



Terms of Reference for the Recruitment of National Individual Consultant UN Staff Counsellor

UN Counsellor TERMS OF REFERENCE

I. Position Information	
Application type:	External vacancy
Job Title:	UN Staff Clinical Psychologist (COUNSELLOR) - Retainer/Roster Recruitment
Category	Counselling
Duty station	Kigali, Rwanda
Payment (HOURLY)	15,000 Rwf Per Hour
Type of contract:	Temporary National Individual Contract (On call basis)
Expected starting date:	Immediately
Duration	On call basis and within 6 months period with a possibility of extension
When Required	Call will be on need basis
Location	Home based

I. Background

Rwanda is one of the countries in World affected by the Corona Virus – COVID-19 outbreak. The UN staff in Rwanda have been working under pressure and have directly or indirectly been affected by the outbreak. The recruitment of Individual Consultant as a Staff Counsellor has been recommended to provide adequate Counselling Services to staff (e.g. overall assessment of the psychosocial needs of the staff members, development of the services, etc.).

II. Objective

The main objective of this consultancy is to provide counselling services to UN Staff in Rwanda The Consultant, in collaboration with a national UN Medical Personnel, will take lead on issues concerning counselling cases and provide expert advice.

III. Scope of Work

Working in close consultation with UN Resident Coordinator Office and Heads of Agencies the consultant is required to undertake below scope of with specific tasks outlined below. He/she will provide to UNRC / UNDP and will provide regular updates.

IV. Duties and Responsibilities

Within delegated authority, the Staff Counsellor will be responsible for the following duties:

- Provides adequate Counselling Services to staff (e.g. if need be overall assessment of the psychosocial needs of the staff members, development of the services, etc.):
- Provides supervision, guidance and leadership to other members of the counselling team like UN Medical team;
- Performs individual assessments in the case of individual staff members experiencing difficulty coping and/or presenting mental health-related symptoms or syndromes;
- Advises the Resident Coordinator or the involve Head of Agency as necessary, on individual and /or group cases where an identified problem is likely to have professional, vocational and/or counselling effect (e.g. work-related problem due to a psychological problem, conflict resolution, etc);
- Advises Heads of Agencies, as necessary, or upon request, with the aim of improving the working atmosphere in their Offices and resolving problems of a work-related or personal nature that adversely affect job performance and productivity;
- Monitors environmental factors that could lead to stress, with particular focus on stress related to critical incidents including emergency and crisis situations;
- Plan , develop and implement stress management training to all staff members where possible;
- Performs Psychological first aid (e.g. individual and/or group) whenever and wherever there is a need;
- Assures, in conjunction with the Medical Services, a continuum of services (referral, short-term supportive intervention) to those staff members suffering from serious or chronic diseases or illnesses or drug and alcohol use;
- Establishes a link and liaises with the members of the Staff Welfare Committee and members in order to develop programmes designed to improve the quality of life of staff members within the mission area;
- Develops, organizes and implements a resilience-building program for all staff;
- Liaises with National Mental health professionals and other psych-medical resources;

Work implies frequent interaction with the following:

- Staff members of all UN Agencies in Rwanda;
- Resident Coordinator;
- Head of Agencies;
- HR officers;
- Welfare officers and welfare committee;
- Medical Officer
- Security officers.

Expected results:

- Easy access and culturally sensitive professional counselling services to all UN staff;
- Comprehensive resilience building program including psycho educations;

- Contingency plan and preparedness for crisis and emergency situations;
- Ongoing improvement in the working environment and monitoring mechanism of the stressful factors and provision of technical advice to senior managers.

Competencies

Functional Competencies:

Professionalism:

- Broad knowledge of all facets of the field of counseling and the ability to provide a confidential environment in which others can talk and act without fear or repercussions within a climate of established trust; Ability to effectively manage crisis situations which involve diverse actors and stakeholders;
- Coordinate and consult with other relevant specialist services in the Organization as per its cross-cutting functional scope which includes staff administration, Human Resources policy as well as Medical Services in respect of emergencies, support and related administrative functions;
- shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Communication:

Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed.

Teamwork:

- Works collaboratively with colleagues to achieve organizational goals;
- Solicits input by genuinely valuing others' ideas and expertise;
- 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.

Client Orientation:

- Considers all those to whom services are provided to be "clients" and seeks to see things from clients' point of view;
- Establishes and maintains productive partnerships with clients by gaining their trust and respect;
- Identifies clients' needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients' environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects;
- Meets timeline for delivery of products or services to client.
- 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.

Accountability:

- Takes ownership of all responsibilities and honors commitments;
- Delivers outputs for which one has responsibility within prescribed time, cost and quality standards;
- Operates in compliance with organizational regulations and rules;
- Supports subordinates, provides oversight and takes responsibility for delegated assignments;
- Takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

Creativity:

- Actively seeks to improve programs or services;
- Offers new and different options to solve problems or meet client needs;
- Promotes and persuades others to consider new ideas;
- Takes calculated risks on new and unusual ideas;
- Thinks “outside the box”; takes an interest in new ideas and new ways of doing things;
- Is not bound by current thinking or traditional approaches.

Technological Awareness:

- Keeps abreast of available technology;
- Understands applicability and limitation of technology to the work of the office;
- Actively seeks to apply technology to appropriate tasks;
- Shows willingness to learn new technology.

Core Competencies:

- Demonstrates integrity by modeling the UN’s values and ethical standards;
- Promotes the vision, mission, and strategic goals of UN/UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Treats all people fairly without favoritism.

Required Skills and Experience

Education:

- An Advanced University Degree (Masters or equivalent) in clinical Psychology, clinical Psychiatry with clinical license to provide psychological counseling or psychotherapy or bachelor’s degree in Psychology with over five (5) years of field Experience;
- Additional training or certification is also required in a broad range of related fields, such as alcohol/substance abuse, stress management, Traumatic stress, cross-cultural psychology or Psychiatry, conflict resolution, etc.

Experience:

- A minimum of 5 years of progressively responsible professional experience is required.
- Prior experience in a UN operation is an advantage;
- Prior experience dealing with humanitarian crisis, due to infectious diseases outbreak is highly desirable.

Language:

- Fluency in spoken and written English;
- Knowledge of a second UN language is an advantage and sometimes a requirement.
- Fluency in the local language is essential.

V. Duration of the contract

The assignment is based on call basis with an initial period of 6 months.

VI. Institutional arrangement

Will work under the guidance and the direct supervision of the Chair of the LIACMC, UN Clinic Physician and UN resident Coordinator.

VII. Duty station

The assignment is home based but may be called on to visit agencies or staff in their residences of hospital visits or provide group counselling or presentations.

VIII. Payment modality

The consultant will be paid the consultancy fee upon completion of the following deliverables.

As full consideration for the services performed by the Individual Consultant upon certification by **UN Physician or WHO Medical office**, that the services have been satisfactory performed the Gross sum of **RWF 15,000 per hour worked during the agreed working hours. This fee is inclusive of all associated costs of this work.**

✓Hourly

Currency: RWF

Total Fees: RWF 15,000

IX. Application procedures

Qualified and interested candidates are hereby requested to apply. The application should contain the following:

- Personal CV or P11, indicating education background/professional qualifications, all past experience, as well as the contact details (email and telephone number) of the candidate and at least three (3) professional references;
- Brief description of why the individual considers him/herself as the most suitable for the assignment and a methodology, on how they will approach and complete the assignment;
- Financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, to be provided by the UNDP procurement.

X. Selection criteria

No	Requirements	Max Scores
1	An Advanced University Degree (Masters or equivalent) in clinical Psychology, clinical Psychiatry with clinical license to provide psychological counseling or psychotherapy or bachelor's degree in Psychology with over five (5) years of field Experience;	30
2	Additional training or certification is also required in a broad range of related fields, such as alcohol/substance abuse, stress management, Traumatic stress, cross-cultural psychology or Psychiatry, conflict resolution, etc.	20

3	Experience in at least two similar assignments;	30
4	Excellent written and spoken English	20
	Total scores	100

N.B: UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and person with disabilities are equality encouraged to apply.