

TERMS OF REFERENCE

Position: Mental Health & Psychosocial Support (MHPSS) Coordinator

Location: Jerash Camp & Amman Office

Reports To: Regional Director of Programs (Technical), Jerash Center Manager (Administrative)

BACKGROUND

The MHPSS Coordinator will play an instrumental role in spearheading the UPA MHPSS framework both for the organization at large, and the Jerash camp community center in particular. While based in Amman, this position will consult and inform other regional MHPSS programming, while focus specifically on integrated MHPSS within the center's programming to meet the unique needs of the community members and improve their wellbeing.

KEY RESPONSIBILITIES

1. Program Management & Development

- Develop, design, and implement MHPSS interventions that cater to the unique needs of the elderly, caregivers, children, youth, and the community in general.
- Ensure that activities are culturally appropriate and sensitive to the specific needs of the community.
- Establish clear objectives and outcomes for all MHPSS activities and actively monitor and adjust the implementation process to ensure these goals are met.
- Coordinate and manage the day-to-day implementation of MHPSS activities, ensuring that all components of the program are delivered effectively and on schedule.
- Support in the design, planning, and implementation of MHPSS programming in Jordan in particular, and UPA in general, to improve the wellbeing of children and caregivers.
- Serve as the key focal point to address all PSS and protection related matters.
- Streamline and integrate protection principles throughout UPA programming in general, and center activities in particular.
- Lead in the development of MHPSS related materials and curricula to inform activities and programming with children, youth, and caregivers.
- Implement individual and group counselling sessions for identified young people and caregivers.
- Implement awareness sessions to caregivers, children/youth, community members and provide coaching and support to relevant staff.
- Support in the design and implementation of community and center-based activities and events.
- Work with relevant volunteers to implement recreational activities.

2. Coordination and Collaboration

- Work closely with other departments and external partners to ensure the successful implementation of MHPSS activities based on key defined outcomes and objectives.
- Coordinate with stakeholders to integrate MHPSS services into the broader community support frameworks.

- Foster and strengthen relationships with key stakeholders and gatekeepers to advance the agenda of young people.

3. *Training and Capacity Building*

- Provide training and support to staff, volunteers, and community members involved in MHPSS activities.
- Develop and disseminate training materials and resources that enhance the community's understanding of MHPSS.
- Design and implement MHPSS-related training on select topics and protection principles.
- Work alongside UPA MHPSS consultants and technical specialists to develop materials relevant to the communities we serve based on the specific content.
- Offer coaching and mentoring to select UPA staff/volunteers, or select partner staff/volunteers.
- Develop awareness session materials for caregivers, children, and youth based on Annual Plan.
- Work on developing a training platform on child protection/PSS related issues and response mechanisms, building on existing tools and materials.
- Support in the training of frontline workers to build their capacity and understanding of PSS and CP strategies to streamline into programming and improve response mechanisms both internally and externally.
- Develop strategies and plans to support vulnerable adolescents and children that may require additional psychosocial support and referrals.
- Conduct training sessions to foster and strengthen community-based protection responses.

4. *Monitoring and Evaluation*

- Support in conducting needs assessments to identify priorities and key topics to inform annual planning and strategic goals related to MHPSS programming.
- Support in designing and implementing robust systems for monitoring and evaluating the effectiveness of MHPSS activities.
- Regularly review and update program strategies to ensure they meet the evolving needs of the community.
- Prepare and submit reports on program progress, challenges, and outcomes.
- Spearhead MHPSS monitoring, evaluation, and reporting by reporting on specific outcomes and indicators related to UPA-wide MHPSS programming.
- Monitor and track the implementation of awareness sessions according to the Annual Plan to ensure deliverables are being met in a timely fashion.

5. *Advocacy and Awareness*

- Advocate for the importance of MHPSS within the community and among stakeholders.
- Lead awareness campaigns to reduce stigma and promote mental health and psychosocial well-being.
- Advocates for programs and services that lead to children's improved well-being and success.
- Network with PSS/CP actors to coordinate and implement PSS/CP activities and services for young people.

- Provide guidance to UPA management on how to promote staff well-being through group activities and other interventions, as applicable.

QUALIFICATIONS

- An advanced university degree (Masters of equivalent) from an accredited educational institution in Psychology, Counselling, or Clinical Social Work.
- Extensive experience (3-5+) in managing PSS cases directly, and receiving and referring high-level cases;
- 3+ years delivering PSS/child protection capacity building trainings;
- Experience developing material for awareness sessions for caregivers, community members, children/youth, center/school staff/administration;
- Experience working with children/youth programming, psychosocial support, or protection with an NGO, INGO or UN agency;
- Experience in developing outreach strategies to reach targeted groups;
- Understanding of and experience in developing community-based approaches and responses to child protection needs;
- Demonstrates experience in implementing awareness sessions to youth and caregivers in centers and communities;
- In-depth understanding of referral pathways and ability to train on child protection, PSS indicators or referrals;
- Previous work experience in refugee settings, preferably with UN organizations, or other relevant international or national non-governmental organizations (NGOs);
- Fluent in English & Arabic

DESIRABLE QUALIFICATIONS AND EXPERIENCE

- Experience in developing M&E tools to assess and measure the performance of PSS activities and the improved well-being of children/youth;
- Experience implementing PSS activities in educational settings, whether formal or non-formal education;
- Experience training Community Based Protection Networks;
- Experience in providing technical supervision and guidance to psychologists or psychosocial support staff;
- Strong management skills, with good understanding of relevant cross-cultural issues and ability to work with refugee and host community populations;
- Demonstrated skills in data collection and database management, organized, and able to handle many responsibilities simultaneously;
- Experience working with vulnerable populations, particularly the elderly, children, and women.
- Experience in working with local or international NGOs.
- Familiarity with the MHPSS needs of refugees and displaced populations.
- Excellent verbal and written communication skills

COMPETENCIES

- Ability to develop clear goals and prioritize activities and assignments;
- Effective working relationships with others on a team environment and with people of diverse backgrounds, culture and nationalities;

- Ability to establish and maintain effective relationships with colleagues, other staff, outside collaborators, including NGOs, academia, private sector and government departments;
- Mature, responsible, and diplomatic in their interactions with others;
- Good writing skills, including reports, best practices, cases studies, etc.
- Ability to work independently with limited supervision, as well as part of a team;
- Very strong written and oral communication skills in both English and Arabic, including report development, writing and editing;
- Positive, respectful attitude, and collaborative approach to problem solving;
- Demonstrated attention to detail; ability to follow procedures, meet deadlines and work independently as well as cooperatively with team members.

About UPA:

UPA empowers Palestinians to improve their lives and communities through socially responsible and sustainable programs in health, education, and community and economic development.

United Palestinian Appeal (UPA) www.upaconnect.org is a 501(c) (3) New York-registered non-profit organization, with headquarters in Washington, DC, and works in the occupied Palestinian territories and refugee camps in Amman and Lebanon. Established in 1978 by Palestinian-American professionals, UPA was conceived as a non-political, non-sectarian organization that would help Palestinians meet their relief and development needs.

Application Process:

To apply, please send your resume (C.V.) and cover letter to (employment@upaconnect.org) by 5 June 2025.