



Rapid Response Role Profile

| | |
|---|--|
| Job Title | Mental Health and Psychosocial Support (MHPSS) Officer |
| Classification Level | |
| Immediate Supervisor's Title | MHPSS Coordinator |
| 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) Officer, 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

Mental Health and Psychosocial Support (MHPSS) Officer will continue the work initiated by the MHPSS Coordinator or previous MHPSS surge personnel and they ensure to include community interventions. They develop the work plan for future rotations and begin planning for the recovery phases. MHPSS Officers focus on continuing assessment, programme and activities development, implementation and coordination if needed. They act as technical advisors in matters of protection and MHPSS, train, supervise, and monitor implementation of activities and interventions and ensure links to relevant IFRC structures.

Role (Job Requirements)

Job duties and responsibilities

1. Assessment, planning and programme development
 - a. Adapt assessment questionnaire and carry out assessments in protection and psychosocial support using a mixed variety of methodologies
 - b. Train assessment teams to carry out assessments and analyse findings in order to develop or revise a plan of action
 - c. Develop, finalize or offer technical advice on the Emergency Plan of Action with a focus on integration of MHPSS and VP across all relevant sectors including outreach to communities
 - d. Map referral services and pathways, develop templates and procedures for follow up of referrals
 - e. Information management vis-à-vis target populations
2. Capacity building and volunteer management
 - a. Develop volunteer profiles, recruit, screen, train, mentor or supervise volunteers with Host National Society
 - b. Train volunteers and/or train trainers in community-based protection and psychosocial support approaches and interventions such as psychological first aid, psychoeducation, RFL, Safe Spaces (eg. community centres).
 - c. Support and capacity build the Host National Society's focal point(s) in the areas of protection and psychosocial support
 - d. Promote conflict resolution techniques
 - e. Implement protection and mental health and psychosocial support component of appeals etc.
3. Programmatic area
 - a. Plan for appropriate community mobilization and stakeholder involvement
 - b. Where appropriate establish Safe Spaces, supportive activities and support groups etc.
 - c. Adapt/develop a monitoring and evaluation system aligned with and based on IFRC and PS Centre standards

- d. Provide input to programmes, interventions and strategies and appeals based on assessment findings that build on global minimum standards and identified best practices
 - e. With the Host National Society develop country specific psychosocial support strategies taking age, gender and diversity into consideration
 - f. Develop, translate and produce contextual information, education and communication materials
 - g. Develop a psychosocial support strategy and action plans with the Host National Society
 - h. Develop structures and mechanisms for staff and volunteers support with the Host National Society
4. Advocacy and liaison
- a. Map and establish relations and coordinate with stakeholders, Movement partners and other agencies for common interventions such as developing guidelines for protection and psychosocial support
 - b. Ensure that IFRC actions are in support of Host National Society and are part of a coordinated response with partner agencies
 - c. Model accountability and transparency to and among partners, donors and people affected by the crisis event
 - d. Advocate for the importance of integrating protection and psychosocial support in a multi-sectorial setting
5. Reporting and visibility
- a. Provide regular and timely reports
 - b. Be available for interviews, identify newsworthy stories and provide input to IFRC, National Societies and Host National Society's communication departments, international and local media etc.
6. At the request of the ERU team leader or 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. Assess needs for psychosocial support to surge personnel and national staff
 - c. Provide psychological first aid to team members and Host National Society's staff 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 | | ⊙ |
| Degree in International studies or related areas | | ⊙ |
| Experience | Required | Preferred |
| Experience in mental health and psychosocial support (MHPSS) activities for at least 1 year | ⊙ | |
| Experience in conducting trainings in MHPSS, eg. Psychological First Aid trainings | ⊙ | |
| Experience in providing counselling and psychological interventions to emotional distress and problems | | ⊙ |
| Professional work experience, preferably in an emergency setting | | ⊙ |

| 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 | ⊙ | | |
| Environmental Sustainability | ⊙ | | |
| Collaboration and teamwork | ⊙ | | |
| Conflict Management | ⊙ | | |
| Interpersonal Communication | ⊙ | | |
| Cultural awareness | ⊙ | | |
| Judgement and decision making | ⊙ | | |
| Motivating Others | ⊙ | | |
| Personal resilience | ⊙ | | |
| Integrity | ⊙ | | |

| Technical Competencies |
|--|
| Mental health and psychosocial support |
| Learning and training |
| Contextual Sensitivity |

| Languages | Required | Preferred |
|--|----------|-----------|
| Fluently spoken and written English | ⊙ | |
| Good command of another IFRC official language (French, Spanish or Arabic) | | ⊙ |
| Other languages: | | |