

**CALL FOR APPLICATIONS**

**Open to Internal and External Candidates**

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| Position Title | : | **MHPSS Hotline Team Leader** |
| Duty Station | : | **Kyiv, Ukraine** |
| Classification | : | **General Service Staff, UG (1800 USD per month)** |
| Type of Appointment | : | **Special Short-Term, Six months with possibility of extension** |
| Estimated Start Date | : | **As soon as possible** |
| Closing Date | : | **21 December 2022** |

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment. Internal and external candidates are eligible to apply to this vacancy. For the purpose of the vacancy, internal candidates are considered as first-tier candidates.

***Context:***

Under the overall supervision of the Chief of Mission and Senior Programme Coordinator (RRR), and the direct supervision of Psychosocial Project Manager, the MHPSS Hotline Team Leader will coordinate and technically supervise the activities of a hotline providing over the phone and through online platforms psychosocial support to people in need in Ukraine, with a particular focus on internally displaced populations.

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IOM Ukraine operates a well-established, toll-free mental health and psychosocial support (MHPSS) hotline serving conflict-affected populations in the country. The hotline is staffed by operators, psychologists and a psychiatrist who provide tailored and confidential support to people affected by conflict in Ukraine. The hotline staff have maintained the hotline’s operation throughout the ongoing war, while themselves impacted by the crisis.

IOM is seeking to urgently redesign the functioning of the hotline and boost and adapt its functions, engaging MHPSS professionals in the Ukrainian diaspora as well those fluent in Ukrainian and/or Russian languages who are compelled to lend their capacities to support the Ukrainian population affected by the conflict, and partnering with other providers for Arabic and Bengalese counselling to serve TCN.

***Core Functions / Responsibilities:***

1.Organize the time schedule of the hotline, supervision sessions and case management coordination sessions.

2.Ensure Hotline consultants receive training on conflict sensitivity and emergency MHPSS approaches,

3.Set and implement case reporting and performance evaluation systems, in compliance with ethical standards and confidentiality and data protection paradigms.

4.Establish and enforce protocols for a) case evaluation, b) problem-based support, c) psychological first aid d) counselling, e) psychological support and e) urgent referral.

5.Establish and enforce protocols for management of cases of suicidality, self-harm, psychoses, violence threat and other protection concerns.

6.Supervise the daily running of the hotline, including administrative and IT problem-solving.

7.Organize onboarding training and weekly supervision and coordination meetings for hotline operators.

8.Envisage a system of support for the hotline operators.

9. Identify problems, challenges and best practices for service improvement, and discuss them with supervisors

10. Report, granting confidentiality and ethical standards, on a bi-weekly basis, number of cases, number of sessions, statistics of identified problems and follow up and closure plans, according to IOM procedures.

11. Perform such other functions that may be assigned.

***Required Qualifications and Experience***

**Education**

* Bachelor’s Degree or equivalent in social work, psychotherapy, counselling, counselling psychology, clinical psychology or related field with at least four year of professional work experience

**Experience**

* Experience in the management and coordination of online psychological support services or hotlines.
* Experience in remote counselling methods.
* Experience in providing MHPSS in emergency situations.
* Membership of a recognized relevant professional association an asset.
* Experience in working in and/or managing call-centres will be an asset.

**Languages**

Fluency in English and Ukrainian is required. Fluency in Russian is desirable.

The incumbent is expected to demonstrate the following values and competencies:

**Values**

* Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
* Integrity and transparency: maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
* Professionalism: demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

**Core Competencies** – behavioural indicators level 2

* Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
* Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
* Managing and sharing knowledge: continuously seeks to learn, share knowledge and innovate.
* Accountability: takes ownership for achieving the Organization’s priorities and assumes responsibility for own action and delegated work.
* Communication: encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.

**Managerial Competencies** – behavioural indicators level 2

* Leadership: provides a clear sense of direction, leads by example and demonstrates the ability to carry out the organization’s vision; assists others to realize and develop their potential.
* Empowering others & building trust: creates an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.
* Strategic thinking and vision: works strategically to realize the Organization’s goals and communicates a clear strategic direction.

***Other***

Any offer made to the candidate in relation to this vacancy notice is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment and security clearances.

A prerequisite for taking up the position is legal residency in the country of the duty station and work permit, as applicable.

***How to apply:***

Interested candidates are invited to submit their applications on [**IOM Personal History Form**](https://ukraine.iom.int/sites/g/files/tmzbdl1861/files/documents/personal_history_form_2016.xls)

to [iomukrainerecruitment@iom.int](mailto:iomukrainerecruitment@iom.int) by **21 December 2022** the latest, referring to this advertisement in the subject line of your message.

Only shortlisted candidates will be contacted.

***Posting period:***

From 07.12.2022 to 21.12.2022