



## Rapid Response Role Profile

Job Title	ERU health facility PSS Officer
Classification Level	
Immediate Supervisor's Title	To be completed by line manager
Number of Direct Reports (if applicable)	To be completed by line manager
Number of Indirect Reports (if applicable)	To be completed by line manager

### 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 the ERU health facility PSS 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

ERU health facility PSS Officers focus on protection and mental health and psychosocial support to patients, relatives and national staff in ERU hospitals and clinics. ERU health facility PSS officers assess, monitor, and evaluate relevant interventions for patients, relatives and national staff. They build the capacity of national staff and volunteers to carry out interventions and activities in the ERU hospitals and clinics. They also act as technical advisors in matters of protection and mental health and psychosocial for Emergency Response Unit management and other partners.

## Role (Job Requirements)

### Job duties and responsibilities

- Develop assessment questionnaires and carry out assessments in protection and psychosocial support using a mixed variety of methodologies
- Assess or train assessment teams to carry out assessments and analyse findings in order to develop a revised plan of action
- Adapt or develop a monitoring and evaluation system aligned with and based on IFRC and PS Centre standards
- Provide input to programmes, interventions and strategies and appeals based on assessment findings that build on global minimum standards and identified best practices
- Map referral services and pathways, develop templates and procedures for follow up of referrals
- Information management vis-à-vis target populations

### Capacity building and volunteer management

- Develop volunteer profiles, recruit, screen, train, mentor and supervise volunteers in collaboration with the National Society
- Train volunteers and/or train trainers in community-based protection and psychosocial support approaches and interventions such as psychological first aid, lay-counselling and establish and run Safe Spaces
- Train volunteers and/or train trainers in focused protection and psychosocial support approaches suitable for activities in hospitals and clinics taking age, gender and diversity into consideration
- Capacity build and mentor the Host National Society focal point(s) in the areas of protection and psychosocial support
- Promote a culture of non-violence and conflict resolution

**Programmatic area**

- Provide psychological first aid to patients, relatives and national staff if needed
- Establish Safe Spaces and psychosocial activities for patients and relatives
- Maintain safe environments including a safety plan for those with protection needs
- Establish support groups and train volunteers to support such groups
- Offer individual and group counselling and/or psychoeducation on topics as loss and grief
- Develop and disseminate key messages through awareness raising
- Collaborate with the surrounding community and its leaders as faith-leaders and institutions as schools, youth clubs, women's and men's groups where possible
- Identify, contextualize, translate and produce information, education and communication materials
- Support implementation of structures and mechanisms for staff and volunteers support
- Offer support to and map referral systems for those with mental health support needs and in response to sexual and gender-based violence and child protection concerns

**Advocacy and liaising**

- Advocate for the importance of integrating protection and mental health and psychosocial support across sectors
- Link with RFL, PGI, CEA and other Movement services
- Map, establish relations and coordinating with stakeholders, Movement partners and other agencies for common interventions e.g. adapted guidelines for protection and psychosocial support
- Model accountability and transparency to and among partners, donors and people affected by the crisis event

**Reporting**

- Provide regular and timely reports

**If requested by the ERU team leader**

- 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
- Assess needs for psychosocial support to surge personnel and national staff if requested to do so
- 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	⊙	
Teaching or pedagogical professional		⊙
Health or public health professional		⊙
Anthropologist or related areas		⊙
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 community-based MHPSS trainings, eg. Psychological First Aid trainings	⊙	
Experience in providing group-based counselling and psychological interventions to promote coping and enhance resilience		⊙
Professional work experience, preferably in an emergency setting		⊙
Knowledge & Skills	Required	Preferred

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values	⊙		
The Movement in the humanitarian sector	⊙		
Coordination	⊙		
Assessment	⊙		
Programme management & reporting	⊙		
Information management	⊙		
Resource management	⊙		
Direction setting and operational objectives	⊙		
Safety and security	⊙		
Community engagement and accountability	⊙		
Protection, gender and inclusion	⊙		
Environmental sustainability	⊙		
Collaboration and teamwork	⊙		
Conflict management	⊙		
Interpersonal communication	⊙		
Cultural awareness	⊙		
Judgement and decision making	⊙		
Motivation	⊙		
Personal resilience	⊙		
Integrity	⊙		

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

Languages	Required	Preferred
Fluently spoken and written English	<input checked="" type="radio"/>	
Good command of another IFRC official language (French, Spanish or Arabic)		<input checked="" type="radio"/>
Other languages:		