



New York/DSOS/Critical Incident Stress Management Section (CISMS)

TOR for Stress Counsellor

Org. Setting and Reporting

This position is located within UNDSS office under the SMT local-cost-shared-budget. The incumbent performs individual assessments in the case of individual staff members experiencing difficulty coping and/or presenting mental health-related symptoms or syndromes; provides advice to the Chiefs of Sections, UN AFPs Representatives upon request, with the aim at improving the working atmosphere in their Section and resolving problems of a work-related or personal nature that adversely affect job performance and productivity. She/he develops, organizes, and implements stress management programme. The Stress Counsellor reports to the current UNDSS/Stress Counsellor. She/he also works under the technical guidance of the Critical incident stress management Unit in UNHQ.

A. Responsibilities:

1. Within delegated authority, the Stress Counsellor will be responsible for the following duties and the technical guidance of the current UNDSS/Stress Counsellor and the CISMS Regional counsellor, counsellor: he/she will administrate a wide range of stress management activities, actively participating in emergency preparedness in the country in collaboration with UNDSS and the UN emergency coordination group as per the UNDSS CISMS standard operational procedures on the Management of Stress and Critical Incident Stress (MSCIS).
2. Develop and implement a stress prevention and management plan applicable to all mission.
3. Provide individual, group and stress management and critical incident counselling sessions to the staff and dependents as/when needed,
4. Plan and Facilitate preventative stress management training on a variety of stress related issues to UN personnel in the country and circulate useful reading resources related to stress periodically.
5. To assist in establishing the Critical Incident Stress Intervention Cells (CISICs) including selecting Peer Helpers and family focal points; facilitating peer helper training sessions (jointly with UNDSS CISMS at local and Regional level); and coordinating and following up on all relevant activities.
6. Promote welfare activities for UN personnel in the country in collaboration with the existing Staff Association.
7. Identify, address, and follow up on highly stress cases and critical incident stress cases among the UN personnel and dependents in the country.
8. Be willing to visit & travel regularly to the UN Offices/Sub Offices in the country in order to implement preventative stress management training activities and offer technical consultations when needed.
9. Liaise with local experts and institutions in the country for referral purposes. Collaborate with UN managers, medical doctors, and local physicians on psychosocial issues with the objective of establishing a network of professionals ready to support and intervene in case of need.
10. Advise UN management on stress mitigating strategies and activities.



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11. Perform ongoing assessments and monitor the determinants of stress in the UN staff to include activities such as data collection, analyses, and related documentation.
12. Overall Management of the Department and to provide monthly reports to delegated authority with copies to UN Headquarters UNDSS CISMS on all its activities.

B. Competencies

1. *Professionalism*: Expert knowledge in the field of stress management and counselling; demonstrated adaptability and ability to work in austere, insecure environments and to adjust rapidly to varying social, organizational and geographic settings; good conceptual skills in mental health programming and/or public health; proven ability to provide counselling in stress and stress related issues and treat sensitive or confidential information appropriately; in depth understanding of the strategic directions in critical incident stress management. Candidate also shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observes deadlines and achieving results; motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations; takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
2. *Teamwork*: Works collaboratively with colleagues to achieve organizational goals; Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; Shares credit for team accomplishments and accepts joint responsibility for team shortcomings.
3. *Planning & Organizing*: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

C. Education

- Advanced University Degree (master's degree) in clinical psychology, or medical doctorate with 4 years of residency in psychiatry
- 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 would be an asset.
- Certification or country specific licensure authorizing the incumbent to deliver mental health services in their own country is required.

D. Work Experience

- A minimum of five years of progressively responsible experience in counselling, clinical psychology, psychiatry, or related field, with at least three years at the international level or at a



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national level with cross border experience is required. Qualifying years of experience are calculated after the receipt of an accredited advanced level degree recognised by the United Nations.

- Experience in crisis or emergency response is required.
- Experience in providing cross border stress counselling, clinical psychology or psychiatry is desirable.
- A minimum of two years' experience in managing, planning, and organizing mental health programmes or projects is desirable.

E. Language

English and French are the two working languages of the United Nations Secretariat. For the post advertised fluency in oral and written French, Creole and English are required.