

**Improved
psychosocial well-
being, resilience
and capacity to
alleviate suffering**

PS programme staff and volunteers are confident, knowledgeable and skilled to fulfil their role in developing and implementing PS programmes.

**A supportive and caring
working environment is
achieved and sustained for
staff and volunteers in the PS
programme**

**Target population
achieves and sustains
personal and
interpersonal wellbeing
and capacity**

**Communities are empowered
to create a supportive,
nurturing and peaceful
environment to support the
wellbeing and dignity of the of
the target population.**

**NS staff and volunteers are
trained in PS support
interventions that meet good
practice standards relevant to
the needs of beneficiaries**

**NS staff and volunteers
are trained in
VP/protection concerns
for beneficiaries of PS
programmes.**

**NS staff and volunteers are
routinely supervised in
provision of PS support to
beneficiaries.**

**PS staff and volunteers
providing direct services meet
minimum qualifications for
their role.**

Refresher training and continuing education opportunities are provided for NS staff and volunteers relevant to their role in PS support to beneficiaries

NS managers, supervisors and programme staff are trained [relevant to their role] in developing and implementing staff and volunteers care policies, procedures, systems and support within the NS.

NS policies, procedures and systems are developed, implemented and regularly updated for staff and volunteer care.

**NS staff and volunteers are trained
in self and team care strategies.**

**Resource material for staff and
volunteer care is available and
distributed to volunteers.**

PS interventions are tailored as per the needs of the beneficiaries

**Service location and structure meets
quality standards relevant to their
purpose and needs of the target
population.**

Functioning referral system is established.

Target beneficiaries are provided with psycho-education relevant to their situation (e.g., stress and coping, VP/protection, recovery from crisis events) and background (i.e., tailored for age, gender, situation, etc.)

Target beneficiaries are provided with life skills relevant to their situation (e.g., conflict resolution, communication and negotiation skills, vocational training, stress management skills)

Target beneficiaries (e.g., survivors of crisis events) are provided with psychological first aid (PFA) according to their needs and in a timely fashion

**Target population is supported with
self-help and support groups
relevant to their situation and
background**

The target population is supported with quality PS recreational, creative and/or sport activities relevant to their situation and background

The target population is provided with lay counseling appropriate to their needs, situation and background

Awareness-raising activities on specific issues relevant to the situation of target beneficiaries are organized

Community PS activities are organized in collaboration with the community members, inclusive of representative groups

Communities are supported to establish committees to address PS issues (including VP/protection issues) relevant to the needs of the target population

**Identified key community people are
provided with psycho-education
relevant to their situation and role
in community**