

TERMS OF REFERENCE

Junior Professional Officers (JPO)

Please indicate if this ToR supersedes a previously submitted ToR: No

I. General Information:

Title:

Associate Mental Health and Psychosocial Support (MHPSS) Officer, P2

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:

Coordination of MHPSS Services (40%)

- Support the Department of Health and field offices in coordinating all aspects of MHPSS services in health centers, including service mapping, implementation, and monitoring.
- Assist in developing MHPSS action plans and recommendation for service improvement.

Capacity Building and Training (30%)

- Develop and contribute to training materials and action plans for capacity building of health staff, including psychologists, PSS counselors, and social workers, on MHPSS services.
- Facilitate training sessions on psychological first aid (PFA), trauma-informed care, and other relevant topics.

Referral and Collaboration Mechanism (20%)

- Strengthen referral mechanisms for psychosocial and mental health cases by collaborating with different UNRWA programmes, external partners, and local NGOs.
- Coordinate with relevant department staff to identify gaps in service delivery and implement improvements for effective inter-programme collaboration.

Monitoring, Evaluation, and Reporting (10%)

- Compile data and contribute to narrative reports on the progress and challenges of MHPSS services in the field.

Other Duties

- Perform other duties assigned by the supervisor, including participation in cross-departmental health initiatives and research activities related to MHPSS.

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 UNRWA health programme intervention 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 outside of the Agency.
- JPO will gain experience in working in a large health operation UNRWA manages.

VI. Background Information:

UNRWA was established by UN General Assembly Resolution 302 on 8 December 1949, with a renewable mandate to provide relief and works for Palestine refugees through a human development approach. UNRWA serves Palestine refugees in the areas of education, health care, relief and social services, camp infrastructure and improvement, microfinance, and emergency assistance. The population of registered Palestine refugees now stands at 5.9 million, residing across five fields of operation: Jordan, Lebanon, Syria, the West Bank (including East Jerusalem), and Gaza.

The goal of the UNRWA Health Programme is to enable Palestine refugees to live long and healthy lives by ensuring access to comprehensive, quality basic health services. These services align with the humanitarian principles of the United Nations, the Sustainable Development Goals (SDGs), the Convention on the Rights of the Child (CRC), and the policies and strategies of the World Health Organization (WHO). The Department of Health at UNRWA Headquarters in Amman provides guidance and technical direction for the Health Programme across the fields through a set of technical instructions, guidelines, and management protocols. These guidelines are regularly revised and updated in line with WHO technical recommendation, approved UNRWA policies, and public health best practices.

VII. Information About Living Conditions at the Duty Station:

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

The Hashemite Kingdom of Jordan, located in the Middle East, features a diverse landscape. It shares borders with 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. Jordan experiences a temperate climate, with dry summers where temperatures can reach 35°C, and colder winters where temperatures occasionally dip slightly below freezing.

Amman, the capital city, is home to over four million residents and is known for its peaceful atmosphere. The local population is welcoming to visitors, and services such as banking, transportation, healthcare, and communications are easily accessible. While Arabic is the official language, English is widely spoken, especially in Amman. The road network is extensive and well-maintained, though public transportation within the city is limited. Taxis are affordable and readily available.

Amman offers a range of modern amenities, including shopping malls, restaurants, gyms, and cinemas. There are numerous housing options, though many expatriates prefer certain neighborhoods that offer a variety of services and amenities. It's worth noting that living costs in Amman have risen in recent years.

In terms of security, Amman is considered safe, with no significant threats. The city is modern, large, and well-served by Queen Alia International Airport (QAIA), which offers direct flights to many capital cities. According to the UN Department of Safety & Security (UNDSS), Jordan is classified as a family duty station (category A hardship). Amman is also home to several attractions, including the Roman Amphitheatre, The Citadel, the Royal Automobile Museum, Old Downtown, and Rainbow Street.

Approved by:

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