

SCHEDULE 1 - JOB DESCRIPTION

Title:	CHL Manager
Program:	Fiji
Duration:	2 years (full time)
Location:	Suva with travel in Central, North, South, East and Western Divisions.
Reports To:	Program Manager
Technical Report:	Executive Director
Languages Required:	English and either I-taukie or Hindi

Introduction

Medical Services Pacific (MSP) is a Fijian registered non-government organisation (NGO) established in August 2010 to enable Pacific women, youth and children to have greater access to quality health care services, and to build resilience among vulnerable groups who are coping with emerging environmental, economic and human security challenges.

MSP is a Rights Based **family planning agency** that believes that Human Rights awareness and the empowerment of women go together and that both are critical in ensuring individuals and communities achieve optimal Sexual and Reproductive Health services. In Fiji, MSP provides a broad range of health care, counselling and social services, including public awareness and educational programs with a specialized focus on sexual and reproductive health. MSP has developed a comprehensive and integrated service for survivors /victims of sexual assault and domestic violence which includes emergency care, and on going medical, nursing, counselling and legal support.

MSP provides SRHR in relief and development contexts and is inclusive. MSP has specialised health teams that work with high risk and vulnerable groups (e.g. girls, youth, sex workers, vulnerable women, children at risk, sexual assault survivors, LGBTI's (Lesbian, Gay, Bisexual, Transgender and Inter-gender) and minorities) to promote awareness and increase access to key clinical and social services. MSP is collaborative and a partner of government and works under formal Memorandums of Understanding with the Ministry of Health and Medical Services in support of the National Strategic Plan 2016-2020.

Gender based and Pro Choice

MSP is a **pro-choice rights based** international organization dedicated to ensuring individuals have the right to have children by choice (and not by chance). Therefore, MSPs primary focus is family planning, to assist women and girls to plan their futures. Gender empowerment is key to ensuring women's access to reproductive health care on demand. Women and girls in the Pacific face a range of challenges, and MSP seeks to ensure they have access to quality SRHR services.

The MSP program provides an integrated program response designed to support women and those impacted by gender and sexual violence. MSP seeks to increase information and services for women and girls and boys to reduce and end sexual violence, specifically to:

-) **Increase women's access to justice** by providing information and referrals and raising awareness through outreach and public communications around women's rights to prevent Violence Against Women and Girls (VAWG).
-) **Provide support services**, including a one stop shop model which provides reproductive health care services, clinical services (including HIV and STI counselling testing and treatment), family planning (including unplanned pregnancy advice, referrals and counselling, counselling and referrals for trauma and domestic or gender violence.
-) **Prevent Violence** through community outreach and public education (radio and road shows) and supports policy development that seeks to transform gender norms and end VAWG

Our Strategy:

The MSP board has approved the four main objectives and accompanying strategies which together form the framework for the MSP core programs and services in the Pacific. Working with our partners in Fiji and beyond in the Pacific Island region, MSP aims to:

-) Strengthen health and social services for women & youth
-) Promote human rights, ending Violence against Women and Girls/VAWG & strengthening child protection
-) Promote and support healthy environments with a particular emphasis on current and potential future effects of climate change
-) Build resilient Pacific Island communities.

MSP employees and volunteers are expected to contribute to these four goals. Your role with MSP is guided by this job description but you will also be expected to contribute to the wider MSP development and business strategy. You will be required to understand and integrate the vision and mission of MSP; and consider our in all that you do.

This job description is a guide and other duties will be included from time to time in support of these strategic objectives.

MSP MOTTO: *Healthy choices transform lives*

ROLE FUNCTIONS:

PURPOSE

Management of the Child Helpline Service and Senior Counsellor for MSP.

The Child Helpline is a key part of the Ministry of Women, Children and Poverty Alleviation system of protection for children. The Child Helpline is a 24 hour 7 day a week telephone counselling and referral service.

The CHL unit is based in Suva, Fiji.

As the Child Helpline Manager, you will lead a team of 5 counsellors who rotate on the desk for the national Child Helpline. You will be working closely with the Executive Director, the Program Manager and the Director of Child Services and staff. You will provide high level supervision of counselling services on and behalf of the CHL, ensuring counsellors are professionally supported and debriefed and that all cases are follow up and closed in a timely manner. You will be required to manage all components of the CHL including the ongoing development of the CHL systems and services and ensure high quality service provision. This will include supporting the monitoring and evaluation unit to enter and record the CHL data and provide monthly and quarterly reports of high quality. You will deliver the commitments of the CHL as noted in our contracts and as directed by the CHL steering committee led by the Director of Child Services, Fiji.

You will support the MSP One Stop Shops (post rape care and Sexual and Reproductive Health Clinics) patients and clients, ensuring there is always an experienced counsellor available.

DUTIES AND RESPONSIBILITIES

MSP is seeking a Senior Counsellor and Manager to support the Child Help Line and the MSP clinic (also known as the One Stop Shop/post rape care program).

The candidate must have prior experience in the management of professional staff, including supervision, goal setting, training, debriefing and staff performance appraisals for quality outcomes.

The role has three components:

- 1. Management of the Child Helpline Program**
- 2. Counselling and support to the One Stop Shops**
- 3. Education and Leadership in the Sector**

1.MANAGEMENT OF THE CHL

You will be responsible for the daily running of the Child Helpline in Fiji including the supervision of 5 or more counsellors or social workers.

The operations of the CHL is outlined in the **CHL Operations Manual** which includes all the procedures for the running of the service. You will be required to follow this manual and update this manual annually. The free number is 1325.

CHL duties are as follows:

-) You will prepare monthly and quarterly schedules for the available CHL counsellors
-) You will provide annual leave schedules for the counsellors as they work shift work and need to have annual leave scheduled regularly to avoid backlog or burnout.
-) You will schedule regular debriefs and internal and external supervision as per manual or as needed but within budget
-) You will monitor and stay within your budget.
-) You will order, procure and maintain CHL equipment and supplies on behalf of your team.
-) You will train your team in all areas needed for adequate counselling and referral
-) You will update and keep updated key service numbers, pathways and so forth.
-) You will attend key government meetings on child services, counselling and protection such as the NCCC and the EAW task force meetings.
-) You will arrange Steering Committee Meetings with the Executive Director and Director of Child Services
-) You will maintain the sensitive, private, commercial in confidence materials and comply with communications protocols and confidentiality policies.
-) You will uphold Child Protection Policies and procedures.
-) You will ensure all staff complete their data entry and handover case files in a timely manner.
-) You will ensure the highest quality service provision
-) You will coordinate and seek support from the MSP Senior Management Team and other senior or experienced counsellors on staff.
-) You will report monthly on the 10th of each month and quarterly using MSP reporting templates and standards.
-) You will cooperate, support and assist the monitoring and evaluation officer assigned to the CHL.

-) You will ensure customer satisfaction on the CHL
-) You will monitor the CHL facebook page and any other assigned social media.
-) You will ensure the MSP Counselling Hotline 9910984 is covered, answered and reported and has a 24 hour call service.
-) You will be willing and able to respond to emergencies and disasters, serving the people of Fiji on behalf of MSP and for the CHL/Dept. of Child Services.
-) You will review reports to understand statistics and call patterns and improve call rates and services.
-) You will maintain excellent filing systems and be available to provide evidence upon court order.

Table 1 : CHL Cumulative Call Record

Cumulative (to date)	Achievements for the Child helpline to date:	Jan September 2018	Annual 2017	Annual 2016	Annual 2015
5,113	Genuine calls	1,189	1,743	1502	679
8,413	Prank calls	1,300	2,600	2440	2073
10,230	Silent calls	1,442	3,484	2720	2584
16,337	Test calls	2,974	6,492	5532	1339
2,612	Voice mail	0	0	592	2020
42,705	Total Calls	6,905	14,319	12,786	8,695
1,748	Total Male callers (Genuine only)	369	638	493	248
3,248	Total Female callers(Genuine only)	703	1105	1009	431
2	Total Other callers	2	0	0	0
126	Total schools visited from 2015-2018	44	30	30	23
278	Total communities/villages visited 2015-2018	99	85	68	26

2. COUNSELLING

COUNSELLING is a confidential process designed to help clients address their concerns and come to a greater understanding of the issues effecting them. Your role is to help them to learn effective personal and interpersonal coping strategies. Counselling involves a relationship between a client and a qualified counsellor who has the desire and skills to assist, support a client to achieve their personal goal. Counselling involves sharing sensitive, personal, and private information, which can 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. Counsellors are also instructed to ensure they obtain adequate and regular debriefings and external supervision to avoid burnout.

-) The role of a MSP Counsellor is to provide CONFIDENTIAL counselling support for MSP clients including on the telephone, face to face or in group counselling sessions.
-) MSP provides telephone counselling services under the Child Helpline and face to face counselling through the clinics, or One Stop Shops and in the field, during programs, events and or in disaster response. You may also provide group counselling sessions or activities.
-) Counsellors are required to ensure clients and cases are managed as per counselling standards and that all is adequately documented and secured.
-) Clients are referred as needed using the national pathways or through warm or 'escorted' referrals to other service provides (e.g. hospital).
-) Staff are required to follow MSP policies and reporting procedures and be able to present and represent for MSP to our donors, stakeholders and government.
-) MSP is currently funded by the Government of Fiji (Ministry of Women, Children and Poverty Alleviation, Australian Government and UN Women, UNDP and the Canada Fund. MSP is also supported from time to time by the European Union and other international foundations. You will know your donors and their policies and procedures and expectations and deliver high quality outcomes.
-) As the Child Help Line Counsellor for MSP you will be required to provide counselling support to MSP clients in a range of areas, projects and spaces, while maintaining professionalism, respect, confidentiality and confidential documentation (filing).
-) Counsellors also participate in obtaining consent for medical procedures during a sexual assault case which is being treated in the MSP clinics or One Shop Shop.

The CHL was established to help all children as well as to assist their parents and guardians to provide the necessary nurture to assist in their recovery. In addition, MSP implements a One Stop Shop post rape care clinical facility providing medical care, counselling and legal aid. You will support a wide range of counselling services including:

-) The Counsellor will provide professional level counselling services to child clients on behalf of MSP and under the Child Helpline. You will assist all clients in need including walk in clients, referred clients, MSP’s clinical clients, (including family planning clients etc), CHL cases, 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 will be required to counsel survivors of sexual assault and gender based violence. This will include small children and youth and child survivors and LGBTIQ and others.
-) MSP counsellors also create and support networks of care and support, developing peer communities to care for children and youth at risk. You may identify needs and opportunities for new projects or activities which will assist clients to recover or reduce violence against women and girls.
-) 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 other counsellors or protection staff in project activities in the field, particularly during disaster response, where counselling is a key part 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.
-) The counsellor will follow national referral pathways for Child Abuse, Domestic or Intimate Partner Violence and Sexual Assault.

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 you or 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 data or 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 as part of the post rape process under the MOA with the Fiji Police Force.

In this endeavour, you will follow MSP policy and procedures for document management, confidentiality, SRHR, GESI, Child Protection and communications. You will know, understand and follow the procedures in the MSP Counselling Manual and update and review the manual annually.

The counsellor will follow national referral pathways for Child Abuse, Domestic or Intimate Partner Violence and Sexual Assault.

Major Responsibilities:

Operations

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

-) Information giving
-) Safety Advice
-) 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
 -) Reporting, documentation for court testimony or evidence
 -) 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
-) Unplanned Pregnancy Counselling
-) Safe Abortion /Post miscarriage care
-) Loss, Infant and Child Mortality
-) Trauma
-) Grief & Loss
-) Domestic and Intimate Partner Violence
-) Trans-gender care or support
-) Fertility Treatment
-) STI & syndromic management
-) HIV Testing and Treatment Post Exposure Prophylactics
-) 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
-) Reproductive Health Services
-) Ensure escort for warm referrals
-) Referrals and follow ups, 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 warmly refer clients on unplanned pregnancy and safe abortion.
-) Counsel adolescents and others with abuse or depression issues
-) Counsel children and parents on range of matters
-) Link with social workers and activities and make referrals as needed
-) Counsel and provide appropriate information to clients and management
-) Refer cases to MWCPA for further intervention and then follow up and close the case and date entry and report and file as directed (in manual/policy).
-) Seek feedback from all referral partners involved on completion on live status or completion of a case (as guided by your manager).
-) Keep solid and reliable documentation
-) Attend court as directed

3. EDUCATION AND LEADERSHIP

Community Education/Health promotion

MSP provides community awareness across a number of key sectors. MSP staff will be required to provide education in their core sectors (e.g. Counselling, Child Protection, GESI & SRHR) when in the field. Counsellors often support the MSP Community Educators and Protection Staff as well as M&E. Therefore, all MSP staff must understand the basics of Sexual Reproductive Health and support Pro-Choice principles and practices in SRHR. All staff shall be familiar with the basics in public health including reporting SRHR, Maternal and Child Health indicators. As well as other key development area such as Environmental Health, water and sanitation or climate adaption.

MSP also runs a large Child Protection training and education program which provides information and services to support children and child survivors of sexual and gender violence and child abuse and families. It is staffed by a range of counsellors and lawyers (protection team). The counsellor maybe required to provide child protection education to various stakeholders and will be skilled in child protection systems and procedures.

The candidate must have skills in at least five (5) of the following topics.

- ✓ Counselling
- ✓ Social Services
- ✓ Psychology
- ✓ Human Resources

- ✓ Management (of Personnel/teams specifically)
- ✓ Training & Capacity Building (including manual review and development)
- ✓ Supervision of Counsellors and Social Workers
- ✓ Case Management
- ✓ Reporting and Report Writing
- ✓ Data Entry, Data Management, Filing and Administration
- ✓ M&E, Case Studies, Research skills (essential)
- ✓ Sexual Reproductive Health knowledge
- ✓ Child Protection
- ✓ Human Rights, Gender and Social Inclusion
- ✓ Sexual Violence/GBV services (useful)
- ✓ Law (Family Law, Human Rights/International Law)

Other Useful and Valuable Skills:

- ∞ Community Education (helpful)
- ∞ Sexual Reproductive Health (Required)
- ∞ Human Rights, Gender, Child Protection
- ∞ Sexual Violence/GBV services (useful)
- ∞ Family Law, Human Rights/International Law
- ∞ Maternal and Child Health Services (useful)
- ∞ Adolescent Health (useful)
- ∞ ICT PBAX Data Entry or helpline Software
- ∞ Disaster Response and Recovery services
- ∞ Health
- ∞ Child Health
- ∞ Elderly Care
- ∞ Non Communicable Diseases
- ∞ Environmental Health/WASH -Water & Sanitation – (useful)
- ∞ Community Development
- ∞ Climate Adaption / Climate Change/Adaption – (useful)
- ∞ Communications, Research, Publications
- ∞ Statistics
- ∞ Policy

Attitudes and Expectations:

-) Cooperative and shows leadership and initiative.
-) Informs and coordinates and holds regular meetings to share information
-) Strengthens systems, by assisting management, including the MSP Senior Management Team and/or Regional Directors in high level tasks such as the design and preparation of submissions (reports and proposals, presentations and talks), hosting donors and representation.
-) Maintain effective working relationships with key MSP partners, communities and donors and clients. Maintains diplomatic relations
-) Perform other duties as required or at the direction of management in the fulfilment of MSP mandate and strategic goals.

-) Respects Board, Management, Staff and clients and follow the MSP Code of Conduct at all times.
-) Delivers timely reports and completes outputs without unduly reminders.
-) High ethics and honesty

Maintaining Client Confidentiality

Please note, that all interactions, including scheduling of or attendance at appointments, content of sessions, progress in counselling, and client records are confidential. Any confidential data must be numbered and secured to protect the client.

You will comply with all MSP Policies including the MSP Confidentiality Policy, Conflict of Interest Policy, GESI policy, the Child Protection Policy, the SRHR Policy, Communications Policy, the MSP Human Resource Manual and Procedures and shall read and comply with manuals of procedures.

KNOWLEDGE, SKILLS AND ABILITIES

10 Years Work Experience with 5 years in senior management (Required)

- ∞ Commitment to holistic work with the poor, the vulnerable, children or those in crisis, including after hours
- ∞ Diploma in Counselling
- ∞ Degree in Psychology, Social Science, Public Health, Statistics or Population Studies
- ∞ Post Graduate Qualifications or studies in a related area (e.g. Counselling and Human Resources or Law)
- ∞ Experienced in management of teams
- ∞ Minimum of 10-years work experience in Counselling and Social Services and or management or related field.
- ∞ Strong clinical manager in counselling or clinical supervision of counsellors and social workers.
- ∞ Experience in case management and social work.
- ∞ Minimum of 8-years work experience in Counselling and Social Services.
- ∞ Experienced in Child Protection, Family Law, Welfare.
- ∞ Experience in development or review of manuals of procedures for counselling
- ∞ Knowledge of a specific technical sector (such as health, nutrition, food security, gender, human rights, law, environment, micro enterprises development, etc.
- ∞ Experience in project management, including logical frameworks, or logical change transition theories and reporting.
- ∞ Experience in reporting for government and donors,
- ∞ Experience with ICT or computers or PBAX systems helpful.
- ∞ Experience in qualitative data collection methods such as PRA/PLA, Appreciative inquiry, focus group discussions, most significant change, case studies.
- ∞ Experience in research
- ∞ Experience in Computers, Word and Google Docs database.
- ∞ Language skills as needed for the local context.

PERSON PROFILE

Qualifications: **Degree in Psychology, Counselling and Social Services**

Post graduate qualification in Counselling, Population Studies, Health, Social Sciences or Law or Human Resources (valued).

Specialty: - Monitoring and Evaluation, Population Studies, Maths, Statistics, Science, Social Sciences, Research, Sexual Reproductive Health, Health or Human Rights.

Essential Skills:

Tertiary Qualifications

Diploma in Counselling with 10 years work experience (essential)

Degree or Masters with 5 years work experience in the sector (helpful)

Management of Teams (essential)

Ability to communicate and write well in English (Oral and Written)

Excellent writing skills for report writing

High computer literacy/ Database expertise/ICT (Google drive)

Touch typing speed of over 30 wpm

Ability to use statistics to develop graphs and tables/Skills in data Analysis for reporting

Highly developed communication skills in presentations (e.g. power point/training)

Ability to manage and prioritise a demanding work load

Ability to work under pressure and meet reporting deadlines

Ability to work with sensitive issues

I-taukie or Hindu language skills helpful

Ability to ensure team spirit, with high quality outcomes.

Commitments and Requirements

Commitment to confidentiality

Commitment to human rights and equality

Commitment to excellence in evidence and reporting

Commitment to Gender Equality and Gender Empowerment

Endorses Pro-Choice family planning and SRHR (do look that up)

Commitment to good health and fitness

Understanding of the situation of charity work

Willingness to help others

Attitudes and Motivation:

Desire to apply strong management skills to achieve social outcomes.

Ability to work on flexible shifts if needed due to deadlines

Committed to human rights, reproductive rights and gender equality

Supportive of MSP philosophies (e.g. pro-choice and universal access, gender equality, ending Violence Against Women and Girls, ethics).

Flexibility and willingness to “pitch in” and support team members when needed
Ability to travel and work cross culturally
Maintains a clear Police Record
Ethics & Good public image

Previous Experience: -

Counselling
Social Work
Psychology
Management in a Social Services Sector
Case Management
Writing, Reporting or other Research or publications experience
Data Entry, Analysis & Reporting Skills or ICT
Presentations and Public Speaking Expertise
Management of staff/Employees/Team Leader roles
Familiarization with Health or Sexual Reproductive Health services, WASH or human rights, Human Resources or Law useful
Self manager who can meet project targets (demonstrated achievements)
CSO/NGO or UN work or Government work experience helpful

Remuneration:

Remuneration will be paid on fortnightly basis unless otherwise agreed. The contract will be for a specific period. Full time contracts are subject to an annual renewal.

Working Hours

The Officer is expected to work both in the office and in the field during mobile outreach education initiatives, clinics or other events. When in the field, you will coordinate with the Doctor and other medical staff or field staff to ensure you are able to support their needs and the needs of their patients.

MSP remains open after business hours due to medical emergencies, natural disasters, epidemics or functions. Daily working hours include 8.30am to 5.30pm. You should work 8 hour shift between that period as agreed with your manager. MSP does not pay overtime, instead it offers a Time In Lieu of Overtime (TILO) policy (explained in our HR manual).

Contacts for Inquiries:

Your application letter should address the essential skills and key experience needed.

Send to Ms Ashna Shaleen or Ms Nazura Begum. Please email CV and covering letter to info@msp.org.fj or communications@msp.org.fj or nazura.begum@msp.org.fj

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