

Date: 8th October 2026

Ref: AS.PROC.26.92

Email: procurement.sapport@gov.mt

Deadline for Submission: 22nd October 2026

Subject: Expression of Interest: Supervision Services to Support Workers of Aġenzija Sapport

1. Background Information

Aġenzija Sapport is Malta's National Agency that offers and provides services, support and guidance to persons with disabilities, their support networks, and their communities. The cause of Aġenzija Sapport is to assist persons with disabilities to achieve social equitability.

The Supported Independent Living (SIL) Service enables persons with disabilities to live as independently and autonomously as possible in the community. Support is provided within personalised living accommodation, which may be apartments or houses within the community. The primary aim of these accommodations is to enhance and promote independence, inclusion and the empowerment of persons with disabilities through a person-centred plan.

Aġenzija Sapport is seeking suitably qualified and experienced professionals who wish to provide supervision services to the Support Workers within SIL Residential Services, in line with the terms and conditions outlined in this Expression of Interest.

2. Scope and Service

The aim of the supervision sessions is to contribute to the wellbeing, professional development and support of the Support Workers. The service providers shall facilitate reflective practice and promote staff resilience with the scope to strengthen service quality and support workforce stability across residential services.

3. Roles and Responsibilities

Successful applicants shall be expected to:

- Facilitate structured supervision sessions with Support Workers.
- Promote reflective practice, wellbeing, resilience and professional growth.
- Provide a safe and supportive space for discussing workplace challenges.
- Support high-quality, person-centred service delivery.
- Escalate safeguarding or significant concerns through established channels where required.
- Contribute to a positive and supportive workplace culture.

4. Location and Time of Service Requirement

- Sessions shall be individual and may be held either **in person** within Agency Premises **or online** through approved Agency platforms. The session is to be scheduled during the normal working hours of the individual and the leadership of the residence are to be notified of all appointments.
- Each session shall consist of:
 - **45 minutes of active supervision**, and
 - **15 minutes allocated for supervision-related documentation**.
- Each session will therefore be recognised as a **one-hour commitment** for remuneration purposes.
- Supervision shall be delivered in accordance with the Agency's Supervision Policy and related procedures.
- Provide a minimum of **three months' notice** if choosing to discontinue the service, to allow for appropriate closure with supervisees and forward planning for the continued supervision and support of the support workers currently under their supervision.

5. Duration

A pool of approved supervisors will be established for a period of twelve (12) months, with allocations made according to service needs.

6. Remuneration and Payment Terms

- In consideration of the services rendered, an hourly rate of €25 exclusive of VAT shall apply.
- Payments will be made within 30 days from submission of invoice and shall be affected by a bank transfer.
- Invoices are to be submitted monthly. Invoices must minimally indicate the contract reference number, the date and time of service and the number of hours of service provision. Invoices shall be signed by both the Agency representative and by the Service Provider.
- Any further costs related to the provision of the service not mentioned above must be borne by the Service Provider.
- Cancellation of Sessions
 - The Service Provider shall provide not less than 24 hours' notice when cancelling a session. Sessions cancelled by the Service Provider shall not be charged.
 - Support workers shall provide not less than 24 hours' notice when cancelling a session. Sessions cancelled within the required notice shall not be charged.
 - Where a support worker cancels a session within less than 24 hours due to an emergency, such as a crisis within the residence or ill health, the session shall be paid at 50% of the applicable rate.
 - Where a support worker cancels a session within two hours of the scheduled appointment time, the session shall be paid at the full applicable rate.

7. Eligibility and Selection Criteria

- Interested candidates must be in possession of a recognised qualification at a minimum of **MQF Level 6** in Counselling, Psychotherapy, Play Therapy, Youth Studies, Community Studies, Psychology, Social Work or another relevant helping profession.
- Candidates must have strong communication and interpersonal skills.
- Applicants must also be able to communicate in Maltese and/or English.
- This is a self-employed opportunity; thus, the applicants are required to comply with all the legal prerequisites to offer this service, including but not limited to invoicing, VAT registration and compliance with VAT obligations, where applicable.
- To safeguard impartiality and avoid conflicts of interest, employees engaged within Agenzija Support are not eligible to apply under this EOI. The Agency reserves the right to determine whether any actual, potential, or perceived conflict of interest exists and to refuse or terminate an engagement accordingly.

8. Submission of Applications

Applications shall be received not later than **22nd October 2026**. Applications shall be submitted at the following email address procurement.support@gov.mt together with the following documents:

- Letter of Introduction which should also a) indicate the preferred language for supervision sessions (Maltese, English or both), and b) specify the time and number of hours of availability
- Copy of relevant professional qualification
- A copy of the relevant professional warrant/registration as applicable
- Recent Police Conduct (not older than 6 months)
- Detailed Curriculum Vitae