

Vacancy Announcement

Job title:	Call Centre Coordinators x 1 – Psychosocial Support Operations (Part Time)
Unit/dept./delegation:	Programmes and Services Department, Maldivian Red Crescent
Reports to:	Manager Programmes and Services (MRC)
Key Responsibility:	To support the Programme Officer, PSS Operations to coordinate, implement and monitor psychosocial support provided in the call center established as part of the COVID19 operations

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 Call Centre Coordinator is to coordinate, implement and monitor psychosocial support provided by volunteers in the call center established as part of the COVID19 operations.

The Call Centre Coordinator will be working from home and will report to the PSS Programme Officer regularly. He/She will work with the psychosocial support team to ensure that activities of call center run smoothly and effectively.

Key tasks and responsibilities

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
- Other tasks as may be assigned by the line manager.

Specific tasks are to :

- Provide appropriate guidance and support to call center volunteers
- Ensure that a proper briefing and debriefing is conducted for all volunteers at the beginning and end of every shift
- Attend to calls in the absence of volunteer call agents
- Identify any individuals that require further support (e.g. those who need referrals to mental health professionals)
- Support the administrative staff in maintaining a volunteer roster
- Ensure that calls are documented appropriately in a timely manner
- Prepare and share daily statistics and updates with line manager
- Promote self-care and volunteer wellbeing among team members
- Identify psychosocial support needs among team members and report to the line manager

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

Certificate in psychology, counselling, or relevant field; and
One-year experience in mental health or relevant field

Preferred:

- Previous work with Maldivian Red Crescent
- Completion of a psychological first aid training

Skills and Competencies

- 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: Part-time for a period of 3 months (with the possibility of extension) from the date of engagement. Any reduction or extension of engagement would be in agreement with the Call Center Coordinator and MRC.

Monthly Salary: **MVR 6,000** per month

Working hours: Shift duty (6 hours / day, 6 days a week)

Application

Applications must contain:

- Letter of Interest
- Curriculum Vitae
- Copy / photo of ID card
- Copies of certificates

Applications must be emailed with job title in subject to : info@redcrescent.org.mv

Deadline: The deadline for application is 02:00 PM on **2 PM on 1st July 2021**. Only short-listed candidates will be contacted for interviews.