project timeline after the project kick-off. If there is a lapse, NCSS will work with the organisations to understand the situation and reserve the right to make final decision on the management of the situation.
- ix) We acknowledge and consent that the information pertaining to our application may be shared between NCSS, relevant government agencies or persons authorised by NCSS.
- x) By submitting this application, you have agreed to the stated terms and conditions.

<b>NAME and SIGNATURE</b>	
<i>(Note: Only Executive Director, Head of Dept. of the Applicant Organisation may sign this declaration.)</i>	
<b>DESIGNATION</b>	<b>DATE</b>
<b>ORGANISATION STAMP</b>	