



## Rapid Response Role Profile

Job Title	Mental Health and Psychosocial Support (MHPSS) Coordinator
Classification Level	
Immediate Supervisor's Title	Operations Manager/ Deputy Operations Manager
Number of Direct Reports (if applicable)	
Number of Indirect Reports (if applicable)	

### Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to Mental Health and Psychosocial Support (MHPSS) Coordinator, deployed in a Federation co-ordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

### Job purpose

MHPSS coordinator is responsible for the assessment, activity and programme development, technical support and coordination of mental health and psychosocial support within RC/RC emergency operations.

## Role (Job Requirements)

### Job duties and responsibilities

1. Assessment, planning and programme development
  - a. Assess the diverse mental health and psychosocial and protection needs, and capacities of the population based on factors as cultural, socioeconomic, gender, age, sexual orientation, and physical and mental capabilities
  - b. Assess the capabilities, needs and priorities of the Host National Society in the area of protection and psychosocial support
  - c. Develop assessment questionnaire and carry out assessments in protection and psychosocial support using a mixed variety of methodologies
  - d. Train assessment teams to carry out assessments
  - e. Train trainers in contextualized approaches and interventions for psychological first aid and other key interventions
  - f. Adapt IFRC PS Centre monitoring and evaluation system aligned with international standards
  - g. Develop an Emergency Plan of Action with budget and recommendations to support an emergency appeal operation
  - h. With the Host National Society develop country specific psychosocial support strategies taking age, gender and diversity into consideration
  - i. With the Host National Society develop structures and mechanisms for staff and volunteers support
  - j. Map referral pathways, ensure the use of standardised templates and procedures for follow up of referrals
2. Capacity building
  - a. Support and supervise delegates and Host National Society upon request in relevant areas
  - b. Support, supervise and monitor focal persons in the Host National Society and volunteers when needed
  - c. Identify and contextualize PS Centre and other global information, education and communication materials
  - d. Advocate for the importance of integrating protection and psychosocial support in a multi-sectorial setting
  - e. Provide input to programmes, interventions and strategies and appeals based on assessment findings that build on global minimum standards and identified best practices
  - f. Assist Host National Society in developing psycho-educational messages for various media

3. Advocacy and liaison
  - a. Advocate for the importance of integrating mental health and psychosocial support and global protection minimum standards in a multi-sectorial setting
  - b. Participate in mental health and psychosocial support working groups (where they exist) and relevant humanitarian clusters (in IDP settings) and working groups (in refugee settings). Example relevant (sub)- clusters are: MHPSS, protection, GBV, child protection, health and/ or education.
  - c. Establish relations with other agencies and coordinate wherever possible
  - d. Link with other Movement partners to develop adapted guidelines for protection and psychosocial support
  - e. Ensure that IFRC actions are in support of the Host National Society and is part of a coordinated response with partner agencies
  - f. Provide regular and timely reports following global standards
4. At the request of operations management
  - a. Offer technical advice on actions to take as e.g. interventions that further the development of a culture of stress management and conflict resolution in the team
  - b. Provide psychological first aid to team members in acute need hereof

#### Duties applicable to all staff

1.	Actively work towards the achievement of the Federation Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

### Profile (Position Requirements)

Education	Required	Preferred
Counsellor, social worker, psychologist or psychiatrist with current valid certification in good standing	⊙	
Teaching or pedagogical professional		⊙
Health or public health professional		⊙
Anthropologist or related areas		⊙
University degree in International studies or related areas		⊙
Experience	Required	Preferred
Experience in community based mental health and psychosocial support (MHPSS) activities for at least 1 year	⊙	
Experience in planning and conducting community based MHPSS trainings, eg. Psychological First Aid trainings	⊙	
Experience in providing group-based counselling and psychological interventions to promote coping and enhance resiliency		⊙
Professional work experience, preferably in an emergency setting		⊙
Knowledge & Skills	Required	Preferred
Strong project management skills	⊙	
Broad understanding of MHPSS issues in emergencies contexts	⊙	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values		⊙	
National Society Capacity Strengthening		⊙	
Coordination		⊙	
Assessment		⊙	
Direction Setting and Quality Programme Management		⊙	
Information Management		⊙	
Resource Management		⊙	
Safety and Security	⊙		
Transition and Recovery		⊙	
Community engagement and accountability		⊙	

Protection, Gender and Inclusion		<input checked="" type="radio"/>	
Environmental Sustainability	<input checked="" type="radio"/>		
Collaboration and teamwork		<input checked="" type="radio"/>	
Conflict Management		<input checked="" type="radio"/>	
Interpersonal Communication		<input checked="" type="radio"/>	
Cultural awareness			<input checked="" type="radio"/>
Judgement and decision making		<input checked="" type="radio"/>	
Motivating Others		<input checked="" type="radio"/>	
Personal resilience		<input checked="" type="radio"/>	
Integrity		<input checked="" type="radio"/>	

#### Technical Competencies

Mental health and psychosocial support

Learning & training

Contextual sensitivity

#### Languages

Required

Preferred

Fluently spoken and written English

Good command of another IFRC official language (French, Spanish or Arabic)

Other languages: