



United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Memorandum

UNHCR Representation in Kuala Lumpur

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To: All Staff UNHCR and UN Agencies in Kuala Lumpur

From: Thomas Albrecht, Representative

File Code: 22/KL/0822

Subject: **INTERNAL/EXTERNAL VACANCY NOTICE (VN/011/22)
ASSISTANT STAFF COUNSELLOR (UNOPS Post)**

Date: 28 February 2022

PART I: Position Details

Title: ASSISTANT STAFF COUNSELLOR

Position No: UNOPS/001 (UNOPS Post)

Grade: LICA 8

Language Fluency in English and Bahasa Malaysia

Effective Date: As soon as possible

Duration: Until 31 December 2022 (with possibility of extension)

Location: UNHCR Office in Kuala Lumpur

Applications: All candidates must have substantial relevant knowledge of the local conditions and proficiency in English and Bahasa Malaysia. The recruitment process might include written test and/or oral interview for this job opening.

Candidates MUST include completed UNHCR Personal History Form (PHF), without which their candidature will not be reviewed.

Applications should be submitted by email ONLY and to be addressed to mlsluvn@unhcr.org. Any decision to withdraw an application must be submitted in the same manner.

Subject line should precisely indicate: **POSITION OF
ASSISTANT STAFF COUNSELLOR, UNHCR, MALAYSIA.**

Closing Date: 13 March 2022 COB (18.00 Kuala-Lumpur time)

PART II: Position Requirements

Operational Context

UNHCR has dedicated personnel working in 132 countries around the world, from major capitals to remote and often dangerous locations. Given the nature of work, the psychological risks range from workplace stress, exposure to traumatic situations and vicarious exposure to traumatic experiences of people of concern. All these can reflect at the individual, interpersonal and team levels and can affect the staff well-being and in turn the efficiency of the operation.

The Assistant Staff Counsellor in UNHCR Malaysia will collaborate closely with the management team in the operation, human resources as well as the field safety focal point, maintaining respect for professional boundaries and confidentiality of individual cases, and will provide mental health and psychosocial support to staff. The staff counselor will have clinical supervision by the Senior Staff Counselor in Bangkok. The incumbent will work closely with the existing Peer Advisors in the office and collaborate with the Office of the Ombudsman as well as Ethics Office and the Psychosocial Wellbeing Section. The Assistant Staff Counsellor will be a member of the UN Staff and Stress

Counsellor Group, and will have to adhere to its professional and ethical standards as well as other technical issuances.

The Assistant Staff Counsellor reports to the Representative and receives technical guidance from the Psychosocial Wellbeing Section. The incumbent will be responsible for:

Purpose and Scope of Assignment

- The provision of one- to one counselling, in a compassionate, ethical and professional manner, while respecting and maintaining client confidentiality.
- Develop clear and concise treatment plans that would contribute to client improvement.
- Provide group counselling when requested, preparing relevant discussions and interactions in order to address staff challenges and emotional concerns.
- Provide immediate crisis intervention and psychological support to individuals after a critical incident.
- Provide psycho-education group sessions on mental health issues and positive coping mechanisms.
- Develop and sharing mental health resources that would contribute to staff resilience and mind-set.
- Provide tailored mental health and psychosocial initiatives in liaison with the Peer Support Network and Staff Council or local Staff Association.
- Perform any other duties as required.
- Provide team and individual psychosocial support to staff to all staff in Malaysia operation.
- Provide individual counselling for staff, their families members for work related issues (stress, trauma, interpersonal conflicts, harassment, job insecurity) and/or personal issues (family, marital, children or finance related problems) or make external referrals as appropriate.
- Provide support to staff following critical incidents in all operations in areas of coverage in accordance with the UNHCR SOP for supporting staff affected by critical incidents.

- Implementing the global UNHCR staff wellbeing projects (psychological preparation for hardship assignments, psychological debriefing following hardship assignments).
- Give guidance/support to Peer Advisors (PA's) in the operation related to support that they are giving to colleagues at their duty stations.
- Set up a plan of psychosocial interventions to UNHCR personnel and their families on distance and whenever possible in person to include but are not limited to:
 - i. Raising awareness about the psychosocial impact of COVID on personal wellbeing and mental health
 - ii. Providing individual counselling on request or upon referral.
 - iii. Providing the individual/group support to managers. Providing advice to management as to the working conditions conducive to protective work environment.
- Provide regular updates to the Representative and Senior staff counsellor in the Bureau on the status of mental health and possibilities for improvement, while respecting confidentiality. Record the individual cases as per guidance by the Psychosocial Wellbeing Section.
- Any other duties agreed in cooperation with Representative in Malaysia, Snr Staff Counsellor in Bangkok and the Chief of the Psychosocial and Wellbeing section at Headquarters.
- Technical support to the Staff Counselling consultant will be provided by the Snr. Staff Counsellor. The Assistant Staff Counsellor will be a part of the global Psychosocial Wellbeing team and will have the access to professional resources developed by the team already. The Assistant Staff Counsellor will be expected to take an active part in individual case management primarily with the Medical Officers and also with the HR and Field Security Officers. The Assistant Staff Counsellor is expected to uphold the highest professional ethical standards.

Education & Professional Work Experience

Years of Experience / Degree Level

3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree in; Counselling, Organizational Psychology, Psychology, Social Work or other relevant field.

Certificates and/or Licenses

Certificates and/or Licenses: Registered mental health professional.

Relevant Job Experience

Essential

Demonstrated clinical experience, including case management and counselling skills. Working experience on prevention and response to sexual harassment in the workplace.

Desirable

Understanding of the humanitarian work environment.

Language Requirements

Knowledge of English and/or UN working language of the duty station if not English.

Competency Requirements

Key Competencies

- High level of self-awareness, with excellent observation and listening skills.
- Able to work with people of different backgrounds and culture.
- Observes and adhere to ethical, legal and therapeutic standards.
- Excellent written and verbal, and interpersonal communication skills.
- Ability to develop and tailor presentations to effectively deliver psychoeducation.
- Strong critical thinking and problem-solving skills.
- Familiar with CBT, motivational interviewing and solution-focused techniques.
- Training in mindfulness or solution-focused counselling an asset.
- Patient case management skills.
- Ability to identify staff in distress and provide appropriate support.

PART III: Eligibility

Eligible Candidates

Owing to the large volume of applications, only shortlisted candidates will be contacted.

REMUNERATION

A competitive compensation and benefits package is offered. Local UNOPS net monthly salaries are between MYR 8,050.50 and MYR 10,152.58 depending on experience.

NO LATE APPLICATION WILL BE ACCEPTED.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

IMPORTANT: CLOSING DATE FOR RECEIPT OF APPLICATIONS: 13 March 2022

Applications reaching the UNHCR Kuala Lumpur after the closing date will not be accepted.

UNHCR Malaysia