

ICMPD **Generic Job Profile**

PROJECT OFFICER¹ - Psychologist

Main Purpose

The Project Officer – Psychologist is responsible for strengthening the psychological and psychosocial counselling capacities at the Counselling and Referral desk at the Armenian Migration Service, the ‘Single Window’ service at the Armenian Ministry of Justice as well as the Unified Social Services offices of the Ministry of Labour. The Project Officer – Psychologist works with Armenian citizens (hereon clients) that (have been) returned from i.a. Europe to Armenia and/or other displaced persons applying for information, (in-kind) assistance or other types of support. Due to their background, migration experiences and/or precarious socio-economic conditions, clients may be struggling with situations of crisis and high levels of stress. Thorough assessments and the development of clear and comprehensive treatment plans (adaptable to the clients) are an integral part of the Project Officer – Psychologist’s duties. Where needed, the Project Officer – Psychologist will refer clients to external services/mapped stakeholders, with whom they will maintain close contact throughout the process, for long-term therapy, psychological or psychiatric support.

Role

The Project Officer – Psychologist organises training and intervision sessions for counsellors and desk workers from the concerned Ministries engaging with returnees from Europe and other displaced persons to improve their counselling and communication skills to clients. The Project Officer – Psychologist continuously monitors the implementation of applicable project activities and regularly reports on the progress of such activities to the Armenian Migration Service and the RRF Armenia project manager.

Functions / Key Results Expected

- Provide in-the-moment or crisis psychological support (clinical interventions) to clients contacting the desks whenever needed – via live chats (face-to-face), telephone or video calls in a supportive, ethical and professional manner while maintaining client-confidentiality.
- Special attention paid to the psychosocial counselling of young adults, teenagers and children that returned with their family to Armenia after a long stay in Europe as well as to the detection of possible interfamilial violence or child negligence due to long-standing situations of high stress, e.g. COVID-19 restrictions, the violent conflict in the Nagorno-Karabakh region, the difficult socio-economical context in Armenia, etc.
- Assess clients thoroughly to ensure appropriate short-term counselling, whenever needed.
- Develop clear and concise treatment plans for clients with various session models, whenever needed.

¹ This project profile is classified at LP2.

- Appropriately refer clients to external services/stakeholders for long-term therapy, psychological or psychiatric support whenever needed.
- Providing long-term therapy services to specific groups of clients, if needed.
- Provide on-the-spot training to counselling staff and caseworkers at the desks to improve their counselling and communication skills to clients facing high levels of stress and/or struggling with mental/psychiatric issues.
- Provide (monthly) intervention sessions to counselling staff and caseworkers at the desks at the Migration Service, the Ministry of Justice and desk workers from other organisations providing (counselling) services to returnees and/or displaced persons.
- Provide 'on-the-spot' psychosocial support to counsellors and caseworkers at the desks in case of (highly) stressful incidents with clients, and support them to cope with and reduce stress.
- Set up and maintain a broad network of stakeholders (a so-termed 'psychosocial map') across Armenia where clients can be referred to for long-term therapy, psychological/psychosocial or psychiatric support by:
 - Mapping of relevant stakeholders, and organising (bilateral) meetings with them, whenever needed.
 - Design and set up operational referral flows to refer clients to these stakeholders, and monitoring and adapting these operational referral flows, whenever needed.
 - Continuously update the 'psychosocial map', making it available for counsellors and desk workers at the Armenian Migration Service, and the 'Single Window Service' of the Ministry of Justice.
- Organise training and Intervention sessions for counsellors and desk workers working with returnees from Europe, and other displaced persons, and working together with external trainers whenever necessary.
- Together with the RRF Armenia project officer, act as a focal point for the RRF project manager and EU MSs for the assistance of returnees struggling with serious mental and/ or psychiatric issues.
- Monitoring the implementation of applicable project activities.
- Regularly report to the Armenian Migration Service and the RRF Armenia project manager on the progress of the applicable project activities.

Required Expertise

- Cultural awareness and cultural sensitivity with regard to Armenian culture.
- Capability to provide high-quality psychological support including short-term clinical interventions such as Cognitive Behavioural Therapy, Motivational Interviewing, Solution-focused counselling, and Contextual therapy.
- Ability to work with clients presenting with substance abuse, situations of crisis, mental health or psychiatric symptoms, family/relationship-related concerns, minors (children, teenagers) and young adults.
- Effective implementation of projects in an international context in the field of migration including training of counsellors and desk workers in providing counselling to persons facing high levels of stress, or mental/ psychiatric issues.

Qualifications, Experience and Language Skills

- Master's Degree in (clinical) psychology or a related area of work.
- Minimum of 3 years of experience in providing in-the-moment or crisis psychological support to displaced persons.
- Experience in providing intervention and (on-the-spot) training to desk works/ counselling staff.

- Provision of easy access to psychosocial/psychological support for returnees struggling with mental health issues, and other vulnerable groups (i.e. children, teenagers, young adults);
- Experience with project management in an international context.
- Proficiency in (verbal/written) English and Armenian, proficiency in Russian is an asset.