



**Regional Co-ordinator, Psycho-Social Support Unit (PSU)
South East, East Asia, Pacific (SEEAP)**

Job Description

Location:	MSF Regional Asia-Pacific Office (Japan, Australia, South Korea, Hong Kong) or remotely within Southeast Asia
Reporting to:	SEEAP Field HR Manager
Technical lines:	PSU Coordinator Paris and respective PSU coordinators of other OCs, Medical Coordinators and Med Cell during visits
Travel:	Occasional international travel (Asia regional)
Supervising:	PSU officer (psychologist), Team of regional psychologists
Status:	Fixed term contract
Band/Grade:	tbc
Date:	December 2021
Duration:	Until end 2023 (possibly renewable)
FT/PT:	Full time

Organisational Context

Médecins Sans Frontières, an international medical and humanitarian association founded in 1971, provides medical assistance to communities faced with crises endangering their survival. These crises typically take the form of armed conflict but also include epidemics, natural catastrophes and even exclusion from healthcare. Currently, MSF is present in over 70 countries. MSF Operational Centres (OCs) deploy around 100 international field staff each year to 20 projects in the SEEAP region, in addition to employing over 1,300 national staff in the region.

The Australian Section of Médecins Sans Frontières was established in 1995 and is one of 21 sections, 24 associations and other offices that form the MSF global movement providing oversight and expertise, funding and staff for field operations and communicating on the needs of our patients...

Psycho-Social Support in MSF

Acknowledging the risk of mental health impact associated with humanitarian relief work, MSF has established a network of Psycho-Social Support Units (PSU) based at headquarter and section level, providing support to departing and returning field workers as well as support to the field and crisis intervention where needed.

Recently, MSF has started decentralising this support service to allow for it to be available in proximity to field projects and to provide psychosocial support for national staff. The South East, East Asia and the Pacific (SEEAP) Partnership in collaboration with MSF Australia have led the SEEAP Psychosocial Support Unit pilot project in 2020-2021. The SEEAP PSU unit has currently been operational for 12 months providing support to regional missions in establishing, coordinating, monitoring and evaluating psychosocial support services delivered to MSF staff through local service providers. The SEEAP PSU has close working relationships with the PSUs of MSF Operational Centres in Europe, regional cells, and project Medical Coordinators. The pilot phase has confirmed the demand for

localised psychosocial support services within the region, and the SEEAP PSU project has been enabled to continue with funding currently secured until the end of 2023.

Overall responsibility:

The PSU regional coordinator will be based in one of MSF's regional Asia offices (Sydney, Hong Kong, Tokyo or Korea) and will further develop the ongoing strategy for mental health support for MSF staff working in the SEEAP region and oversee its implementation. This is to be done in close collaboration with the MSF European Operational Centres PSUs, SEEAP PSU Psychologist and the Psychosocial Focal Point in MSF Hong Kong. The service will be available to all staff, irrespective of which operational center they are employed by.

It is important to note that the focus of this project is mental health support for MSF staff only. It is explicitly out of the scope of this project to advise on regular MSF mental health activities with patients in the respective projects.

Primary responsibilities

Strategy development:

- Develop the project implementation strategy and workplan for the provision of mental health support for project teams and individuals in and possibly beyond the region for 2022-2023
- Prepare and maintain Project Cycle management tools (Concepts, Proposals, log frames etc.)
- Engage with other similar regional PSU initiatives to share experience and learnings and to enhance MSF's knowledge & understanding of these new approaches

Awareness raising and training:

- Continue developing SEEAP PSU awareness for MSF cells, project coordination teams as well as field staff
- Increase knowledge on common mental health issues and contributing workplace factors in humanitarian aid field through workshops (remotely and on site depending on feasibility) for MSF Coordinators
- Support regional psychologists in developing and delivering mental health training to project staff

PS support:

- Provide psychological support at distance and on request to staff by video or phone where the service cannot be provided by a local psychologist
- Provide psychosocial support to international staff on a case by case basis when referred by an OC PSU or facilitate an appropriate referral
- Carry out field visits (as soon as feasible) to increase awareness and provide face-to-face consultations for MSF staff; provide feedback on visits to respective fields and cells (orally and in form of a written report)
- Carry out field visits and/or provide remote (skype/phone/ other) psychological support in case of critical incidents in close collaboration and under the responsibility of the respective OC's Psycho-social Unit (PSU)

Create local capacity networks:

- Oversee existing relationships with local mental health services providers in supported countries
- Continue developing local capacity networks, particularly in countries where local service providers have not yet been identified (PNG)
- Provide regular supervision to local psychologists contracted by MSF missions; support local psychologists in their service delivery; ensure ongoing reporting requirements are met
- Conduct periodic assessment and evaluation of existing services in SEEAP projects
- During field visits and by remote support contribute to the creation of these networks

Reporting:

- Report regularly back to the SEEAP PSU Steering Committee and SEEAP Project Director
- Manage 6 monthly monitoring and reporting cycles
- Prepare Annual Plans and Budgets
- Oversee a project evaluation process

Secondary responsibilities alongside the role:

- Provide a focal point between SEEAP PSU and other OC PSUs
- Provide a reference point for regional FHR departments on psycho-social issues should they need this engagement
- Provide a reference point for regional office Crisis Management Teams on psycho-social issues in the event of a critical incident involving regional office field staff
- Support the evaluation of regional office MH services at the request of the SEEAP Partners

Selection criteria

Professional background, experience and personal skills

Essential:

- Degree and professional experience in Clinical Psychology, understanding of trauma-informed care and mental health issues in humanitarian workers
- Experience in the provision of clinical supervision and training on mental health issues
- International experience with an INGO
- Experience in interventions for stress management, burnout prevention and conflict management
- Experience in providing mental health support remotely (video/phone/other)
- Proven stakeholder management skills including diplomacy, negotiation and listening skills
- Advanced verbal and written communication skills in English
- Strong networking and cross-cultural communication skills
- Good time management skills and ability to prioritise and work under pressure
- Availability and willingness to adopt flexible regional & international working hours when required
- Availability and willingness to travel to the field as required

Desirable:

- Experience in organisational psychology
- MSF field experience and a knowledge of MSF's organisational functioning
- Complex project management experience (multiple stakeholder relations, locations, and client base)
- Experience in managing teams (2-5 people)
- Skills in regional Asian languages are an asset

Applications

Applications MUST address individual selection criteria. You should also write a cover letter indicating why you want to work for Médecins Sans Frontières Australia and attach a copy of your CV.

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, and we encourage people from a wide range of backgrounds to apply for this role, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds and people with disabilities.

Applications contact and closure:

- **Deadline: 20-Nov.2021**
- **Applications and enquiries to:** Email: recruitment@seeap.msf.org