

Ref no: MRC-AD/MIS/2020/154

## Vacancy Announcement

<b>Job title:</b>	Technical Consultant – Psychosocial Support Operations
<b>Unit/dept./delegation:</b>	Programmes and Services Department, Maldivian Red Crescent
<b>Reports to:</b>	Manager Programmes and Services (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.

Maldivian Red Crescent has been providing telephone based psychosocial support (PSS) to people affected by the current outbreak of coronavirus disease (COVID-19) since the 8th of March 2020, as part of the activities in the PSS operations. PSS is one of the key areas in which MRC provides assistance to affected populations in the Maldives and is among the priority areas in the current strategic plan of action (2019 – 2030), which includes strengthening of PSS services during emergencies. PSS includes a variety of interventions that address the psychological and social needs of affected populations which are implemented to promote resilience of affected individuals, groups, and communities.

### Purpose

The main purpose of Technical Consultant is to provide technical support to the psychosocial operations in ensuring that all practices are according to best practices and in developing and expanding operational activities to extend MRC's reach in helping vulnerable people affected by this crisis.

The Technical Consultant will report to the Manager – Programmes and Services and work in close and regular coordination with Psychosocial Support Team to ensure that activities of PSS Operations run according to best practices and ethical standards.

## Key tasks and responsibilities

Specific tasks are to:

Task	Deliverable	Duration
<b>MRC PSS Hotline</b>		
○ Revise existing guidelines, policies, and procedures to ensure adherence to best practices, standards, and alignment to key documents identified via review and inclusion of marginalized vulnerable groups in the community	Report on revision of documents with proposed recommendations	Continuous throughout the consultancy period
○ Map existing formal and informal resources for psychosocial support services in the Maldives	List of formal and informal resources	2 weeks
○ In collaboration with the team, identify key stakeholders and propose ways to strengthen partnership with key stakeholders	Document listing key stakeholders with proposed ways of strengthening collaboration	1 month
○ Propose tools, mechanisms and guidelines to ensure quality and consistency of services provided	Proposal with recommendations on monitoring and evaluation mechanisms	3 months
○ Review periodical reports generated and provide appropriate technical guidance	Timely feedback on reports	Continuous throughout the consultancy period
○ Provide technical guidance for call center volunteers/staffs in providing psychosocial support to people in complex cases		Continuous throughout the consultancy period
○ Support and guide the development of a handbook for call center volunteers providing psychosocial support	Timely feedback Final document for the handbook	2 months
○ Develop supportive supervision guidelines for call center volunteers/staff	Draft of proposed guidelines Final supervision guidelines	2 months
<b>Training and capacity building</b>		
○ Review training documents and provide technical input	Proposed documents with feedback	1 month
○ Review existing training and evaluation procedures and provide feedback on areas that can be improved.	Proposed documents with feedback	1 month
○ Identify other potential areas of training and capacity building	Detailed document highlighting potential areas	1 month
<b>Advocacy and awareness</b>		
○ Based on identified needs of the community, provide guidance and support for the development of content and messaging relevant to mental health and psychosocial support to manage and improve mental health and wellbeing		Continuous throughout the consultancy period
○ Ensure that IEC materials developed are adapted and appropriate for various target groups including		Continuous throughout the

women, children, survivors of SGBV, migrant workers etc.)		consultancy period
<b>Resiliency program</b>		
<ul style="list-style-type: none"> <li>○ Provide support and guidance on development of a conceptual framework for a pilot program to strengthen and build community resilience with a whole island approach</li> </ul>	<ul style="list-style-type: none"> <li>Draft of conceptual framework</li> <li>Final conceptual framework of pilot program</li> </ul>	1 month

#### Generic tasks include:

- Adhere to the Standard Operational Procedures (SOPs) of operations
- Coordinate with relevant staff and volunteers to accomplish specific tasks
- Share information and communicate with line manager regularly
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#### Duties applicable to all staff

- Actively work towards the achievement of the MRC's goals and objectives, and promote of the Maldivian Red Crescent's mission, vision, and objectives.
- Abide by and work in accordance with the Red Cross and Red Crescent 7 Fundamental Principles and Maldivian Red Crescent Code of Conduct.
- Perform any other work-related duties and responsibilities that may be assigned by the line manager.

#### Qualifications, Skills and Competencies

##### Academic Qualification

Minimum Master's degree in Psychology, Counselling or any other relevant field; and Registered in the Maldives Allied Health Council

##### Experience

Minimum five-year experience in mental health field AND experience in conducting research and data analysis

##### Skills and Competencies

- Technical skills and ability to conceptualize and plan a mental health psychosocial support program
- Program monitoring, evaluation and reporting (PMER) skills
- Be capable of working independently in a collaborative team environment.
- Excellent organizational ability, to set priorities, organize workload, handle multiple responsibilities
- Excellent spoken and written English and Dhivehi, with good communication skills
- Solution oriented, results-focused, goal-driven individual, who displays integrity and accountability.
- Excellent working knowledge of Microsoft Word, Excel, Access, PowerPoint, e-mail applications and the internet.
- Able to build rapport with diverse groups in the community.

## Contract and Salary

**Contract Type:** A period of four months from the date of engagement. Any reduction or extension of engagement would be in agreement with the Technical Consultant and MRC.

**Monthly Salary:** **MVR 20,000/-** per month

## Application

Applications must contain:

- Letter of Interest
- Curriculum Vitae
- Research portfolio
- Copy / photo of ID card
- Copies of certificates
- Copy of MAHC licence registration

Applications, with all required documents and all inquiries regarding this must be emailed with job title in subject to: [info@redcrescent.org.mv](mailto:info@redcrescent.org.mv), cc: [pss@redcrescent.org.mv](mailto:pss@redcrescent.org.mv)

**Deadline:** The deadline for application is 02:00 PM on 30<sup>th</sup> November 2020. Only short-listed candidates will be contacted for interviews.