



Last Updated: December 2020

Job Title

Psychosocial Care Unit Manager

[Version française ici](#)

Impact Statement

The PSCU Manager (Manager) will be a focal point and subject matter expert of mental health issues for the MSF Canada Human Resources (HR) Department and MSF Canada employees, whether based locally or internationally, contributing to quality care and effective mental health initiatives.

Under the general direction of the Director of Human Resources, the Psychosocial Care Unit Manager will support the wellbeing of MSF Canada employees primarily by providing pre-departure and return talks for internationally assigned staff as well as occasional support during international assignments. The Manager will also provide strategic advice, training sessions, referral assistance for ongoing services, assistance with insurance claims and general psychosocial support to MSF Canada Management, as well as Canadian international and local staff.

Key Responsibilities

Strategic orientation

- As a subject matter expert and strategic advisor, work with all levels of leadership within the organization and support the HR and management teams by providing strategic inputs, advancing and monitoring MSF Canada's commitment to duty of care and psychosocial support.
- In close collaboration with HR, advise and support on the development and revision of new and existing policies, practices, and procedures to ensure they reflect MSF Canada's vision and culture.
- Provide recommendations for improvements and facilitate reflection among MSF Canada's departments and unit teams where appropriate

Psychosocial support

- Conduct individually tailored Pre-Departure Talks (PDTs) with a focus on stress preparedness for international assignments
- Provide Return Talks as part of the regular debriefing process for field workers
- Provide specialized PDTs for those in coordination/ management positions to build competencies in managing stress in field teams
- Act as point of contact for MSF medical staff locally or internationally in the case of emergency evacuations with mental health concerns
- Provide emergency support in crisis situations to field teams, if appropriate

- Provide case management services
- Maintain records appropriate to the service; maintain confidentiality
- Provide consultation to other MSF field workers and MSF USA office staff as needed
- Preferred participation in Rapid Response Team when necessary

Referrals

- Facilitate referrals for ongoing services for employees returning from international assignments who require support beyond the services offered by the PSCU
- In collaboration with HR, assist with navigating insurance and other provisions offered by MSF Canada
- Assess feasibility and possible implementation of pool of pre-screened mental health specialist network for providing on-going services for employees on international assignments
- Develop and maintain an internal database of mental health referrals nationally
- Identify and maintain a network of recommended therapists for MSF Canada

Training Sessions for field workers

- Lead and facilitate 'Resilience in the Field' sessions at the induction training ('Welcome Days') in Toronto (and Montreal as required)
- Modify and adapt training sessions as required
- Develop additional training materials/sessions, both in person and online, as needed/requested

Reporting and Resource Development

- Collect and maintain data about PSCU activities (number of consultations, referrals, etc.)
- Submit quarterly and annual reports on the service, and additional reports as requested
- Develop, maintain, and periodically re-evaluate a system of obtaining feedback and evaluation of PSCU services from workers and other key employees
- Create and update psychosocial care resources
- Collaborate with other departments to develop and update a web portal to access information on issues relevant to stress and coping in international contexts
- Regularly review and update information regarding psychosocial support to include current research developments as appropriate and beneficial
- Support the HR department on policy and procedures relating to mental health, contributing tools, information, articles, briefings, advice or guidance as needed
- Join the office Health & Safety committee meeting once per year
- Maintain basic statistics (number of return talks, referrals, etc.) and contribute to annual planning and reporting of mental health related activities as relevant

Liaison

- Collaborate with PSCU representatives from other MSF offices to ensure due care is provided to field workers
- Contribute to international initiatives related to psychosocial care for MSF employees
- Work with Peer Support Network (PSN) as necessary
- Participation in annual workshops or meetings in the operational centers as appropriate
- Liaise with PSN coordinator on PSN qualitative issues, basic data gathering, and contributing to their PSN training when relevant

Job-Specific Competencies

Clinical skills

- Proven crisis intervention and management skills with individuals in distress

- Experience diagnosing and treating psychological disorders
- Current knowledge of effective treatment of traumatic-stress related issues and disorders, including aspects of post-traumatic stress disorder, depression, anxiety and burnout that may impact humanitarian aid workers
- Expertise in the application of stress management and resiliency building approaches to support psychological functioning

Context specific knowledge

- Ability to identify typical stressors across a variety of humanitarian aid contexts
- Conducting collaborative assessments of risk and resiliency, and developing coping plans with workers preparing for a variety of international contexts
- Ability to apply culturally responsive/culturally competent short-term mental health interventions and adapt interventions to a unique international context

Administration and program management

- Case management with various systems (insurance, EAP, community providers, etc.)
- Support MSF Canada health and wellness initiatives (Mental Health Awareness Week, Health and Safety, etc.)
- Act as Subject Matter Expert for MSF Canada Human Resources
- Development and delivery of stress-management-related trainings and presentations
- Ability to synthesize various forms of data to inform and improve PSCU services; provide summary and detailed reports
- Manage relationships with external mental healthcare service providers ensuring that MSF standards are consistently met

Strategic Oversight and People Management

- In collaboration with the HR Director and the HR Unit managers: define goals, objectives, and metrics including development of annual plans, strategies, and budgeting
- Oversee the implementation of the Annual Plan (AP) and follow up revenue and expenses of the program (according to the AP) and propose route correction when needed to achieve the goals
- Lead in the hiring and development of the team members to achieve their goals, establishing trust, respect, recognition and mutual accountability in a high performance, collaborative environment
- Ensure responsible use of resources, including accountability for budget, contracts, and suppliers, recommending new strategies or drafting proposals in anticipation of future needs
- Lead by example, inspire and motivate others, and foster a work environment founded on our core values of humanity, integrity, and results

Core Competencies

Initiative and Innovation; Proficiency Level 2: Takes action in complicated and critical situations

Service Orientation; Proficiency Level 3: anticipates clients' needs

Results and Quality Orientation; Proficiency Level 3: Improves performance and sets ambitious and realistic goals

Behavioural flexibility; Proficiency level L3: facilitates and helps to bring about changes in others

Cross-cultural Awareness; Proficiency Level 3: demonstrates an integrating attitude

A Commitment to MSF's Principles; Proficient Level 2: Acts towards the fulfilment of MSF's Social Mission

Teamwork and Cooperation; Proficient Level 3: encourages, engages and motivates people to work as a team

Knowledge and Experience

- Demonstrated practical experience in a similar role
- Previous experience in humanitarian sector highly desirable

Education, Certifications and Languages

- Licensed mental health care professional (psychiatrist, psychologist). Master’s degree required; PhD preferred
- Current practice licence in home province or country, or eligibility/plan for autonomous practice in a Canadian province or territory upon relocation (if applicable)
- Fluency in English is essential
- Professional proficiency in French an asset
- Professional proficiency in Arabic an asset

To Apply to this position, please use the following link: <https://grnh.se/6fd435a61us>

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. EST), some weekends and evenings may be required
- Flexible work hours and ‘work-from-anywhere’ options are available, upon approval from manager
- The office environment is open concept and workspace may be shared with office colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, lamp and phone
- Work requires long hours sitting in front of a computer/laptop screen
- During COVID-19 restrictions, employees are required to have their own workspace, access to internet, and phone
- Interaction with MSF Canada domestic and internationally based employees, MSF International staff, and Independent Contractors
- Domestic travel required (5%)
- International travel required (5%)
- Peaks of high levels of stress and/or pressure (Especially when supporting a critical incident)

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we’re committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

Job Information

Position Level: Manager

Department: Human Resources, Psychosocial Care Unit

Position Status: Temporary contract (12 months - maternity leave coverage)

Activity Rate: 64% (24 hours per week)

Location: Remote (must be available to work during core hours of 10:00 – 15:00 EST regardless of location)

Salary Grade: Level D on the MSF Canada Salary Grid, \$77,889 per annum (pro-rated to contract specifications and eligibility for Medical Specialization Allowance, and Licensure/Designation Allowance), or otherwise, as per the local MSF compensation policy and grid in the country where the candidate will be based.

Status: Must be legally entitled to work in Canada, or the country in which they are based

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks’ Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), free access to internal Psychosocial Care Unit Services and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

