



JOB DESCRIPTION

MEDICAL SERVICES PACIFIC (MSP) COUNSELLOR – CHILD HELP LINE AND ONE STOP SHOP (OSS)

DATE PREPARED:	December 2015
REPORTS TO:	MSP Program Manager
LOCATION:	Suva, Fiji
POSITION SUPPORTS:	Child Helpline Fiji
PURPOSE:	Provision of professional telephone counselling; and Direct counselling for clients of MSP OSS and the Child Help Line.
SALARY: experience	Dependent upon on academic qualifications and years of relevant experience
REPORTS TO:	Senior Counsellor or Clinic Operations Manager

Medical Services Pacific (MSP)

Medical Services Pacific (MSP) was established as an NGO in August 2010 to provide communities in the Pacific with improved access to health care, information and clinical services, specifically in the sectors of reproductive health care, family planning, maternal and child health care and adolescent health.

MSP MISSION STATEMENT

MSP exists to provide quality and accessible sexual and reproductive health care and social services for women, youth and children; and to build resilience, knowledge and skills among vulnerable groups who are coping with environmental, economic and human security challenges in the Pacific region.

MSP teams work in partnership with key stakeholders and local government under formal protocols which maximize resources and enhance multi-stakeholder coordination mechanisms to improve services for women and girls.

MSP has a strong focus on reproductive health care and is a pro-choice, rights-based local organization supporting women and youth to have the right and the opportunity to choose the number and spacing of their children. Employees must be advocates of family planning including safe abortion for survivors of sexual assault and forced sexual encounters. MSP staff promote gender equality and human rights and provides information, services and counselling to vulnerable women, girls and children.

Please see the MSP website for details of the wider program www.msp.org.fj

MSP is seeking a counselor to support the Child Help Line and the clinic.

COUNSELING is a confidential process designed to help clients address their concerns, to come to a greater understanding of themselves and to assist them to learn effective personal and interpersonal coping strategies. It involves a relationship between the client and you as the counsellor. MSP requires the services of a qualified Counsellor, with the desire and willingness to help others to accomplish their individual goals. Counselling involves sharing sensitive, personal, and private information that may at times be distressing. The MSP Counsellor is required to dedicate their service to assisting MSP clients and those in need, prioritizing the rights of women and children and ensuring their protection and safety.

ROLE FUNCTIONS:

The main role of a MSP Counsellor is to provide CONFIDENTIAL counselling support for MSP clients including Child Helpline callers. MSP is currently funded by the Government of Fiji (Ministry of Women, Children and Poverty Alleviation, the Australian Government and UN Women. MSP is also supported from time to time by the European Union and other international foundations. Staff are required to follow MSP policies and reporting procedures and to respect the requirements of the donors.

Purpose of Position:

As the Child Help Line Counsellor for MSP you will be required to provide counselling support to MSP clients. The Child Helpline program was established to provide support to child and girl survivors of sexual assault and to assist their parents and guardians to provide the necessary nurture to assist in their recovery.

The Counsellor will provide professional level counselling services to Child Helpline clients, walk in clients, referred clients, MSP's clinical clients, (including family planning clients), general medical clients (from time to time if needed). MSP also has a special program focus on survivors of sexual assault and provides post rape care services and referrals. You may be required to counsel survivors of sexual assault and gender based violence. In addition, as a CHL Counsellor, you will primarily be counselling small children and youth. MSP Counsellors also create and support networks of care and support, developing peer communities to care for children and youth at risk.

The Counsellor will keep tidy and complete client records including numbered system to maintain client confidentiality and ensure files are locked. The Counsellor will also upload data to the online database purposely created to track statistics for the Government and MSP on the Child Helpline.

The Counsellor may also assist the Senior Counsellor in project activities where counselling is a key component and participate in monitoring and evaluation of child helpline activities.

The Counsellor will be familiar with MSP project goals and objects and strive to meet the expectations of MSP, donors and also the target population being served. The successful candidate will support and advocate for the principles and mandates of MSP, including child protection, gender equality, and access to reproductive health care.

Maintaining Client Confidentiality

Please note, that all interactions, including scheduling of or attendance at appointments, content of counselling sessions, progress in counselling, and client records are confidential. No record of counselling should be contained in any academic, educational, or job placement file. All files must be numbered and secured.

Clients may request in writing that the counselling staff release specific information about their files, to persons they designate. This request must be authorized by the Executive Director or, in their absence the Senior Manager formally assigned “Acting duties” prior to the release of this data or confidential documents. Our clients come first and MSP will take legal advice prior to the release of any client records. With the exception of medical results undertaken with consent of the client, as part of the post rape process under formal MOU with the Fiji Police Force, Sexual Assault Unit.

Major Responsibilities:

Operations

Provide professional level counselling and support for MSP programs and clients including:

- Information giving
- Safety Advise,
- Telephone counselling
- Face to Face counselling
- Counsel and refer clients to appropriate referral agencies: (Police, MWCPA, Safe house, or Safe Person etc.)
- Counsel and respond appropriately to clients facing:
 - Verbal Abuse
 - Physical Abuse or Threat
 - Sexual Abuse
 - Neglect
 - Emotional Abuse
 - Transgender Issues
 - Disability
 - Other

Support the MSP medical officers and assist clients with consultations for:

- Family planning
- Medical examinations (information on procedures, products and support)
- Maternal care (pre and post natal)
- Medical forensics – rape kit support
- Medical post rape care
- Safe Abortion /Post miscarriage care
- Trans-gender care or support
- Ongoing Therapy and Focus Groups and social work

Counsel and refer clients to pre-approved external partners for ongoing support for:

- Adoption/foster care
- Emergency Accommodation or crisis shelter
- Other Reproductive health service required such as scanning or cancer treatments
- Counsel and support cancer patients and positive patients
- Counsel HIV positive or STI positive clients and patients – ongoing PEP or ARTs’
- Counsel and refer clients for “continuum of care” providers (e.g. MOH)
- Counsel and refer clients for permanent methods of contraception
- Counsel and refer clients for other needs including family and marriage counselling
- Counsel adolescents and others with abuse or depression issues
- Counsel children and parents
- Link with social workers and activities
- Counsel and provide appropriate information to clients and management, and refer to MWCPA for further intervention and then follow up and close the case.
- Seek feedback from all referral partners involved on completion on live status or completion of a case (as guided by your manager).