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| C:\Users\rnaveed\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\8RXOBJ5Q\unicef.gif | **UNITED NATIONS CHILDREN’S FUND**  **JOB PROFILE** | | |
| **I. Post Information** | | | |
| **Job Title:** Staff counselor (Multi-Country)  Supervisor Title: Deputy Representative Operations, P-4  **Organizational Unit**: Operations, Cameroon | | | **Job Level:** P3  **Job Profile No:** 116854  **CCOG Code:**  **Functional Code:**  **Job Classification Level:** P3 |
| II. Organizational Context and Purpose for the job | | | |
| UNICEF is a leading humanitarian and development agency working globally for the rights of every child. Child rights begin with safe shelter, nutrition, protection from disaster and conflict and traverse the life cycle: pre-natal care for healthy births, clean water and sanitation, health care and education. UNICEF has spent nearly 70 years working to improve the lives of children and their families. Working with and for children through adolescence and into adulthood requires a global presence whose goal is to produce results and monitor their effects. UNICEF also lobbies and partners with leaders, thinkers and policy makers to help all children realize their rights—especially the most disadvantaged.  **Job organizational context:**  The key objectives of the WCAR wellbeing strategy are to mitigate the impact of chronic stress on staff, raise awareness about resiliency, trauma, stress and stress management, facilitate the provision of assistance to staff/family experiencing trauma and/or work related and/or personal problems, facilitate the provision of immediate support following a traumatic incident, and promote social support and other strategies aimed at improving the overall wellbeing of UNICEF staff in WCAR.  **Purpose of the job:**  The Staff Counselling Unit is committed to the promotion of psychological health and wellbeing with the goal of building the resilience of staff so that they can continue to function at high levels in order to meet the mandate of the organization. This is accomplished through the provision of counselling services to staff members and their dependents and by identifying and addressing psychological risk factors in the workplace.  Under the supervision of the Deputy Representative Operations and the technical supervision of the Regional Staff  Counsellor, the Staff Counsellor will develop and implement a wellbeing programme aimed at attending to the psychological needs of UNICEF staff and management in WCAR. The work will be done from the preventative and curative perspective at the individual, team and organizational levels.  The Staff Counsellor will work in close coordination with the Regional Staff Counselor to provide support to staff and collaborate with Country Management Teams, Emergency Coordinators, HR, Staff Association, Peer Support Volunteers (PSVs), the UN Medical Clinic and UN Staff Counsellors. This is a multi-county post and thus frequent field missions to the designated countries of coverage will be required. | | | |

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| III. Key functions, accountabilities and related duties/tasks: | |
| 1. Preventative and protective psychosocial support:  * Facilitate the provision of effective psychosocial support to managers and individual staff prioritizing emergency locations with the aim to mitigating stress and increasing protective factors.   • Provide a safe and confidential environment where staff members are able to address professional and personal problems, either individually or in groups (modality: assessment, short-term intervention, referral).   * Provide 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. * Deliver preventative psychoeducational programmes/training to address systemic issues and recurrent problems within teams and offices; develop and deliver tailored workshops and webinars for staff; raise awareness on common mental health themes and act as an advocate for anti-stigma programming. * Provide pre/post-deployment briefings to new staff * Develop a creative system to build a network of external mental health providers available to provide services to staff. * Coordinate the Peer Support Volunteer (PSV) Programme for the country office.   2. Provide Critical Incident Stress Management to groups and/or individual staff following critical incidents. A holistic approach to critical incident management is used and may include services such as practical support, psychoeducation, psychological first aid, strategic advice to leadership, family support and individual or group interventions.  The Staff Counsellor will be responsible for:   * Contacting the affected staff member(s) and offering information about typical stress reactions, support and referral information. * Facilitating appropriate traumatic stress interventions, following a critical incident or traumatic event. * Recommending and arranging for individual and/or group follow-up support to staff and their dependents. * Regular follow-up contact and visits to staff in field offices. * Coordination with UNDSS counsellors, agency counsellors and PSVs, to ensure the provision of adequate psychosocial support during emergencies.   3. Monitoring and oversight:   |  | | --- | | Providing on a regular basis statistics and trends on issues related to staff well-being, whilst maintaining confidentiality. Alert the Regional Staff Counsellor and/or the HR Manager on trends that may be of concern in offices or offices requiring targeted support or Managerial intervention. Capture lessons learnt and best practices for dissemination as appropriate.  4. Other  Undertake regular travels to the countries under coverage as per the Regional wellbeing strategy and demands from the country offices.  Identify and recommend prevention measures for systemic issues and trends.  Facilitates interface with the various services and resources of the organization.  Ensure the adherence to the professional standards of the UNSSCG as well as the Code of Ethics for UN Staff Counsellors. | | |
| IV. Competencies and level of proficiency required (based on UNICEF Professional Competency Profiles) | |
| **i) Core Values**   * Care * Respect * Integrity * Trust * Accountability   **ii) Core Competencies (For Staff with Supervisory Responsibilities) \***   * Nurtures, Leads and Manages People (1) * Demonstrates Self Awareness and Ethical Awareness (2) * Works Collaboratively with others (2) * Builds and Maintains Partnerships (2) * Innovates and Embraces Change (2) * Thinks and Acts Strategically (2) * Drive to achieve impactful results (2) * Manages ambiguity and complexity (2)   or  **Core Competencies (For Staff without Supervisory Responsibilities) \***   * Demonstrates Self Awareness and Ethical Awareness (1) * Works Collaboratively with others (1) * Builds and Maintains Partnerships (1) * Innovates and Embraces Change (1) * Thinks and Acts Strategically (1) * Drive to achieve impactful results (1) * Manages ambiguity and complexity (1)   **\***The 7 core competencies are applicable to all employees. However, the competency Nurtures, Leads and Managers people is only applicable to staff who supervise others. | |
| V. Skills | |
| **PROFESSIONALISM:**  Expert knowledge in the field of counselling/psychotherapy, counselling methods and theoretical orientations. Proven ability to provide counselling services to effectively assist with crisis or difficult  situations which involve diverse actors and stakeholders and to treat sensitive and confidential information appropriately. Ability to establish and maintain productive partnerships with clients by gaining their trust and respect. Shows persistence when faced with difficult problems or challenges. Monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems. Remains calm in stressful situations. Sound knowledge of United Nations rules, regulations and procedures is desirable. Ability to coordinate and consult with other relevant specialist services in the Organization involved with staff support and well-being, including Human Resources, Office of the Ombudsman, Medical and Safety and Security Services.  **COMMUNICATION**:  Excellent communication and presentation skills. Ability to develop and deliver briefings/trainings on mental health and staff well-being issues to diverse audiences within Organization. Speaks and writes clearly and effectively. Listens to others, correctly interprets messages from others and responds appropriately. Asks questions to clarify and exhibits interest in having two-way communication. Tailors language, tone, style and format to match the audience. Demonstrates openness in sharing information and keeping people informed. | |
| **VI. Recruitment Qualifications** | |
| Education: | Advanced University degree (master’s or equivalent) in counselling, clinical psychology, organizational psychology or a field related to mental health.  Certification or country specific licensure authorizing the incumbent to deliver mental health services is considered an asset. |
| Experience: | Minimum of five (5) years of professional experience – among which three at international level in psychological counselling, training skills, with special emphasis on managing critical incident stress.  Additional training experience in a broad range of related fields, such as alcohol/substance abuse, stress management, critical incident stress and cross-cultural communication would be an asset.  Well-developed communication, leadership, and team building skills.  Work experience with developing and delivering online and face-to-face workshops and webinars on a range of well-being and mental health is desirable.  Experience either working in a hardship location or providing counselling services to staff working under very difficult and insecure environments is an asset.  Experience in United Nations System or international development/humanitarian aid sector is desirable |
| Language Requirements: | Fluency in French and English is required. Knowledge of another official UN language or local language of the duty station is considered as an asset. |
| VII. Signatories – Job Description Certification | |
| Name: Signature: Date: | |
| Title: Regional Staff Counsellor  Name: Signature Signature Date: | |
| Title: Regional Director | |