

JOB DESCRIPTION

JOB TITLE:	Psychosocial Focal Point
DEPARTMENT:	International Human Resources
JOB HOLDER:	
REPORTS TO:	Head of International Human Resources

JOB PURPOSE

The Psychosocial Focal Point is responsible for coordinating and providing psychosocial support services to MSF Australia International and Domestic staff, ensuring integration with other MSF units and external providers. The role focuses on advisory support, training, crisis response, and maintaining a referral network to uphold staff well-being and resilience.

DIMENSIONS

- Oversees and sets the strategy for psychosocial support at MSF Australia, ensuring the well-being of both International and Domestic staff. Provides direct psychosocial support for international staff as needed, while offering guidance and oversight for Domestic staff support, delivered through an external provider. Also advises MSF Australia on psychosocial risk and strategic improvements.
- Collaborates with Operational Centre (OC) and APAC Psychosocial Support Units (PSUs) and other MSF psychosocial focal points.
- Ensures service delivery, quality assurance, and continuous improvement in psychosocial care.
- Provides technical support and guidance to internal teams and staff.
- Manages relationships with external psychosocial and mental health service providers in Australia and New Zealand.

ORGANISATIONAL STRUCTURE

The Psychosocial Focal Point reports to the **Head of International Human Resources** and works closely with International and Domestic HR teams, the APAC and OC PSU teams, and other key stakeholders. The role also supports the MSF Australia Peer Support Network and liaises with Society Incident Liaison Team (SILT) and Family Liaison Officers (FLOs) during critical incidents.

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CONTEXT

This role is integral to MSF Australia's commitment to staff well-being, ensuring that all personnel have access to high-quality psychosocial support before, during, and after assignments. The Psychosocial Focal Point facilitates coordination between internal teams and external services to deliver comprehensive care. The role is also crucial for maintaining MSF Australia's compliance with workplace health and safety (WHS) requirements concerning psychosocial risks.

ACCOUNTABILITIES

1. **Coordination and Integration of Services**

- Act as the central coordinator for all psychosocial support services.
- Ensure seamless integration of psychosocial services with other MSF teams and external providers.
- Oversee pre-departure briefings, post-assignment debriefings, and follow-ups for key groups (e.g., first departures, early returns, high-risk contexts).

2. **Advisory Support**

- Provide expert guidance on psychosocial issues to International HR and Domestic HR teams.
- Serve as the point of contact for psychosocial queries from staff.
- Ensure compliance with WHS psychosocial risk requirements.

3. **Training and Awareness**

- Collaborate with the L&D Manager to develop and deliver psychosocial training (e.g., stress management, mental health first aid, crisis response training).
- Promote mental health awareness and well-being among staff.

4. **Crisis Response**

- Support SILT and FLOs during critical incidents.
- Oversee the psychologist pool for crisis response and ensure readiness for deployment.

5. **Referral Network**

- Establish and maintain a referral network of psychosocial and mental health services in Australia and New Zealand.
- Ensure timely and appropriate referrals for staff requiring additional support.

6. **Data Analysis and Quality Assurance**

- Collect, analyse, and monitor service utilisation data.
- Implement quality assurance measures for continuous improvement.

KEY PERFORMANCE INDICATORS

- Strong collaboration with APAC PSU and other MSF psychosocial focal points.
- Develop a staff mental health policy
- Effective integration of psychosocial services with MSF Australia HR functions.
- Timely and appropriate response to psychosocial issues and critical incidents.
- Increased awareness and engagement in mental health training.
- Effective referral processes with documented outcomes.

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7. Support to Peer Support Network

- Provide oversight and support to the MSFA Peer Support Network.
- Ensure peer supporters are well-trained and equipped to assist returning International Mobile Staff (IMS).

8. APAC & OC PSU Collaboration

- Establish regular communication channels with the APAC & OC PSU teams.
- Promote knowledge sharing and best practices in psychosocial care.
- Leverage the APAC and/or OC PSU for technical support in complex cases.

9. Psychological Ethics, Duty of Care, and Wellbeing

- Maintaining strict confidentiality, ethical and legal guidelines
- DEI - ensure culturally sensitive psychosocial support
- Prevention & management of psychological injury

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CHALLENGE & CREATIVITY / DECISION-MAKING

- Balancing the diverse psychosocial needs of MSF Australia staff across different contexts.
- Developing innovative ways to engage staff in mental health and well-being initiatives.
- Ensuring timely intervention during critical incidents while managing multiple priorities.
- Strengthening external referral networks while maintaining MSF Australia's psychosocial support model.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential:

- Tertiary qualification in psychology.
- Significant experience in psychosocial support, preferably in a humanitarian or high-stress work environment.
- Experience working with MSF.
- Strong understanding of mental health issues and interventions.
- Proven ability to provide training and facilitate learning.
- Excellent communication and advisory skills.

Desirable:

- Experience in crisis response and incident management.
- Knowledge of WHS psychosocial risk management.
- Familiarity with MSF structures, policies, and HR functions.

COMPETENCIES

- **Strategic Thinking & Policy Development:** Demonstrates the ability to think strategically and develop comprehensive mental health policies that support staff well-being, align with organisational goals, and incorporate best practices in psychosocial care.
- **Collaboration:** Strong teamwork skills with internal and external partners.
- **Adaptability:** Ability to work in complex and evolving environments.
- **Empathy & Active Listening:** Ability to support staff with sensitivity and discretion.
- **Training & Facilitation:** Effective in designing and delivering psychosocial training.
- **Crisis Management:** Capability to respond effectively to urgent situations.
- **Data Analysis:** Ability to track and improve service delivery based on data insights.

DATE:	
Signed: (Job Holder)	
Signed: (Manager / Director)	