Terms of Reference
Staff Performance Evaluation Consultant for Supported Employment Program

Background: Project ENGAGE is a supportive employment program aimed at assisting individuals with Serious Mental Illness (SMI) or Co-Occurring Disorders (COD), including mental illness and substance use, in securing and maintaining meaningful employment. The program provides holistic support to its participants, empowering them to achieve their employment goals and enhance their overall well-being.

Objective: The Supported Employment Staff Performance Evaluation Consultant will be responsible for evaluating the program's staff on their level of implementation of the evidence-based practices under SAMHSA's Supported Employment model on a quarterly basis.
Additionally, the consultant will focus on evaluating staff to systematically enhance care and improve outcomes for clients.

Responsibilities:
- Conduct a thorough assessment of the current supported employment staff performance rooted in the Supported Employment Evidence-Based Practices (EBP) Knowledge Informing Transformation.
- Identify gaps, inefficiencies, and areas for improvement within the staff performance.
- Establish mechanisms for ongoing monitoring and evaluation of staff performance against established quality metrics and benchmarks.
- Conduct staff performance evaluations on a quarterly basis to ensure maintaining of fidelity to EBPs.
- Regularly review and analyze data to track progress, identify trends, and make informed decisions for staff performance enhancement.
- Maintain accurate and detailed documentation of staff performance evaluation activities and outcomes.
- Prepare quarterly reports and presentations for program leadership and stakeholders to communicate progress and achievements.

Deliverables:
- Monitoring and Evaluation Framework with established metrics and benchmarks aligned with SAMHSA's Supported Employment Model.
- Quarterly Staff Performance Evaluation Reports including feedback and recommendations for improvement, conducted on a quarterly basis.
- Regular Progress Reports and Presentations on individual and team performance based on SAMHSA's Supported Employment Model, highlighting achievements, areas for improvement, and action plans.
- Documentation of Evaluation Activities and Outcomes ensuring compliance with program requirements and confidentiality standards.

Qualifications:

- Minimum of 5 years of experience in staff performance evaluation in the healthcare or social services sector.
- Demonstrated Comprehensive knowledge of SAMHSA's Supported Employment Model and best practices in serving individuals with Serious Mental Illness or Co-Occurring Disorders.
- Minimum of 3 years of experience evaluating staff of a SAMHSA Supported Employment Program is preferred.
- Proven strong analytical skills with a minimum of 5 years' experience conducting thorough evaluations.
- Excellent communication and facilitation skills.
- Demonstrated ability to work independently and collaboratively with diverse stakeholders.

Note: This scope of work is subject to revision based on organizational needs and feedback from stakeholders throughout the consultation process.

Contract amount: $32,000

Contract duration: July 2024 to September 2025

Mode of consultancy: In-person, virtual or hybrid.

Submission process:

- Applications will be accepted from individuals or firms.
- Deadline for submission is June 14. Application packages should be emailed to info@myga.org with the Subject Line: Staff Performance Evaluation Consultancy Application.
- Interested individuals or firms are to prepare a comprehensive application package, including the following components:
  - i.   Letter of Interest outlining qualifications, relevant experience, and approach to fulfilling the consultancy requirements.
  - ii.   Details of educational background, certifications, and any relevant professional affiliations.
  - iii. Summary of relevant experience, emphasizing past projects or roles demonstrating expertise in areas pertinent to the consultancy.
  - iv.   Outline of the proposed approach to addressing the objectives and deliverables as indicated in consultancy scope of work. This should encompass methodologies, timelines, and any innovative strategies intended for

implementation and must be based on SAMHSA's Evidence-based Practices Knowledge Informing Transformation for Supported Employment.

    v. Applicants should provide a list of references from previous clients or employers who can vouch for their skills and capabilities, to be contacted if necessary.

- Shortlisted candidates may be invited to participate in interviews or presentations to further assess their suitability for the consultancy.
- Successful candidates will receive further instructions regarding the next steps in the consultancy process.