



## Terms of Reference (ToR) - Recruitment of Psychosocial Support (PSS) Agents, Mukuru Informal settlements

---

### Background

Kenya Water for Health Organization (KWAHO) is implementing an Integrated program towards psychosocial support services/Safe Spaces, Hygiene Promotion, and WASH Kits Distribution for Vulnerable Communities in Kenya's informal settlements. The program seeks to improve the well-being and resilience of vulnerable individuals and communities by advancing interventions in psychosocial support and protection, menstrual health, safe spaces and youth engagement

The programme recognizes that access to quality psychosocial support and Menstrual product can be a catalyst in unlocking the potential of young women and boys – strengthening their ability to overcome stress, trauma, violence, poverty and other social challenges.

To effectively implement this program, KWAHO seeks the services of 5 psychosocial support agents on part time basis to strengthen community-based mental health and psychosocial support services, including identification and referral of vulnerable individuals.

### Roles and Responsibilities of the Psychosocial support agents - Purpose of the Assignment

- Provide accessible, community-based psychosocial support services that enhance the emotional well-being, resilience, protection, and social inclusion of vulnerable individuals and households
- Strengthen case identification and referral pathways to specialized services where and when required, including linkages to health facilities and other citizen protection actors while maintaining confidentiality.
- Community Outreach - Conduct household and community outreach visits, identify vulnerable individuals requiring psychosocial support, Raise awareness on mental health and psychosocial well-being.
- Safe Spaces- Support daily operation of safe spaces, promote inclusion of women, persons with disabilities, older persons, and marginalized groups.
- Community Engagement- Mobilize the community and facilitate community dialogues, including engagement of local leaders and community structures.
- Documentation and Reporting - Prepare weekly and monthly activity reports, maintain attendance registers and document success stories.
- Deliver community-based psychosocial support services.
- Support the establishment and operation of safe spaces.
- Support monitoring, documentation, and reporting of psychosocial activities.

## **Qualifications**

Applicants should possess:

- Diploma or Certificate in Psychology, Counselling Psychology, Social Work, Sociology, Community Development, Public Health, or a related field.
- Additional certification in Psychological First Aid (PFA), Mental Health and Psychosocial Support (MHPSS), counselling, or protection is an added advantage.
- MUST be a resident of Mukuru informal settlements

## **Additional Experience**

Applicants should demonstrate:

- Experience in psychosocial support or counselling.
- Experience working with vulnerable populations.
- Experience facilitating community group sessions.
- Experience supporting Gender Based Violence, child protection, youth or disability inclusion programmes.
- Experience working in Mukuru informal settlement or any informal settlement within Nairobi

## **Ethical Considerations**

The successful candidate must:

- Uphold confidentiality and privacy.
- Adhere to safeguarding, child protection, and prevention of sexual exploitation, abuse, and harassment (PSEAH) policies.
- Obtain informed consent before providing services.
- Respect the dignity and rights of all participants.
- Follow referral protocols for high-risk cases.
- Comply with KWAHO's Protection Against Sexual Exploitation and Abuse (PSEA) Code of Conduct.

## **How to APPLY –**

Interested candidates should submit their cover letter and an updated Curriculum Vitae (CV) to [info@kwaho.org](mailto:info@kwaho.org) on or before 7<sup>th</sup> of August 2026.

Only shortlisted candidates will be contacted. KWAHO is an equal opportunity employer and encourages applications from qualified women, youth, persons with disabilities, and candidates from underrepresented communities.