

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR:

I. General Information:

Title:

Associate psychosocial support service officer

Sector of Assignment:

Department of Health

Country:

Jordan

Location (city):

Amman

Agency:

UNRWA Headquarters Amman

II. Supervision:

Name of Supervisor:

Akihiro Seita

Title of Supervisor:

Director of Health

Content and methodology of supervision:

The JPO will attend weekly department meetings, biannual feedback meetings and ad-hoc meetings. In addition, mid-term review of progress against work plan and annual performance evaluation will be conducted.

III. Duties, Responsibilities and Output Expectations:

Please include percentages for each duty:

- Supports the Department of Health and field office on coordination of all aspects counselling and psychosocial activities in the health center, including service mapping, planning, implementing and evaluating and recommending plans for improvement (40%)
- Supports developing materials and action plan to build the capacity of psychologist/PSS counsellors in the area of counselling and psychosocial services (30%)
- Collaborate with different UNRWA programmes and external stakeholders for referrals mechanism and coordinates with concerned other department staff to identify and address areas of strengthening (20%)
- Performs any other duties as may be requested by the supervisor (10%)

IV. Qualifications and Experience:

Education (only Master's degree or equivalent):

Master's degree in psychology, counselling, public health, or related field.

Work Experience (at least 1 to 2 years relevant work experience):

At least two years of relevant national and international work experience in delivering psychosocial counselling services, individual/group support within psychosocial service programming

Key Competencies of the assignment:

- Excellent analytical verbal and written communication skills.

- Strong experience in analytical writing, synthesizing and editing of reports, proposals and policies.
- Ability to think strategically and express ideas clearly, work independently and in teams, and demonstrate a sense of self-assuredness combined with cultural and gender sensitivity.
- A strong commitment to development of health, an interest in adapting to professional environment and a desire to work with people with different language, national and cultural backgrounds.

Desirable qualifications:

- Experience in working in the Middle East Region with good knowledge of regional social and cultural context.
- Knowledge of the Middle East politics and the status of Palestine refugees.
- Knowledge of UN system.

Language requirements:

- Excellent command of written and spoken English. Knowledge of Arabic language is an asset.

V. Learning Expectations:

Upon completion of the assignment,

- JPO will be familiar with the health system and operation of the department.
- JPO will shape his/her skills in developing, implementing and evaluating the programme.
- JPO will have opportunity to collaborate and liaise with the other department and stakeholders out side of the Agency.
- JPO will gain experience in working in a large health operation UNRWA manages.

VI. Background Information:

UNRWA was established by UN resolution 302 on 8 December 1949, with the renewable mandate of providing relief and works to Palestine refugees following a human development approach. UNRWA serves Palestine refugees in areas of education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. The population of Palestine refugees registered with UNRWA is at 5.9 million, and resides across the five fields of operation: Jordan, Lebanon, Syria, West Bank and Gaza.

Through services provided by UNRWA, the goal of the Health Programme is for Palestine refugees to live long and healthy lives by receiving access to comprehensive, quality basic health services, consistent with the humanitarian policies of the United Nations Sustainable Development Goals (SDGs) and the Convention on the Rights of the Child (CRC), as well as with the policies and strategies of the World Health Organization (WHO). The Department of Health at UNRWA Head Quarters, Amman, provides guidance and technical direction on the various components of the Health Programme to the fields through a set of technical instruction, guidelines and management protocols. These guidelines are periodically revised and updated in accordance with the basic principles and concepts of the World Health Organization, approved Agency policies and best practices in public health. Operational research is conducted by HQ staff with the support of the field offices to periodically assess the effectiveness and efficiency of the Health Programme and possible needs for policy change.

VII. Information About Living Conditions at the Duty Station:

Amman, Jordan, will be the regular place of residence and the candidate may be asked to travel between fields of UNRWA operation.

The Hashemite Kingdom of Jordan is located in the Middle East covering a diversity of landscapes. Jordan is bound by Syria to the north, Iraq to the northeast, Saudi Arabia to the east and south, the Red Sea to the south and Israel and the Palestinian National Authority to the west. The weather in Jordan is not too extreme. Summer is dry, with temperatures regularly reaching

35°C. The winter is colder with temperatures often dropping slightly below freezing.

Amman, the capital, is a peaceful city with over four million residents. People are friendly to visitors. Services in terms of banking, transportation, health and communications are easily available. Though Arabic is the official language, English is widely spoken among the majority of the population, especially in Amman. Road network is good both in terms of spread and quality of the roads. Public transportation in Amman is limited. Taxis are relatively cheap and easily available. There are several shopping malls, restaurants, gyms, and cinemas. A large variety of accommodation options can be found; however, internationals tend to live in certain neighbourhoods in which services and amenities are often found. It is worth noting that prices in Amman have generally increased in the past few years. There are no specific security threats. Amman is a very easy city in which to live; large, many amenities, very modern and serviced by Queen Alia International Airport (QAIA) with direct flights to most capital cities. According to the assessment of the UN Department of Safety & Security (UNDSS) Jordan is a family duty station (category A hardship). Amman has wonderful sites such as Roman Amphitheatre, The Citadel, Royal Automobile Museum, Old Downtown, Rainbow Street.

Approved by:**Name:**

Akihiro Seita

Title:

Director of Health

Duty Station:

Amman, Jordan

Agency / Unit:

Department of Health

Email:

a.seita@unrwa.org

Submitted by:**Name:**

Mai Ogawa

Title:

Public Health Specialist

Duty Station:

Amman, Jordan

Agency / Unit:

Department of Health

Email:

m.ogawa@unrwa.org

Date of Submission:

25 September 2023