

Rapid Response Role Profile

Job Title	Mental Health and Psychosocial Support (MHPSS) Coordinator
Classification Level	
Immediate Supervisor's Title	Health Coordinator, if any, or Operations Manager/ Deputy Operations Manager
Number of Direct Reports (if applicable)	
Number of Indirect Reports (if applicable)	

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to Mental Health and Psychosocial Support (MHPSS) Coordinator, deployed in a Federation coordinated operation, in close collaboration with the Host National Society. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

Job purpose

IFRC Strategy 2030 highlights the importance of mental health and psychosocial support, as part of the broader goal to ensure safe, healthy, and dignified lives for all people, empathizing the commitment to promote positive mental health and well-being particularly in vulnerable communities and those affected by climate change, conflict, disasters, and other risks.

In alignment with the *IFRC Competency Framework for MHPSS Personnel in Emergencies*, the MHPSS Coordinator is responsible for supporting and strengthening the MHPSS capacity of the National Society through strong working relationships and advocacy, including securing and supporting the MHPSS focal person. The Coordinator shall assist with the assessment, activity and programme development, technical support and coordination of mental health and psychosocial support within RC/RC emergency operations, and in liaison with all related stakeholders. As timely and relevant, they should develop the work plan for future rotations and begin planning for the recovery phases.

MHPSS Coordinators are also expected to engage colleagues across sectors to advocate for, and enable, the integration of MHPSS services as relevant and needed.

All MHPSS actions and initiatives must be informed by and aligned with the *International Red Cross and Red Crescent Movement's MHPSS Framework and Policy*.

Role (Job Requirements)

Job duties and responsibilities

1. Assessment, planning, M&E and programme development

- Assess the diverse MHPSS needs exacerbated by the emergency, as well as capacities of the affected population, paying attention to protection and community engagement needs, as well as to local understanding of mental health and psychosocial wellbeing.
- Follow the available IFRC's Monitoring and Evaluation (M&E) and Toolkit guidance for MHPSS in Emergencies, including noting the different priorities at different timeframes (e.g. the need to include MHPSS assessments from the start).
- Assess the capabilities, needs and priorities of the National Society in the area of MHPSS.

- d. Select and/or adapt assessment questionnaires to fit the needs and opportunities for data gathering, resorting to the most suitable approaches depending on the phases of the emergency and resources on the ground (e.g. rapid assessments, multi-sectoral assessments, etc.).
- e. Support the assessment teams as needed, ensuring triangulation of data, both through using a mixed variety of methodologies and resorting to secondary data to complement analysis and interpretation of the results.
- f. Provide input to the National Society, stakeholders and partners on programmes, strategies and approaches on MHPSS, based on assessment findings and global mental health data, that build on global minimum standards and identified best practices.
- g. Monitor the implementation and impact of MHPSS activities, ensuring data collection, analysis, and reporting to inform adaptive programming and accountability during the emergency response.
- h. Identify and support contextualization of MHPSS tools, for training, programme delivery and information, education and communication materials.
- i. With the National Society, develop an Emergency Plan of Action with budget and recommendations to support the overall operational strategy.
- j. Map relevant services and ensure referral pathways are established and up to date, together with adequate templates and procedures for safe referrals and respective follow up.
- k. Anticipate the need for, and support the National Society, with sustaining MHPSS interventions in the recovery phase - including ensuring that there is an MHPSS focal point and appropriate resources and capacity to deliver on long-term plans.

2. Capacity building and staff/volunteer management

- a. Provide support, supervision, and mentorship to MHPSS staff and volunteers within the National Society, while prioritizing supporting and building the capacity of the MHPSS focal person.
- b. Support HR procedures when MHPSS recruitments are needed, namely through the development of tailored job descriptions, guided and always in alignment with the Movement MHPSS Framework.
- c. Train trainers in contextualized approaches and interventions for Psychological First Aid (PFA), MHPSS community-based activities and other relevant MHPSS interventions.
- d. Support the National Society in planning for timely capacity building initiatives throughout the emergency, and plan for recovery phase.

3. Advocacy and liaison

- a. Map and coordinate with relevant stakeholders, Movement partners and other agencies for coordinated and complementary interventions, while ensuring that IFRC MHPSS initiatives are in support of the National Society.
- b. Advocate for the importance of integrating MHPSS in a multi-sectorial way, proposing concrete approaches while articulating on the benefits for beneficiaries and staff/volunteers.
- c. Engage the National Society in MHPSS coordination bodies (where they exist) and relevant humanitarian clusters (in IDP settings) and working groups (in refugee settings), mentoring them in contributing confidently on their MHPSS work and enhancing their networking in this field.
- d. Link with other Movement and non-Movement partners to develop adapted guidelines for MHPSS, where feasible and relevant.
- e. Alongside the National Society, liaise with other agencies to coordinate and collaborate wherever possible and explore partnerships that can bring increased resources for MHPSS programming.

4. Reporting and visibility

- a. Provide regular and timely reports using the IFRC's reporting templates.
- b. Be available for interviews, identify newsworthy stories and provide input to IFRC, National Societies and Host National Society's communication departments.
- c. Assist the National Society in developing psycho-educational messages for various media.
- d. Capitalize on developed tools, activities, etc. and ensure dissemination.

5. Staff and volunteer wellbeing

- a. Advocate for and support the development/strengthening of structures and mechanisms for staff and volunteer mental health and psychosocial wellbeing with the Host National Society.
- b. Promote the safety and efficiency of the National Society MHPSS teams through suggested timely rotations and wellbeing support.
- c. Offer technical advice, upon request, on actions to take regarding international staff wellbeing, in close collaboration and coordination with IFRC Occupational Health, Safety and Wellbeing Unit, and advocate for the prioritization of staff care.
- d. In case of need, provide psychological crisis intervention to team members in acute distress, while staff health support is being arranged accordingly.

Duties applicable to all staff

1.	Actively work towards the achievement of the IFRC's Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent Principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

Profile (Position Requirements)

Education	Required	Preferred
Academic training in mental health and psychosocial support (including but not limited to social work, psychology, psychotherapy, psychiatry, mental health nursing, community mental health, disability support, etc.)	⊙	
PFA Training	⊙	
MHPSS surge capacity training		⊙
IMPACT and HEAT		⊙
MHPSS in Emergencies		⊙
Experience	Required	Preferred
Solid experience in assessing, planning, designing, and implementing mental health and psychosocial support (MHPSS) activities	⊙	
Experience in planning and conducting trainings in MHPSS, e.g., Psychological First Aid	⊙	
Professional work experience in an emergency setting, preferably in an international context	⊙	
Experience mentoring and managing volunteers and staff	⊙	
Experience working with communities and community groups		⊙
Experience in providing counselling and psychological interventions		⊙
Knowledge & Skills	Required	Preferred
Strong project management skills	⊙	
Broad understanding of MHPSS issues in emergencies contexts	⊙	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values		⊙	
National Society Capacity Strengthening		⊙	
Coordination		⊙	
Assessment		⊙	
Direction Setting and Quality Programme Management		⊙	
Information Management		⊙	
Resource Management		⊙	
Safety and Security		⊙	
Transition and Recovery		⊙	
Community engagement and accountability		⊙	
Protection, Gender and Inclusion		⊙	
Environmental Sustainability		⊙	
Collaboration and teamwork		⊙	
Conflict Management		⊙	
Interpersonal Communication		⊙	
Cultural awareness		⊙	
Judgement and decision making		⊙	
Motivating Others		⊙	
Personal resilience		⊙	

Integrity		⊙	
-----------	--	---	--

Technical Competencies ¹	Tier 1	Tier 2
MHPSS technical knowledge and skills		⊙
MHPSS Program design and planning		⊙
Training and facilitation		⊙
Mentoring and Supervision		⊙
Staff/Volunteer Management		⊙
Advocacy and Humanitarian Diplomacy		⊙

Languages	Required	Preferred
Fluently spoken and written English	⊙	
Good command of another IFRC official language (French, Spanish or Arabic)		⊙
Other languages:		

¹ Please refer to the *IFRC Competency Framework for Mental Health and Psychosocial Support (MHPSS) Personnel in Emergencies* for details