

Protection & Mental Health & Psychosocial Support Adviser

Location	Lviv, Ukraine and frequent travel to field locations
Department	Program
Reports to (Line Manager)	Deputy Country Director - Programmes
Contract Type	12 months fixed term with 3 months' probation

About HelpAge

HelpAge International works with partners and a diverse global network of more than 170 organizations over 90 countries, supporting millions of older people to live safe, dignified, and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age.

Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience. Our 2030 strategy Ageing in a Just World sets out how we will work together to shape the future we all share. By ensuring that all our work promotes wellbeing, dignity and voice, we can be a positive influence in the lives of current and future older people.

HelpAge International is entering into an exciting phase of its evolution as we fundamentally transform what we do, how we do it and how we are organised. Driven by our commitment to the localization agenda, we are evolving the way we partner and deliver value at the country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally. We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work -humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership. A key way of creating value and bringing impact is collaborating across boundaries and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas

About the Portfolio / Department

HelpAge has been operating in Ukraine since 2014, establishing an office in Kyiv and providing programmatic outreach in the Eastern region. Early in the crisis, HelpAge developed a remote management approach, building on an already established model following internal restructuring of HelpAge in 2021 and the Remote Management policy developed during the COVID-19 global pandemic in

2020.HelpAge in Ukraine relocated its main office from Kyiv to Lviv in April 2022 due to the conflict. Since phase 1 planning, we are now based in 4 locations in Ukraine, with offices in Kyiv, Lviv and Dnipro, as well as HelpAge staff based in Chernivtsi. Internal coordination including regular programme coordination meetings with country colleagues takes place on a weekly basis, to enhance coordination between offices and departments. In addition to open communication channels across HelpAge, there are internal Emergency Response Team (ERT) meetings held every two weeks, involving the three countries and the response team.

About the Job

The Protection & MHPSS Adviser will provide overall technical support and oversight of HelpAge Ukraine's multi-donor funded protection and MHPSS humanitarian response work with most at risk older people with and without disabilities, their caregivers, and communities. You will also contribute to the development of new project proposals integrating protection & MHPSS interventions, and high quality internal and external reports.

Key areas for impact/influence and responsibilities

Key responsibilities: (95%)

- Provide technical guidance & support to all staff, including Senior Protection Officer (s), Protection Assistant (s), on HelpAge's protection & MHPSS interventions at all stages of its humanitarian response (e.g., project design, implementation and monitoring and evaluation).
- Develop and implement a capacity strengthening strategy, including relevant technical assistance, training, and mentoring, to support building staff capacity to ensure quality delivery of protection & MHPSS interventions across all projects.
- Provide technical input and oversight on protection & MHPSS within mainstreaming in all sectors of HelpAge emergency response work.
- Work collaboratively in a team of technical advisors & coordinators across sectors and cross-cutting issues.
- Represent HelpAge International at relevant meetings with governmental donor agencies and various UN Agencies including the Protection Cluster, MHPSS Technical Working Group meetings, as well as meetings of organisations engaged in protection and MHPSS.
- In coordination with MEAL team develop appropriate reporting systems for data collection, analysis and follow up and support with donor reporting on protection & MHPSS interventions.
- Assist the MEAL team and provide any technical support required during MEAL activities related to protection & MHPSS psychosocial support Intervention.
- Travel in country: take part in field visits to support and provide technical guidance and input to staff.

Other (5%)

- English speaking employees are expected to provide verbal and written translations when required.
- Assist in writing project reports.

Skills and experience

Required

- At least 3 years humanitarian experience in supporting and supervising high quality protection and MHPSS interventions.
- Hold a degree and/or master's in social work, psychology, or other relevant fields.
- Knowledge and experience in social work and/or protection or MHPSS support, GBV, in emergency context
- Strong interpersonal skills and teamwork skills.
- Good communication, organization, and planning skills.
- Knowledge of English, at least for simple direct verbal and written communication.
- Problem solving skills and willingness to travel through Ukraine as required.

Desired

- Experience in working with local and/or international NGOs, or international organizations active in the humanitarian field.
- Experience in working with older people, displaced communities etc.
- Experience in overseeing and supporting the work of staff at the local level, such as Protection Officers, Project Assistants etc.
- Knowledge in implementing projects in close collaboration with partner organisations and/or local/national authorities.
- Familiarity of CHS, Humanitarian Principles, HelpAge International principles etc.

Key Behavioural Competencies

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to make an impact that matters.

In addition, as an HelpAge employee you are expected to:

Competencies	Description
Working Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organizations and partners to achieve our strategic aims and objectives; being accountable for the work we do together.
Adaptability and Flexibility	Adapt to new directions or opportunities arising within the organisation and in our work area; being flexible in our role, constantly using the feedback to learn more and evolve further.
Supporting and Facilitating Change	Lead behavioural and cultural change through embracing a supportive, collaborative and highly inclusive environment where everybody feels supported, respected and engaged.
Extend HelpAge's Reach and Impact	Extend HelpAge's reach and impact by creating and identifying new business development opportunities and building relationships with new partners.
Diversity and Inclusion	Lead and promote a culture of including the voices of older people across our support, convening and thought leadership roles, in a way that is transformative, empowering and highly inclusive of those marginalised by gender, economic status, disability and other factors of discrimination.
Leading Others (for managers)	Demonstrate strong leadership to own unit/department and manage people in a well and reputable manner. Create an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with. The post holder will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes to anyone that encounters our work.
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism.
- Complying with all safeguarding framework policies and practices.
- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

SAFER RECRUITMENT

All employments at HelpAge International will be subject to satisfactory references and appropriate screening checks, which can include misconduct disclosure schemes and terrorism finance checks.

How to apply

To apply for a job at HelpAge, please submit the following documents in English:

- A cover letter (please set out your letter using the 'Let's talk about you' criteria in the job profile as bold paragraph headings in the same order)
- Your current curriculum vitae (3 pages maximum)
- Three referees, including your most recent employer

to hrua@helpage.org while mentioning the name of the position that you are applying for in the subject. Please note that this position is only open for Ukrainian citizens or those with the right to work and live in Ukraine.

Attention! Applications will be reviewed on a rolling basis until the position is filled, and only shortlisted candidates will be contacted. If you do not hear from us within three weeks after the application closing date, please consider your application unsuccessful.