



## UNV VOLUNTEER TERMS OF REFERENCE

### Preamble:

The United Nations Volunteers (UNV) programme is the UN organization that promotes volunteerism to support peace and development worldwide. Volunteerism can transform the pace and nature of development, and it benefits both society at large and the individual volunteer. UNV contributes to peace and development by advocating for volunteerism globally, encouraging partners to integrate volunteerism into development programming, and mobilizing volunteers.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UNV volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UNV volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich their understanding of local and social realities, as well as create a bridge between themselves and the people in their host community. This will make the time they spend as UNV volunteers even more rewarding and productive.

1. **UNV Assignment Title:** Staff Counselor
2. **Type of Assignment :** International UNV volunteer
3. **Project Title:** UNV Assistance to MINUSTAH, ID no. 00036527
4. **Duration:** Initial contract up to 30 June or 31 December (whichever comes first following arrival in Mission area), with subsequent 6-month contract extensions
5. **Location, Country:** Port-au-Prince, Haïti (exact duty station will be determined upon arrival in Mission area and can change in course of assignment)
6. **Expected Starting Date:** Immediate
7. **Brief Project Description:** To render staff counseling and welfare services to staff of the UN peace-keeping mission
8. **Host Agency/Host Institute:** Mission des Nations Unies pour la stabilisation en Haïti (MINUSTAH)
9. **Organizational Context:** MINUSTAH was established in 2004 under the auspices of the UN Department of Peacekeeping Operations (DPKO)
10. **Type of Assignment Place:** Non-Family Duty Station

### 11. Description of Duties

The UNV Staff Counselor will work under the supervision of the Chief Staff Counseling Unit to carry out the following duties:

- Provide adequate counseling services within the Mission area (e.g. overall assessment of the psycho-social needs of staff members, development of the services, etc.);
- Perform individual assessments in the case of individual staff members experiencing difficulty coping and/or presenting mental health-related symptoms or syndromes;
- Advise the Senior Staff Counselor and other Personnel Officers, as necessary, on individual cases where an identified problem is likely to have a professional, vocational and/or counseling impact (e.g. work-related problems due to a psychological issue, conflict resolution, need-oriented medication, etc.);
- Advise Chiefs of Section, as necessary or 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;
- Perform critical incident stress defusing and/or debriefings (individual and/or in group) whenever and wherever there is a need for it;



- Ensure, in conjunction with the Medical Services, a continuum of services (referral, short-term supportive intervention) to individual staff members who have HIV/AIDS or to those staff members suffering from other serious diseases or illnesses;
- Establish a link and liaison with the Staff Welfare Committee and its members in order to develop programmes designed to improve the quality of life of staff members within the Mission area;
- Provide training sessions on stress management, trauma, conflict resolution, teambuilding and communication as needed;
- Monitor environmental factors that could lead to stress, with particular focus on stress related to critical incidents, including emergency and crisis situations, with respect to civilian staff members of the Mission;
- Develop, organize and implement, in coordination with the programme manager, a stress management programme for such staff;
- To the extent possible, build capacity amongst staff to manage their own stress, conflict, welfare, teambuilding and related issues, e.g. through peer help, train-the-trainer or other mechanisms;
- Perform any other tasks related to staff counseling or staff welfare as may be required.

Furthermore, UNV volunteers are encouraged to:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day);
- Be acquainted with and build on traditional and/or local forms of volunteerism in the host country; network and build relationships with local organizations, groups or individuals and support and/or participate in local volunteering initiatives; reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities;
- Contribute articles/write-ups on field experiences and submit them for UNV publications/websites, newsletters, press releases, etc.; initiate and/or participate in local volunteer groups, including assisting them in submitting stories and experiences to the World Volunteer Web site;
- Promote or advise local groups in the use of online volunteering, or encourage relevant local individuals and organizations to use the UNV Online Volunteering service whenever technically possible;
- Encourage, mobilize and support co-workers, fellow UNV volunteers and members of the local community to play an active part in peace and development activities on a voluntary basis;
- Discuss with supervisors on how volunteerism for peace and development can be mainstreamed through the assignment and integrate activities that promote volunteerism for peace and development into work plans;
- Assist with the UNV “buddy programme” for newly-arrived UNV volunteers.

## **12. Results/Expected Output**

- Psycho-social needs of MINUSTAH staff are being adequately addressed, witness indicators such as reduced stress levels, reduced number of inter-staff conflicts, increased productivity and performance, increased feeling of well-being, increased capacity of staff for early identification of issues and ways to address them at an early stage, etc.;
- A final statement of achievements towards volunteerism for peace and development during the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed.

## **13. Qualifications/Requirements & Core Competencies**

- Education: a master’s degree in psychology, social work, vocational counseling or adult education. A bachelor’s degree with significant work experience will be considered;
- Experience: a minimum of three years of practical experience in guidance counseling, cross-cultural psychology and stress management; international (UN or NGO) field experience desirable;
- Computer skills: excellent knowledge in common office software (word processing and spreadsheets) essential;
- Language skills: fluency in oral and written French and English compulsory; knowledge of Spanish and/or Haitian Creole is an asset;
- Other Skills: ability to perform duties under stress and in a potentially hostile atmosphere.



- Professionalism: demonstrated ability to apply good judgement and maintain confidentiality; capability to progress to more difficult projects;
- Planning and organizing: ability to establish priorities and to plan and coordinate own work; ability to work under pressure, with conflicting deadlines, and to handle multiple concurrent projects/activities;
- Communication: good spoken and written communication skills, including ability to draft clear and concise reports; excellent interpersonal skills;
- Teamwork and Respect for Diversity: ability to operate effectively across organizational boundaries; ability to establish and maintain effective partnerships and working relations in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity;
- Commitment to Continuous Learning: willingness to keep abreast of new developments in the psycho-social field.

#### 14. Living Conditions

Haiti is non-family duty station. The country is mostly mountainous, with a tropical climate. There are two rainy seasons (April-May and September-October). The hurricane season occurs from June to September and the average temperature is 25 degrees Celsius.

Health: UNV volunteers should be aware that they are exposed to a number of tropical diseases and should complete all medical formalities specified in the offer of assignment before travelling and bring with them sufficient and appropriate medical supplies. The following vaccinations are required and/or recommended prior to travel or upon arrival: typhoid, hepatitis A and B, yellow fever (required for travellers arriving), polio, rabies, tetanus/diphtheria, measles-mumps-rubella (MMR), malaria (prophylaxis is recommended for almost all parts of the country). UN staff has 24-hour access to a fully operational military hospital, run by the Argentinean military, and a medical clinic during office hours. There is also a selection of other health facilities available in Haiti, although for any major surgery or tests, you may be referred to the Dominican Republic or Miami.

Accommodation and living conditions: Given the current situation in Haiti the accommodation is very difficult. A temporary accommodation can be provided by the mission. The special clearance for accommodation is required.

#### 15. Conditions of Service

Contracts are issued for 6 months at a time (renewable pending operational necessity and satisfactory performance). Settling-In-Grant is provided. Monthly Volunteer Living Allowance (VLA) is intended to cover housing, utilities, and normal cost-of-living expenses. VLA rates are US\$ 2469 (single), US\$ 2719 (1 dependant) and US\$ 2919 (2 or more dependants). Life, health and permanent disability insurance are included, as well as periodic home leave, final repatriation, and resettlement allowance (US\$ 150 per month of satisfactory service).

#### 16. Application

If **you are not yet registered** in the UNV database, please apply by completing the UNV web application at the following link: <http://one.unv.org/main/?Lang=en> . **Important:** Please select the following code from the drop down menu of the first page of the application: “**10HAI\_COUNSEL**”

If **you are registered** in the UNV database, please send your UNV ID number by email, and with “**10HAI\_COUNSEL**” in the subject field of your message, to: [volvacancy@unvolunteers.org](mailto:volvacancy@unvolunteers.org)

**The United Nations Volunteers programme is committed to ensuring gender equity among UNV volunteers and welcomes applications from women.**

**Closing Date: 14 February 2010**