



Vacancy Notice No : CVN 2024/05  
Position title : Support for mental health and psychosocial (MHPSS) capacity building and supervision activities for IOM Serbia protection field staff  
Duty Station : Belgrade  
Classification : Consultant  
Type of Appointment : Consultancy Type B (6 months with possibility of extension)  
Estimated Start Date : April 2024  
Closing Date : 03 March 2024

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.*

### **General functions**

Protect the mental health, psychosocial well-being, and safety of field workers and office staff, as well as improve their skills and knowledge. Prevent professional burnout outcomes and support workers to continue performing their duties, increase capacity for self-help, and improve resilience and overall functioning. Provide training and guided and structured group and individual supervision to the IOM field teams, who work in asylum and reception centers in Serbia, based on their needs and for reflection and processing of feelings (more specifically: concerns the staff have in relation to any aspect of an activity, identification of any negative impact on the team from a case they are managing, and self-care strategies, issues related to establishing and maintaining appropriate boundaries with the affected population, issues related to team dynamics, skill and knowledge development, etc.).

### **Project Context and Scope**

Humanitarian work often involves exposure to distressing events, overwhelming workloads, sometimes long working hours, and security threats. Although humanitarian workers are technically proficient in various specialized skills, they are often unaware of stress as a phenomenon that can affect workability and performance and impinge on their professional satisfaction. Even when they are experienced helpers, they

are confronted with new factors and are continually hearing stories of difficult experiences that are new to them. Humanitarian workers are not exempted from the pathological effects of stress and are not immune from the difficulties that dealing with stress causes. For the humanitarian workers (staff in general) it is very important to have knowledge about the various emotional reactions that may arise and to learn about the means of dealing with them.

Supervision is an essential component of Mental Health and Psychosocial support and is considered especially important for the well-being of staff. Harm can come to not only beneficiaries but also to staff and volunteers working directly with the beneficiaries, as a result of unsustainable, poorly structured, and/or inadequate MHPSS supervision. Supervision features as a key recommendation in all major international guidelines on MHPSS in emergency and non-emergency settings.

The aim of providing training and supervision is to prevent professional burnout outcomes and allow workers to continue performing their duties, increase capacity for self-help, and improve mental health, resilience, and overall functioning.

The main objectives of the implementation of the given activities - the participant will be able to:

- Recognize how stress can affect each of us: each person has her own limit of resistance to stress, which is why it is so important to take the time to recognize the first signs of stress “before the pot boils over”. These signs are reflected in changes in the emotions we feel, in thoughts, bodies, and ultimately in behavior.
- Identify how to assess the effects of stress on oneself and colleagues.
- Learn and share ideas on how to manage stress: the aim of this training/supervision is to serve one tool amongst others for thinking about what a source of stress for each of us is and what each of us can bring to bear (personal, interpersonal and organizational resources) to cope with it.
- Tips to avoid burnout reactions and to remain professionally effective.
- Preventions techniques.
- Increasing awareness about the importance of self-care.

For this purpose, the IOM is recruiting a professional supervisor/trainer to lead training and individual and group supervision sessions in Serbia with the IOM field workers and teams working in asylum and reception centers in Serbia. The professional supervisor will work under the overall supervision of the Chief of Mission

a.i. and direct supervision of the National Program Officer and in close coordination with the Senior PSEA Associate

Under the overall supervision of the CVAC Global Project Manager and direct supervision of the CVAC Team Leader programmatically and directly to the Chief of Mission administratively, the incumbent will provide administrative support for the CVAC operated by IOM. In particular the incumbent will be responsible for the following tasks:

The Consultant will work under the overall supervision of the Chief of Mission a.i. and direct supervision of the National Program Officer and in close coordination with the Senior PSEA Associate.

The consultant hired will deliver up to ten group sessions per month.

- Provide training sessions - theoretical and practical education with the IOM field workers and office staff - Burnout, secondary trauma, emotional fatigue and stress and burnout prevention techniques.  
Estimated working days: 1.  
Performance-based payment – payment upon completion of training.
- Provide guided and structured group and individual supervision sessions to the IOM field workers, who work in asylum and reception centers in Serbia. This support will be provided through online sessions (such as Skype and Teams) conducted in Serbian.  
Frequency of meeting: once every two weeks with each of the IOM Field teams.  
Conducting individual sessions if necessary and according to needs.

Payment of monthly installments - payment based on the sessions delivered per month.

- Provide a monthly report to be shared with IOM Serbia National Protection Coordinator and Senior PSEA Associate. Minding that no confidential information on the workers is communicated, the monthly report should list the number of sessions and main topics covered, the support and main inputs provided, as well as the progress of the workers as a result of the supervision when relevant. Alerts on any matter (complex cases, dangerous practices, or else) should be communicated as soon as possible and should appear in the monthly report, as well as recommendations on the necessary support

### **Performance indicators for the evaluation of results**

#### Output 1: Training session

1. Successfully delivered theoretical and practical education with the IOM field workers and office staff - **Burnout, secondary trauma, emotional fatigue and stress and burnout prevention techniques.**

#### Output 2: Supervision sessions

Activity 2.1: Guided and structured group supervision, online, and if necessary on-site.

Activity 2.2: Guided and structured online individual sessions and if necessary on-site (according to ad hoc assessed needs).

#### Output 3: Reports and debriefing meetings

Activity 3.1: Submit the monthly reports, according to the agreed-on time schedule.

A monthly report is to be shared with the IOM Serbia National Protection Coordinator and Senior PSEA Associate. Minding that no confidential information on the workers is

communicated, the monthly report should list the number of sessions and main topics covered, the support and main inputs provided, as well as the progress of the workers as a result of the supervision when relevant. Alerts on any matter (complex cases, dangerous practice or else) should be communicated as soon as possible and should appear in the monthly report, as well as recommendations on the necessary support.

Activity 3.2: Participate in a debriefing meeting with the National Protection Coordinator and Senior PSEA Associate

### **Desirable Qualifications and Experience:**

- Master's degree in Psychology, Social Sciences, Social Anthropology, Development Studies, or a related field from an accredited academic institution with 10 years of relevant experience.
- Degree in Psychology, Social Sciences, Social Anthropology, Development Studies, or a related field from an accredited academic institution with 10 years of relevant experience.
- Professional accreditation with a recognized psychological association-society a distinct advantage.
- Experience in implementing and coordinating protection and psychosocial activities in a humanitarian setting.
- Experience in working within the United Nations systems is an advantage.
- Knowledge and experience in facilitating training.
- Experience in clinical counseling psychology, or psychotherapy and counseling for humanitarian workers is an asset.
- Familiarity with the region is an advantage.
- Proficient in MS Office applications.

### **Languages Required**

*Fluency in Serbian and English*

#### ***How to apply:***

Interested candidates to submit their applications as soon as possible by sending the IOM Personal History form in English language available on IOM Serbia [website](#) together with motivation letter and **financial offer and methodology**, via email to [iombegvacancy@iom.int](mailto:iombegvacancy@iom.int) quoting this respective Vacancy notice number (CVN 2024/05) in the subject.

Only shortlisted candidates will be contacted.

**Position is subject to availability of funding**

***Posting period:*** From 28.02.2024 to 03.03.2024

Appointment will be subject to certification that the candidate is medically fit for appointment, Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.