



**United
Nations**

Department
of Safety
and Security

New York/DSOS/Critical Incident Stress Management Unit (CISMU)

TERMS OF REFERENCE **UN STRESS COUNSELOR**

Duty Station : Kingston – Jamaica
Vacancy Type : Consultancy
Type of Contract : Individual Consultancy
Languages Required : English
Expected Assignment Duration: 8 months. (1st May to 31st December 2021)

1.0 BACKGROUND

The main role of the UN Stress Counsellor will be to build a sustainable stress management system in the UN Offices operating in the country and to improve critical incident stress management preparedness of the UN Security system in case of emergencies.

2.0 DUTIES AND RESPONSIBILITIES

Under the supervision of the UNDSS Regional Security Advisor based in Panama, and the technical supervision of UNDSS/CISMU Regional Stress Counsellor, the incumbent is responsible for designing a sustainable stress management system in the UN Offices operating in Jamaica.

The UN Stress Counsellor will be specifically responsible for the following tasks:

- Prevention:
 - Monitor (follow-up) the factors of stress identified in 2020 by the Stress Counsellor for all UN personnel as well as stress levels among UN personnel and identify new ones; whenever it will be possible and following COVID-19 protocols, visiting regularly the UN Offices in the country to implement preventative and mitigating stress management activities.
 - Organize and conduct a minimum of 8 training/psychoeducation sessions/workshops on stress management ; stress related issues, coping mechanisms, and any other psychosocial issues for UN personnel (related training expenses will be covered by UNDSS)
 - Advise UN Management on stress mitigating strategies, decisions and activities,
 - Prepare monthly newsletter/materials to be shared with all UN personnel
 - Provide primary and secondary counselling preventing sessions
 - Contribute on development of protocols, trainings... under the coordination of UNDSS/CISMU
- Response and follow-up:
 - ⊖ On need basis (no maximum limit). Provide on-site specialized assistance on a critical incident within 12 hours.
 - Follow-up of critical incident and stress cases among UN personnel in the country following UNDSS/CISMU Standard Operational Procedures: provide individual and/or group counselling and refer to the already identified External mental health professionals (EMHP) when needed.


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- Provide counselling services to the UN personnel
- Coordinate, supervise and train (quarterly coordination meetings) the peer helper (PH) group and organize a yearly-training workshop jointly with the UNDSS CISMU. Identify new PHs and organise their training if needed.
- Participate in the UN wellness day (held annually) for UN staff in the country.
- Whenever possible and following COVID-19 protocols visit each UN Office in the country to implement preventative and mitigating stress management activities. If not possible ensure a direct contact with UN personnel, AFPs and Secretariat's Departments.
- Provide monthly reports to the Regional Stress Counsellor and the Security Advisor on all activities.
- Participate in at least two CISMU (regional and global) annual meetings in other countries.
- Strengthen the already existing network of professionals ready to intervene in case of need by liaising with local experts and institutions as well as with UN line managers, medical doctors and local physicians.
- Recovery:
 - Follow-up of any mental health referral.
 - Analyse the best practises
 - Evaluate the lessons learnt.

Key

Expected

Results

Effective stress management interventions for all staff in the UN system, aimed at chronic, work-related stress and critical incident stress and emergency psychosocial support to staff who have been involved in critical incidents.

Deliverables	Due Date
Deliverables 1 to 12: Submission of monthly report indicating services provided	27 th of Every month for 12 months following the signing of the contract

3.0 COMPETENCIES

Corporate Competencies

- Demonstrates integrity by modelling the UN's values and ethical standards.
- Promotes the vision, mission, and strategic goals of the UN.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

Functional Competencies

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- Recognizes and responds appropriately to the ideas, interests and concerns of others.
- Builds trust and engenders morale by displaying open, transparent and credible behaviour.
- Respects individual/cultural differences; utilizes diversity to foster teamwork.
- Demonstrates strong analytical and management skills.
- Builds strong relationships with clients, focuses on impact and result for the client and responds positively to feedback.
- Consistently approaches work with energy and a positive, constructive attitude.
- Demonstrates strong oral and written communication skills.
- Remains calm, in control and good humoured even under pressure.
- Proven networking, teambuilding, organizational and communication skills.
- Confidentiality.

4.0 REQUIRED SKILLS AND EXPERIENCE

- Master's degree in clinical psychology, or higher in psycho-educational studies, psychology, psychiatry,
- Certification or country-specific licensure authorizing the incumbent to deliver professional counselling and mental health services.
- Minimum of five years' experience in the field of psychological counselling with special emphasis on **critical incident stress**.
- Additional training or experience in a broad range of related fields, such as alcohol/substance abuse, stress management, critical incident stress and cross-cultural communication is desirable.
- Fluency in English, both oral and written is required.
- Well developed communications, leadership and team building skills.
- Experience with the UN, International NGOs and diverse population is desirable.
- Must be willing and able to work under extremely difficult security/political/natural hazards environments where these services maybe required.
- Must be able and willing to travel to any area within Jamaica.


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5.0 EVALUATION OF APPLICANTS

The consultant will be evaluated based on a cumulative analysis taking into consideration the combination of the applicant's qualifications and financial proposal. The award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- ❖ Responsive/acceptable
- ❖ Having received the highest score out of a predetermined set of weighted technical and final criteria specific to the consultancy.
- ❖ Only candidates passing the technical criteria; i.e. attaining 70% of the total allocated points would be considered for the Financial Evaluation.

Evaluation Criteria

Criteria	Weight	Max. Points	Guidance on Scoring
Academic Qualifications	15%	15	Total – Academic Qualifications
Bachelor's Degree or higher in psycho-educational studies, psychology, psychiatry, clinical social work and/or any other related field	15%	15	10 points allocated if candidate has minimum requirement of Bachelor's degree Additional 5 points awarded if candidate has higher than a Bachelor's degree.
Relevant Experience	25%	25	Total – Relevant Experience
Certification or country-specific licensure authorizing the incumbent to deliver professional counselling and mental health services	10%	10	Full points awarded for having relevant certification or country-specific licensure
Minimum of three years' experience in the field of psychological counselling with special emphasis on critical incident stress	15%	15	10 points allocated if candidate has minimum three (3) years' experience Additional 1 point for each year above the minimum requirement to a maximum of 15 points.
Competences	30%	30	Total – Competences
Quality of technical proposal, should clearly demonstrate the approach and methodologies to be applied to undertake the consultancy.	20%	20	Points awarded based on: Language; Specificity; Clarity; Feasibility and Approach to work


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Interview – Short Listed consultants only	10%	10	
Total Technical Score	70%	70	Total Technical Score

Evaluation Weight:

1. Technical Criteria - 70% of total evaluation – max points: 70
2. Financial Criteria - 30% of total evaluation – max points: 30

The lowest financial offer among technically compliant candidates will be given the maximum score of thirty (30) points and the remaining offers will be assigned a score in inverse proportion.

The candidate who obtains the highest cumulative score by adding both the weighted technical score and the financial score will be selected.

6.0 APPLICATION PROCEDURE

Please submit the following to demonstrate your interest and qualifications by explaining why you are suitable for this consultancy:

- Cover letter.
- Completed P11 form (Personal History Form) or detailed CV including experience in similar projects and contact details of references.
- Technical Proposal – to include:
 - (a) detailed profile of the expertise of the consultant
 - (b) Detailed Work plan
 - (c) Brief description of why he/she is qualified to undertake this assignment.
- Financial Proposal – The financial proposal shall include a breakdown of this lump sum amount and the daily fee (number of anticipated working days and any other costs such as per diems, travel and incidental expenditures). This financial proposal should include costs to deliver the work plan and must be completed using the Confirmation of Interest and Financial Proposal Template available on our website - <http://www.jm.undp.org/>

Do not include any financial information in the technical proposal

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UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.

UNDP applies a fair and transparent selection process that would consider both the technical qualification of Individual Consultants as well as their financial proposals. The contract will be awarded to the candidate obtaining the highest combined technical and financial scores. UNDP retains the right to contact references directly. In cases where many applications are received, we are able to inform only the successful candidates about the outcome or status of the selection process.

Incomplete applications will not be considered. Please make sure you have provided all requested documents.

Approval

Signature: Fernando Garcia Lopez

Name: Fernando Garcia , Regional Security Advisor UNDSS Jamaica

Date 05-Apr-2021

Signature Garry Conille

Name Garry Conille, United Nations Resident Coordinator Jamaica

Date 05-Apr-2021