MM07400
STAFF PSYCHOSOCIAL SUPPORT ACTIVITY MANAGER

Level 10

Reports to (Hierarchical)
Project Medical Referent/ Medical Coordinator

Reports to (Functional)
Project Medical Referent/ Medical Coordinator/ OC PSCU

Job Family
Medical & Paramedical

Main Purpose
Defining, coordinating and monitoring all Mental Health /Psychosocial support (MHPSS) related activities for the staff support of the project, including management of other staff support positions, analyzing needs, developing preventive strategy and ensuring quality of care, according to MSF protocols in order to provide the most appropriate MHPS support for the staff.

Accountabilities
- In close collaboration with project coordination teams (Project Coordinartor, HR, PMR), staff health responsible and Medical coordinator, identify and analyse the stress factors linked to work of the staff in the different projects and their needs of MHPS support (prevention and care).
- Lead the definition, planning, organization and update of the appropriate psychosocial support strategy for the staff and MHPSS activities and its budget. Monitoring and evaluating MHPSS activities.
- Reviewing and developing the technical materials, tools, guidelines and documents adapted to staff support, and coordinating and ensuring the implementation of all MHPSS and procedures set by MSF in order to provide the most appropriate support to staff.
- Provide psychosocial support to staff according to MSF protocols (group and individual) to improve mental health conditions of staff and enhance wellbeing at work.
- Provide trainings and guidance to team leaders and coordinators on staff well-being, mental health and prevention of stress.
- Mapping and regularly updating the existing external Mental Health services, including other INGO’s, local NGO’s, community groups and governmental health services, etc. to develop a network of referral for staff needing psychotherapeutic or psychiatric care.
- Coordinate with staff health responsible or PMR/ Medical coordinator the referral of staff to psychiatric treatment or specialized services if needed.
- Coordinating and ensuring that all MHPSS activities (in and outside MSF structures) with the staff are performed with regular follow-up in order to provide the most appropriate support. Liaise with the different departments.
- Ensure the staff related information is kept confidential
- Compile the data linked with MHPSS activities and report to staff health responsible/PMR/Medco. Participating in monthly reports according to guidelines (SitRep, psychosocial

report, etc.) and reporting problematic situations and cases with the Medical Coordinator to help with decision making and problem resolution

If applicable:

- Planning and supervising, in close coordination with the HR department, the associated processes (recruitment, training/induction, briefing/debriefing, evaluation, potential detection, development and internal communication) of the staff under his/her responsibility in order to ensure both the sizing and the amount of knowledge required.
- Ensuring that staff providing MHPSS to staff respect confidentiality and neutrality during sessions regardless of personal feelings and/or beliefs and that the translators (if any) are trained about terminology and appropriate behavior during sessions.
- Offer clinical /technical supervision to staff psychosocial support supervisor, staff psychologists/counsellors.

Education

Master's Degree in Psychology or Clinical Social Work or MD degree with specialization in psychiatry

Experience

Essential:

- Working experience of at least two years as psychologist or other similar profession

Desirable:

- Experience in staff support
- Working experience with MSF or other NGOs.
- Working experience in developing countries

Languages

Mission Language (essential); Local working language (desirable)

Knowledge

Essential: Computer Literacy (word, excel and internet)

Competencies

- Planning and monitoring
- People Management and Development
- Commitment to MSF Principles
- Behavioural Flexibility
- Results and Quality Orientation
- Teamwork and Cooperation

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