



## VACANCY ANNOUNCEMENT

### Hotline Counsellor – Moegaung and Hopin

#### I. ORGANISATION BACKGROUND

Médecins du Monde (MdM) is an international humanitarian organization whose mission is to provide medical care for the most vulnerable populations, the world over, including France. It seeks to stimulate voluntary commitment from doctors, other health care providers, and from those whose expertise in other fields is needed for its activities, to enlist all competent support required for the achievement of its projects, and to seek at all times to encourage close working relationships with populations in its care.

MdM has been operating in Myanmar since 1994. Its main programme delivers comprehensive Harm Reduction and HIV/AIDS prevention and care, focusing on key populations – People who Use Drugs (in Kachin State), and Female Sex Workers and LGBTQI+ (in Yangon).

In Kachin, MdM's programs are implemented in 2 main sites (Moegaung and Hopin/Mohnyin). Activities include health education in outreach, needles and syringe exchange programme, methadone substitution programme, counselling and HIV testing, and medical care for People living with HIV (STI, opportunistic infections, Tuberculosis and ARV).

In Yangon, MdM is implementing harm reduction (sex work) and Sexual and Reproductive Health and Rights (SRHR) programs for sex workers, LGBTQI+, and people living with HIV, with broad community partnership approaches. Current and future strategy focuses on supporting local civil society and health system in scaling up and provision of health services.

#### II. Hierarchical & Functional links

The Hotline Counsellor is under the direct supervision of the Prevention Officers (PO) in Moegaung, Hopin and Mohnyin, to whom he/she has to report. He/she is managing a team of volunteer-based peer workers who deployed at KPSC.

#### III. Essential duties

The Hotline Counsellor works with the program team to promote harm reduction services towards **New Injectors**, people who used drugs (PWUD) and other vulnerable population (OVP). The Hotline Counsellor, will be responsible for providing daily hotline harm reduction services, will serve as a listening ear and offer guidance, referrals to callers to help individuals cope with their needs, challenges and access appropriate services and monitor the daily activities of peer workers (CWs) and ensure effective services provision at key population services centre (KPSC).

#### IV. Tasks and Responsibilities

##### HOTLINE ACTIVITIES

- Establish regular activity plans for the implementation of hotline prevention services under the supervision of the PO.
- Respond to incoming calls on the hotline promptly and professionally.
- The hotline counsellor proposes after the first call to call back the person after 1 week.
- Provide empathetic and nonjudgmental support to callers experiencing emotional, stress, challenges and health concerns.

- Explain about new injector intervention and harm reduction services to callers, encourage them to disseminate information about hotline services to other new injectors.
- Explain brief information about important of early HIV testing, safe injection, and other necessary information base on caller's needs.
- Offer hotline harm reduction services, and referral services to callers to help individual needs and access appropriate services.
- Offer HIV testing service through CBS, and Mobile activities to callers who don't want to come to KPSC.
- Utilize active listening and communication skills to establish rapport and build trust with callers.
- Collaborate with other team members to assess caller need and provide appropriate referral to CWMs, Peer Workers, and Clinic Counsellor to access prevention services and HIV testing and other support networks.
- Maintain accurate and confidential records of calls, assessments, and referrals.
- Support MdM prevention and medical team in the implementation of medical mobile/ confined medical camp and women special day activities if needed.
- In collaboration with Prevention Officer, do regular assessment of caller's needs and risks levels.
- To ensure that effective response to the overdose prevention and management through the proper referral system of the trained peers while making sure the continuous monitoring, following up and proper documentation.
- Participate to the adaptation of the hotline protocol according to the evolution of the hotline activity.

#### **KPSC ACTIVITIES SPECIFICALLY TARGETING AT NEW INJECTORS**

- Participate in the organization of support group, focus group discussion and recreational activities.
- Conduct group health education sessions at KPSC.
- Provide clients registration services, and health education services for new clients at KPSC.
- Participate and organize women specific day activity if needed.
- Ensure that IEC materials and prevention materials (needles and syringes, condoms, etc) are provided according to needs of clients.
- Provide closely coaching to CWs dedicated to new injectors who are assigned at KPSC activities.
- Assist Prevention Officers in the planning of special events like World AIDS day, training to community workers accordingly.
- Participate in weekly/ monthly meeting with the team and sharing the achievements, challenges in terms of hotline services.

#### **DATA COLLECTION & REPORTING**

- Collect daily data and record including comprehensive service information from callers.
- Report hotline services activities to line manager on weekly basis.
- Provide monthly reports to line manager.
- Ensure that to record and monitor daily prevention NSEP stock in/ out by community workers collaboration with respective CWMs.
- Ensure that to record for returned needles transferred by CWs in KPSC according to safety guidelines collaboration with respective CWMs.
- Case documentation and reporting for overdose and arrest/ harassment cases.

#### **TEAM MANAGEMENT**

- Participate in strategic workshops/Meetings and program review activities.
- Keep a good communication and contact with community-based stakeholders where activities are implemented.
- Inform line manager about the field constraints and difficulties timely and effectively.
- Promote a friendly, non-judgmental and professional approach and respect the rights of the beneficiaries.
- Build trust and good communication with beneficiaries and to team members.
- Identify potential peer workers, and SNS mobilizer among PWUD community.

## V. Background of the candidate

<b>Education (Essential)</b>	Bachelor's degree or having equivalent experiences in related field
<b>Professional Experience</b>	Experience as MdM peer worker is preferable/Minimum 1-years working experiences in the field of HIV/ AIDS Prevention.
<b>Language Skills</b>	Burmese
<b>Personal Skills</b>	<ul style="list-style-type: none"><li>• Good interpersonal and communication skills</li><li>• Team spirit</li><li>• <i>Ability to be discrete and maintain confidentiality</i></li></ul>
<b>Other Skills Required</b>	<ul style="list-style-type: none"><li>• Comfortable reading and writing</li><li>• Basic computer skills</li><li>• Mentoring/team management</li><li>• Knowledge in Harm Reduction approach, HIV, TB, etc.</li></ul>

If you are interested, please send your CV and Cover Letter to [recruitment.kachin@medecinsdumonde.net](mailto:recruitment.kachin@medecinsdumonde.net) in word or pdf format mentioning '**Hotline Counsellor**' in the email subject line.

Address for Moegaung - **No(187),Nat Gyi Kone Quarter, Moegaung, Kachin State.**

Address for Hopin -**Ma Ma/Ma (3/8), Pho Kha Street, Net Kyi Kone Quarter, Hopin,Kachin State.**

Address for Myitkyina - **No(72),Ta Pin Shwe Htee Street, Myothit Ward, Myitkyina, Kachin State.**

The submission deadline is 05.00pm on **May,13<sup>th</sup> 2024.**

Only shortlisted candidates will be contacted.

MDM stands up for the integration of people living with disabilities and fights against discrimination.