

Society for Health Education

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E-mail: shemaldives@she.org.mv

Ref: SHE/ADM/26/82-AD

Date: 22nd September 2026

TERMS OF REFERENCE

Hiring a National Consultant to Conduct a Survey to Assess Client Experiences and Satisfaction with Anxiety-Related Support Services

Introduction

The Society for Health Education (SHE) is a national non-governmental organization in the Maldives dedicated to promoting health and well-being through an integrated and holistic approach. The thematic areas of SHE are Sexual Reproductive Health, Thalassemia Laboratory and Diagnostic Services, Counselling and Psychosocial Services, and Health promotion.

SHE strives to improve the quality of life of the Maldivian people by promoting equitable access to quality health services, strengthening national capacity, and raising awareness on health and social issues through evidence-based programmes and partnerships.

1. Background

SHE is committed to enhancing client-centred care and strengthening its mental health programming. As part of this effort, SHE intends to conduct a focused survey among former and current clients who have accessed support for anxiety-related concerns.

The survey will provide information on clients' experiences and satisfaction with the support received, as well as identify service gaps and opportunities for improvement. The findings will be used to inform service development, staff training, strategic planning, advocacy and resource mobilisation.

2. Objective of the Assignment

The overall objective of this consultancy is to design and conduct a focused, confidential survey to assess client experiences and satisfaction with SHE's anxiety-related support services and generate findings to inform service improvement.

Specific objectives:

- Assess client experiences and satisfaction with anxiety-related support services provided by SHE.
- Identify service gaps and opportunities for improvement.
- Generate data to inform service development, staff training and strategic planning

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3. Scope of Work

The consultant will be responsible for the design, implementation and completion of the survey in accordance with the agreed objectives, timeframe and ethical requirements. The scope of work will include:

- Develop and pilot a short, anonymous survey tool incorporating both quantitative and qualitative questions.
- Identify and reach out to a sample pool of former and current SHE clients who accessed support for anxiety-related concerns.
- Conduct data collection using a confidential and ethical approach, ensuring appropriate confidentiality and data protection measures.
- Analyze the survey responses using appropriate quantitative and qualitative approaches.
- Summarize key findings and develop practical recommendations for programme and service improvement.
- Prepare and present the findings to relevant SHE staff and resource persons.

4. Key Deliverables

The consultant will be expected to deliver the following:

- Draft and final survey tool.
- Cleaned dataset and analysis summary.
- Final report presenting key findings and recommendations.
- Presentation of the survey findings to SHE relevant staff and resource persons.

5. Qualifications and Experience

The consultant should have:

- At least five (5) years of experience in research, psychology, counselling, public health or a related field.
- Demonstrated expertise in survey design, data collection and analysis.
- Strong report writing and analytical skills.
- Familiarity with mental health programming and client-centred approaches.

6. Submission Requirements

Interested applicants should submit the following:

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- A technical proposal outlining the applicant's understanding of the assignment, proposed approach and methodology, work plan and timeline.
- A financial proposal providing a detailed breakdown of the consultancy fee and other costs associated with the assignment.
- An updated Curriculum Vitae (CV) highlighting relevant qualifications, research experience and similar assignments undertaken.
- Copies of relevant academic and professional certificates.
- Evidence of relevant previous research or consultancy work, where available.
- Contact details of at least two professional references from previous relevant assignments.

7. Reporting

The consultant will report directly to the Director Counseling and Psychosocial Services and will work closely with the assigned program team throughout the assignment.

8. Evaluation Criteria

Proposals will be evaluated based on:

- Relevant knowledge and technical expertise – **20%**
- Technical approach and methodology – **30%**
- Qualifications and experience of the consultant – **30%**
- Financial proposal – **20%**

9. Duration of the Assignment

The consultancy is expected to be completed within **90 days** from the date of contract signing, according to the agreed work plan.

10. Payment Schedule

Payment will be made upon satisfactory completion of the agreed deliverables as follows:

- **30%** upon approval of the final survey tool and completion of the pilot phase.
- **70%** upon completion of data collection, submission of the cleaned dataset and analysis summary, and submission and approval of the final report with key findings and recommendations, including presentation of the findings to SHE.

11. Intellectual Property Clause:

All materials, reports, presentations, research tools, datasets, analysis outputs, and other deliverables developed under this consultancy shall become the property of the Society for Health Education (SHE).

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The consultant shall not reproduce, distribute, or use the materials without prior written approval from SHE.

12. Safeguarding and Ethical Considerations:

The consultant will be required to comply with SHE's safeguarding, child protection, prevention of sexual exploitation and abuse (PSEA), confidentiality, and ethical standards throughout the assignment.

13. Application Deadline

Interested candidates should submit their applications by **29 September 2026** to:

Society for Health Education (SHE)

M. Kulunuvehi
Buruzu Magu
Malé, Maldives

Email: hr@she.org.mv

SHE is committed to the safety and protection of children, young people and vulnerable adults and this role may involve contact with these groups. Our recruitment and selection procedures reflect our commitment to the safety and protection of children, young people and vulnerable adults in our programs. SHE is committed to equal opportunities, cultural diversity and encourages women, young people and people with disability to apply.