



## UNITED NATIONS CHILDREN'S FUND JOB PROFILE

### I. Post Information

Job Title: **Staff Counsellor**  
Supervisor Title/ Level: **Regional Chief of HR**  
Organizational Unit: **Regional HR**  
Post Location: **Regional Office**  
Post No. **#00114366**

Job Level: **P-4**  
Job Profile No.:  
CCOG Code:  
Functional Code:  
Job Classification Level: **P-4**

### II. Organizational Context and Purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nation.

#### **Job organizational context:**

UNICEF is striving for a work environment where staff wellness, resilience and work-life balance are integrated parts of the organizational culture. Due to the nature and location of their work, UNICEF staff are frequently exposed to high levels of day to day, cumulative stress, including those stressors related to their workload as well as the demands related to living and working in multicultural, often unstable and insecure, environments.

The position is office-based, located in the regional office and reports to the Regional Director of LACRO, while also being under the Technical Supervision of the NYHQ Staff Counsellor. It serves mainly UNICEF staff and offices in the region and contribute to the global staff well-being functions and activities. It involves travel to country offices in the region.

#### **Purpose for the job:**

The P-4 Regional Staff Counsellor is expected to provide expertise to UNICEF management and staff of the regional office and country offices in the region; to support the overall well-being of UNICEF staff and their families, as well as teams in UNICEF offices in the region.

The post will contribute towards the development of a corporate framework for Staff Well-Being and promote its implementation at the regional level. The framework will identify activities aimed at raising awareness about healthy work practices; improving the work-life balance of UNICEF staff; facilitating the provision of assistance to staff/family experiencing work-related and/or personal problems; facilitating the provision of immediate support following a traumatic incident and related tasks.

The Regional Staff Counsellor will coordinate and work in collaboration with the network of UN counsellors regionally. Frequent field missions and close collaboration with Country Offices are required.

### **III. Key function, accountabilities and related duties/tasks** *(Please outline the key accountabilities for this position and underneath each accountability, the duties that describe how they are delivered. Please limit to four to seven accountabilities.)*

#### **Summary of key functions/accountabilities:**

**1. In collaboration with the Regional Director, the Staff Counsellor (NYHQ), Regional Human Resources Chief and colleagues, facilitate the development, implementation and coordination of a corporate framework aiming at improved Staff Well-Being regionally and where required globally:**

- a) Assist in developing the framework;
- b) Develop strategies for implementing the framework in the region;
- c) Monitor the impact of the framework on regional and country levels;
- d) Lobby and provide input for improvement.

**2. Facilitate the provision of effective psycho-social support to staff leadership, managers and individual staff prioritizing emergency locations with the aim to mitigating stress and boost protective factors by:**

- a) Providing support and advice to the leadership and managers in offices on healthy work practices and approaches on how to effectively support staff and encourage resilience. Recommend suitable staff support strategies to managers during and following emergencies and other crises;
- b) Providing staff with individual and/or group counselling as needed (i.e. assessment, short-term intervention, referral);
- c) Facilitating the treatment of psychiatric disorders primarily through referrals, including to the medical services division, and through guidance to supervisors and senior management, where appropriate;
- d) Contributing to identification of creative ways of extending a network of external mental health providers available to provide services to staff around the world;
- e) Coordinating the regional network of Peer Support Volunteers (PSVs), including selection, training and technical supervision;
- f) Coordinate with UNDSS, agency counsellors and PSVs, to ensure the provision of adequate psychosocial support during emergencies;
- g) Assess and monitor psycho-social needs and issues affecting the wellbeing of staff.

**3. Provide Critical Incident Stress Management to groups-and/or individual staff following critical incidents, employing a holistic which may include services such as practical support. Psycho-education, psychological first aid, strategic advice to leadership, family support and individual or group interventions by:**

- a) Contacting the affected staff member(s) and offering information about typical stress reactions, support and referral information;
- b) Facilitating appropriate traumatic stress interventions, following a critical incident or traumatic event;
- c) Recommending and arranging for individual and/or group follow-up support to staff and their dependents.

**4. Training and awareness raising on Staff Well-Being related topics:**

- a) Explore and contribute to the development of new modalities, such as e-learning and webinars, which make awareness raising material available and attractive to all staff;
- b) Cooperate with Regional and Country Offices to integrate subjects such as health work practices, managing stress and trauma, building resiliency, etc., into learning strategies, in consultation with and guidance by the Regional Director.

**5. Any other duties, as assigned by the supervisor.**

**IV. Impact of Results** *(Please briefly outline how the efficiency and efficacy of the incumbent impacts its office/division and how this in turn improves UNICEF's capacity in achieving its goals)*

The efficiency of and efficacy of this post will immensely contribute to better management of the Regions' related resources and the promotion and management of staff well-being to help deliver UNICEF's mandate. Decisions made regarding type of interventions for staff support, referral agencies, strategies to increase staff well-being, types of information for dissemination, adaptation or change of policies will have an indirect impact on all UNICEF staff and directly affect those staff involved in interventions, presentations, trainings, etc.

**V. Competencies and level of proficiency required** (based on UNICEF Professional Competency Profiles).

**Core Values**

- Commitment
- Diversity and inclusion
- Integrity

**Core competencies**

- Working with People (Level 3)
- Communication (Level 2)
- Drive for Results (Level 2)

**Functional Competencies:**

- Relating and Networking (Level 3)
- Applying Technical Expertise (Level 2)
- Formulating Strategies & Concepts (Level 2)
- Planning and Organizing (Level 2)
- Adapting & Responding to Change (Level 2)

**VI. Recruitment Qualifications**

Education:

Advanced University degree in counselling, clinical psychology or related mental health profession. Additional training or certification in staff support and traumatic/critical incident stress as well as a broad range of related fields, such as alcohol/substance abuse, family counselling, training, stress management.

Experience:

Minimum eight years of national and especially international professional experience in staff support, mental health, cross cultural communications, counselling, and related areas, preferably gained within the UN system or international development/humanitarian aid sector.

	<p>Track record showing resourcefulness and keen social awareness and sound judgement pertaining to common counselling caveats, e.g. overzealous client advocacy, burnout, the need for self-care and personal counselling. An empathic non-judgmental clinical approach with tact and confidentiality.</p> <p>Evidence of previous experience in adhering to professional boundaries, e.g. administrating only those services for which supervised training has been administered.</p>
Language Requirements:	<p>Fluency in written and spoken English and Spanish is required. Additional knowledge of French and/or Portuguese is considered an asset.</p>