



General Secretariat (GS)

Geneva, 14 October 2020

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 44

Subject: **Vacancy Notice No. 45P-2020/SG-HRMD/EXTERNAL/P3**

Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

**I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than 14/12/2020 on ITU web site:
<http://www.itu.int/employment/Recruitment/index.html>**

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Dubai 2018), affirming that: "...when filling vacant posts by international recruitment, in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the balance between female and male staff mandated by the United Nations common system;".

Yours faithfully,

Mr. Houlin ZHAO
Secretary-General

Annexes: **Vacancy Notice No. 45P-2020/SG-HRMD/EXTERNAL/P3**

INTERNATIONAL TELECOMMUNICATION UNION



ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world. To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

VACANCY NOTICE N° 45P-2020/SG-HRMD/EXTERNAL/P3

Date of Issue: 14 October 2020

Currently accepting applications

Applications from women are encouraged

Functions: Staff Counsellor

Post Number: HR01/P3/265

Deadline for Applications (23.59 Geneva CH) : **14 December 2020** Duration of Contract: 2 years with possibility of renewal for 2 additional years

Type of Appointment: Fixed-term Appointment Duty Station: Geneva, Switzerland

Grade: P3

Organ:

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Organization Unit:

Within the General Secretariat, the Human Resources Management Department (HRMD) advises the Secretary General on human resources management. It manages ITU's resources ensuring consistency with ITU strategies, policies, regulations and rules as well as UN Common System policies. It efficiently manages the human capital of the Union; creates a stimulating and supportive work environment and encourages organizational creativity and performance measurement based on results.

Duties / Responsibilities

Under the direction of the Chief, Human Resources Management Department (HRMD), the incumbent is responsible for managing the Staff Counselling Office serving ITU aiming to promote psychological safety and wellbeing in the workplace, and managing the human impact in critical incidents. The service is strictly confidential, and maintains a neutral, impartial, and independent stance from Administration and other internal bodies. To this end the incumbent will perform the following duties:

- Provide advice and recommendations to staff on psychological and wellbeing issues in the workplace which adversely affect job performance and productivity. Conduct individual and/or group psychological, counselling, and coaching sessions for staff facing work-related or personal challenges triggering psychological distress. Initiate and coordinate, as necessary with the Medical Adviser, specialized referrals, externally and internally, to ensure comprehensive care.
- Provide advice and recommendations to managers at all levels on issues affecting their team or team members at the individual level.
- Contribute to the elaboration of policies, the development of systems and training programs, and propose methods of intervention in areas of staff wellbeing with the aim of creating and maintaining a respectful and healthy working environment and improving team dynamics; collaborate in these areas with all internal key stakeholders (e.g. the Ethics Officer, the Medical Service, HR Management Department, Legal Affairs Unit, Staff Council and the mediators) to promote a comprehensive multidisciplinary approach for greater efficiency of issue resolutions.
- Develop with HRMD and Medical Services segments of the corporate Mental Health Strategy- promoting prevention and early intervention of psychosocial support, recovery, return to work.
- Develop communication tools in coordination with other stakeholders to facilitate access and visibility of procedures and frontline services in the area of well-being at the workplace.
- Evaluate, plan, and implement critical incident interventions to mitigate the psychological impact and promote recovery. Coordinate with key counterparts, internal or external (UNDSS-CISMU, other UN Staff Counsellors) for efficient implementation of support at HQ, at community level and in the field. Initiate specialized referrals to mitigate traumatic impact of the critical incident and promote business continuity.
- Research and provide information in response to social services inquiries by staff and retirees, directing them to relevant resources available in the Geneva-area (schools, housing, social security, etc.). Liaise and refer internally for requests pertaining to ITU issues (Insurance, Pensions, work permits etc.). Provide targeted sessions on the topic of retirement upon request for individuals and in connection to the Pre-retirement Seminars for ITU staff.
- Collaborate closely with other UN Staff Counselling entities - UNDSS-CISMU and UNSSCG, by taking part in research and inputs on technical and professional knowledge, exchange on best practices and procedures.
- Perform other related duties as assigned.

Competencies

- **Core Competencies:** Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.
- **Essential Functional Competencies:** Analysis, Judgement and Decision Making; Client and Service Orientation; Networking and Building Partnerships; Planning and Organising, and; Successful Management.
- **Essential Technical Competencies:** Qualities of diplomacy, tact and discretion are essential along with the ability to maintain confidentiality, inspire trust and exercise good judgment in evaluating situations. Commitment to diversity, equality and inclusion and sensitivity to cross-cultural factors in communications and interpersonal relations. Strong ability to communicate effectively. Ability to assess complex problems and to advise staff members. Conflict resolution and mediation skills; strong ability to empathize; stress management skills. Ability to identify the systemic/organizational dimensions in a matter that relates to individuals. Broad knowledge of staff-management relations and strong appreciation of its importance to staff welfare. Strong understanding of how implementation of organizational rules and policies affect staff welfare. Good knowledge of subjects related to organizational psychology. Knowledge of the social agencies and reference sources of the area including the City and Canton of Geneva, and the neighbouring towns of Switzerland and France would be an advantage.

Qualifications required

Education:

Advanced university degree in the field of social work, psychology, counselling or other behavioural sciences or a related field OR education from a reputed college of advanced education with a diploma of equivalent standard to that of an advanced university degree in one of the fields above. For internal candidates, a first university degree in one of the fields above in combination with seven years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least five years of progressively responsible experience in the field of social work involving medical, psycho-social, family and/or work-related problems, including at least two at the international level either in the public or private sector. A doctorate in a related field can be considered as a substitute for two years of working experience.

Languages:

Knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) at advanced level and knowledge of a second official language at intermediate level. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries: when candidates from such countries possess a thorough knowledge of one of the official languages of the Union, their applications may be taken into consideration.)

Additional Information:

Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and subject to change without notice in accordance with the rates as set within the

UN Common System for salaries and allowances.

Annual salary from \$ 60,962 + post adjustment \$ 52'976

Other allowances and benefits subject to specific terms of appointment, please refer to
<http://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx>

Applicants will be contacted directly if selected for written test. Interviews may be used as a form of screening.

For further information concerning the Conditions of Employment please click [the following link](#)

Applicants will be contacted only if they are under serious consideration

Currently accepting applications



ITU is a smoke-free environment