

## Terms of Reference

<b>Role/Position:</b>	Call Agent (Volunteer)
<b>Program/activity</b>	Call Center, COVID19 Psychosocial support operations
<b>Reports to:</b>	Call Centre Coordinator/Shift Coordinator, PSS Operations
<b>Key Responsibility:</b>	To provide remote psychosocial support to people affected by COVID19 crisis through the helpline established by MRC

### Background

The Maldivian Red Crescent is an independent, voluntary, humanitarian organization, established on the basis of the Maldivian Red Crescent Law [Law 7/2009]. Its primary objective is to provide humanitarian aid, and to prevent and alleviate human suffering. It is the 187th member of the world's largest humanitarian movement — the International Red Cross and Red Crescent Movement – which every year helps millions of people whose lives have been devastated by crises or conflict.

The Maldivian Red Crescent aims to be the nation's leading humanitarian organization, with Branches and Units spanned all over Maldives. To date it has established 10 Branches and 20 Units. It recruits members and volunteers, implements programmes and delivers services in adherence to the Fundamental Principles of the International Red Cross and Red Crescent Movement – Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality – making no discrimination as to nationality, race, sex, religious beliefs, language, class or political opinions.

### Key tasks and responsibilities

- Adhere to the Code of Conduct of MRC
- Adhere to the Standard Operational Procedures (SOPs) of operations
- Share information and communicate with line manager regularly
- Sign up for shift duty on the roster. You will be expected to provide 6 hours of service per week.
- Queue in on time and throughout the shift
- Attend to incoming calls to the MRC helpline when on shift duty
- Make outreach calls to referrals received when instructed by line managers during shift duty
- Take part in regular briefing and debriefing meetings at the beginning and end of every shift
- Identify any individuals that require further support (e.g. those who need referrals to mental health professionals) and inform the coordinator
- Discuss with shift coordinator if any action is required to be taken
- Be informed regarding the procedures, policies, guidelines in place at the call centre
- Continue developing knowledge and skills via self-development activities such as self-learning and participating in refresher trainings
- Ensure to the best of their ability to uphold the principle of 'do no harm' and avoid harming affected people through their actions, omission of actions, and or negligence.
- Document calls within 12 hours in the appropriate format provided
- Practice self-care and ensure that you are fit to provide services to others

## Eligibility Criteria

- Above 18 years of age
- Able to commit 6 hours on a weekly basis

## Preferred

- Applicants with prior work experience in mental health and psychosocial support or an educational background in mental health/relevant field will be prioritised.
- Have access to internet connection, laptop, and phone
- Basic computer literacy – work with different applications simultaneously
- You will be expected to engage in 20 hours of training. Call duty will be assigned based on other criteria e.g. training evaluation etc.

Applications can be submitted via the link here >> <https://forms.gle/bzyGjojKvkzGhEns9>

All inquiries regarding this can be directed to [pss@redcrescent.org.mv](mailto:pss@redcrescent.org.mv)