

Position Title : **Staff Counsellor**
Duty Station : **Geneva, Switzerland**
Classification : **Professional Staff, Grade P3**
Type of Appointment : **Fixed term, one year with possibility of extension**
Estimated Start Date : **As soon as possible**
Closing Date : **18 January 2024**

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 work environment. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

Applications are welcome from first- and second-tier candidates, particularly qualified female candidates as well as applications from the non-represented member countries of IOM. For all IOM vacancies, applications from qualified and eligible first-tier candidates are considered before those of qualified and eligible second-tier candidates in the selection process.

For the purpose of this vacancy, the following are considered first-tier candidates:

1. Internal candidates
2. Candidates from the following non-represented member states:
Antigua and Barbuda; Barbados; Botswana; Cabo Verde; Comoros; Congo (the); Cook Islands; Dominica; Fiji; Grenada; Guinea-Bissau; Holy See; Iceland; Kiribati; Lao People's Democratic Republic (the); Madagascar; Marshall Islands; Micronesia (Federated States of); Namibia; Nauru; Palau; Saint Kitts and Nevis; Saint Lucia; Solomon Islands; Suriname; The Bahamas; Tonga; Tuvalu; Uzbekistan; Vanuatu

Second tier candidates include:

All external candidates, except candidates from non-represented member states.

Context:

Under direct supervision of the Senior Staff Welfare Officer in Headquarters (HQ), Geneva, and in close coordination with the relevant Units and Country Office as well as the Regional Offices, the Staff Counsellor will be responsible and accountable for coordinating staff welfare activities at HQ and globally.

Core Functions / Responsibilities:

1. Provide in-person and online psychological counselling and support, confidential one-to-one and group sessions, to staff members and dependents.
2. Provide psychological and counselling support to staff members in post critical incidents and

other emergencies.

3. Conduct psychosocial risk assessments in the workplace and help, as appropriate, to address highlighted issues.

4. Provide recommendations to the Regional Directors and CoMs and relevant stakeholders on improvements for the effective implementation of the UN Mental Health Strategy and IOM People Strategy at HQ and globally.

5. Participate in and, when required, coordinate Staff Welfare responses to emergencies and critical incidents; liaise with the Senior Staff Welfare Officer in case of complex emergencies requiring a coordinated response; ensure that HQ, Regional Offices' and Country Offices' security plans include provisions to provide for the psychosocial needs of staff during emergencies and following critical incidents.

6. Develop and provide training to all staff on relevant topics including stress management, emotional processing, dealing with critical incidents, wellbeing; provide targeted training to Managers/ Heads of Units to increase their knowledge and skills to create a supportive working environment and increase awareness on mental health issues.

7. Produce psycho-educational material for dissemination.

8. Work with the Managers/ Heads of Units to develop preventative initiatives (e.g. preparing for critical incidents).

9. Offer consultations to the Managers/Heads of Units to address specific needs on request and/or to explore avenues for enhancing humanitarian staff wellbeing and mental health in accordance with the UN Mental Health Strategy.

10. Collaborate with colleagues in UN/ international non-governmental organization (INGO) staff in relevant units (e.g. UNDSS, Staff Welfare, Human Resources etc.)

11. Identify and liaise with local and regional mental health resources that can be used for referrals or in times of crisis; refer staff members, who are in crisis, and require emergency psychological and/psychiatric support to appropriate external providers.

12. Ensure that reports and other administrative duties are carried out to a professional standard; develop tools for data collection, analysis, monitoring and reporting mechanisms at HQ and global levels while maintaining records and producing regular reports; keep the Senior Staff Welfare Officer updated on numbers and statistics of services provided in Regional Offices and Country Offices.

13. Participate in Staff Welfare Team meetings and activities (monthly group supervision, team coordination meetings, team retreats, etc.). Participate to the relevant UN Working Group and other relevant technical fora, and liaise with UN counterparts on matters related to the staff welfare.

14. Ensure the adherence to the professional standards of the United Nations Stress and Staff Counsellors Group (UNSSCG) as well as the Code of Ethics for UN Staff Counsellors.

15. Act as Officer in Charge when Senior Welfare Officer is absent.

16. Perform such other duties as may be assigned.

Required Qualifications and Experience:

Education

- Master's degree in Clinical Psychology, Counselling, or Psychiatry or a related field from an accredited academic institution with five years of relevant professional experience; or,
- University degree in the above fields with seven years of relevant professional experience.
- Must possess an active license or certification, or demonstrate registered membership in a legitimate professional organization in the field most relevant to their degree, including psychiatry (medicine or nursing), psychology, counseling, marriage and family therapy, or social work.

Experience

- Minimum of five years of relevant experience in staff support, counselling, mental health with experience in a similar setting such as an international and/or humanitarian organization is preferred;
- Experience with counselling and psychosocial interventions;
- Experience of working with other UN Agencies, International Humanitarian Organizations or Employee Assistant Programmes is considered essential; and,
- Demonstrated familiarity with the impact of working conditions of humanitarian workers on their well-being;

Skills

- Excellent communication and writing skills;
- In depth knowledge of the broad range of migration related subject areas dealt with by the Organization;
- Familiarity with diversity and its implementation;
- Knowledge of modern technologies, e.g. teleservices; and,
- Readiness to travel and work in emergency contexts.

Languages

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English and French is required (oral and written). Working knowledge of another official UN language (Arabic, Chinese, Russian, and Spanish) is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

Notes

¹ Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

Required Competencies:

Values - all IOM staff members must abide by and demonstrate these five values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **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.

- **Courage:** Demonstrates willingness to take a stand on issues of importance.
- **Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

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 actions 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 leadership and professional potential.
- **Empowering others:** Creates an enabling environment where staff can contribute their best and develop their potential.
- **Building Trust:** Promotes shared values and creates an atmosphere of trust and honesty.
- **Strategic thinking and vision:** Works strategically to realize the Organization's goals and communicates a clear strategic direction.
- **Humility:** Leads with humility and shows openness to acknowledging own shortcomings.

IOM's competency framework can be found at this link.

https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf

Competencies will be assessed during a competency-based interview.

Other:

Internationally recruited professional staff are required to be mobile.

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

This selection process may be used to staff similar positions in various duty stations. Recommended candidates endorsed by the Appointments and Postings Board will remain eligible to be appointed in a similar position for a period of 24 months.

The list of NMS countries above includes all IOM Member States which are non-represented in the Professional Category of staff members. For this staff category, candidates who are nationals of the duty station's country cannot be considered eligible.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and background verification and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the

medical clearance process.

Vacancies close at 23:59 local time Geneva, Switzerland on the respective closing date. No late applications will be accepted.

How to apply:

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 18 January 2024 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: www.iom.int/recruitment

Posting period:

From 05.01.2024 to 18.01.2024

No Fees:

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

Requisition: VN 2024 07 Staff Counsellor (P3) Geneva, Switzerland (58577884) Released

Posting: Posting NC58577885 (58577885) Released