



International Federation of Red Cross and Red Crescent Societies

Rapid Response Role Profile

Job Title	Mental Health and Psychosocial Support (MHPSS) Officer
Classification Level	
Immediate Supervisor's Title	MHPSS Coordinator, if any, or 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 organization 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) Officer, 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.

The context of the emergency will dictate which of the following responsibilities the MHPSS Officer has, namely:

- Continue the work initiated by the MHPSS Coordinator or previous MHPSS surge personnel;
- Work under the supervision and coordination of the MHPSS Coordinator (e.g. in large emergencies where the coordinator is supervising different projects).

In alignment with the *IFRC Competency Framework for MHPSS Personnel in Emergencies*, the MHPSS officer acts as a technical advisor to the IFRC and the National Society in matters of MHPSS, focusing on continuing and updating assessments, developing programmes and activities, implementing and coordinating, as needed and relevant. In close collaboration with the National Society, they shall train, supervise, and monitor implementation of activities and interventions and ensure links to relevant IFRC structures, as needed. MHPSS Officers 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

- a. Select and/or adapt assessment questionnaires and carry out assessments on mental health and psychosocial wellbeing, using a mixed variety of methodologies, as needed and feasible, and considering local understanding of mental health and psychosocial wellbeing.
- b. Follow the available IFRC's Monitoring & 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).
- c. Train and provide ongoing support/supervision to assessment teams to carry out assessments, and analyze findings in order to develop or revise an Emergency Plan of Action (PoA).
- d. Develop/revise and/or adapt an Emergency PoA for the MHPSS activities, including outreach to communities, and ensure that the MHPSS component is integrated across other relevant sectors (e.g. WASH, health, relief, etc.) and adapted to the local context. Ensure engagement of the community at the different steps of the emergency response, and alignment with the minimum protection standards.
- e. Monitor the implementation and impact of MHPSS activities, ensuring data collection, analysis, and reporting to inform adaptive programming and accountability during the emergency response.
- f. Support the coordinator (if any) to develop country specific MHPSS support strategies, taking age, gender and diversity into consideration.
- g. 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.
- h. Anticipate the need for sustainability of MHPSS programming in the recovery phase (including ensuring that there is an MHPSS focal point in the National Society).

2. Capacity building and staff/volunteer management

- a. Develop volunteer/staff MHPSS capacity, and support HR procedures when MHPSS recruitments are needed, always in alignment with the International Red Cross and Red Crescent Movement's MHPSS Framework and Policy.
- b. Train staff/volunteers and/or train trainers in community-based MHPSS approaches and interventions, such as psychological first aid, psychoeducation, peer-support groups, and other tailored community based psychosocial activities (e.g. Safe Spaces, Community Centers), while ensuring proper supervision and mentoring.
- c. Support and capacity build the National Society's MHPSS focal point(s) in the areas linked with Mental Health and Psychosocial wellbeing.
- d. Support the implementation of MHPSS components of Appeals and Operational Strategies.

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 setting at multiple levels (noting the Movement's MHPSS framework) and for eventual MHPSS gaps that are not covered.
- c. Support the National Society in engaging with national/local coordination bodies for MHPSS.
- d. Support the National Society in identifying sources of funding for MHPSS programming.

4. Reporting and visibility

- a. Provide regular and timely reports using the IFRC's reporting templates.
- b. Explore opportunities for producing contextual information, education and communication materials.
- c. Provide relevant and adequate information to external stakeholders and community, as needed and required, on the MHPSS activities developed in response to the emergency.
- d. Capitalize on developed tools, activities, etc. and ensure dissemination.

5. Staff and volunteer wellbeing

- a. Support the establishment/strengthening of personnel support systems for mental health and psychosocial wellbeing with the Host National Society.
- b. 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.
- c. 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	⊙	
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