



JOB DESCRIPTION

SECTION 1

Position information

Job Title	MHPSS Technical Coordination and Information Management Officer (Technical Working Group)
Grade	P2
Duty Station	Caracas, Venezuela
Position number	00000000
Job Family	MHPSS
Organizational Unit	Programs. Migration Health & MHPSS Unit
Is this a Regional Office, Headquarters, MAC, PAC, Liaison Office, or Country Office position?	Country Office
Position grade	(to be filled by Classifier)
Direct supervisor	Migration Health Officer, Head of Unit
Number of direct reports	0

SECTION 2

Organizational Context and Scope

Founded in 1951, IOM is the leading intergovernmental organization in the field of migration and works closely with governmental, intergovernmental, and non-governmental partners. IOM is committed to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

To this end, IOM, in coordination with the Pan American Health Organization (PAHO) and in collaboration with the National Mental Health Programme of the Ministry of Health (MPPS), plans to strengthen the Mental Health and Psychosocial Support (MHPSS) Technical Working Group

(TWG) at the national level. The objective of the TWG is to bring together all actors involved in mental health and psychosocial support in emergencies, as well as in the assistance and care of vulnerable populations, in order to improve the response to the needs of target populations in Venezuela and enhance their access to quality services and support.

The TWG is composed of United Nations agencies, national and international organizations, civil society actors, academia and relevant government departments.

Under the overall supervision of the Emergency Coordinator and the direct supervision of the Migration Health and MHPSS officer (head of unit), the **MHPSS Technical Coordination and Information Management Officer** will be responsible for providing support to the MHPSS Technical Working Group coordination in close collaboration with PAHO, through information management, data analysis, needs assessments, service mapping, evidence generation, and technical coordination to strengthen strategic decision-making, service quality, and access to mental health and psychosocial support services for affected populations in Venezuela.

SECTION 3

Key Responsibilities and Duties

Information Management and Data Analysis

1. Support the collection, consolidation, cleaning, validation, and analysis of MHPSS-related data from TWG members and other relevant stakeholders to inform coordination, planning, and decision-making.
2. Maintain and update MHPSS information management tools, databases, and reporting systems to ensure the availability of accurate and timely information.
3. Produce regular analytical products, including dashboards, situation overviews, infographics, factsheets, and presentations highlighting MHPSS trends, needs, service coverage, and gaps.
4. Analyze quantitative and qualitative data to identify priority needs, underserved populations, geographic disparities, and emerging MHPSS concerns.
5. Contribute to the preparation of technical reports, briefing notes, presentations, and evidence-based advocacy materials for partners and donors.

Needs Assessments and Evidence Generation

6. Support the design, implementation, and analysis of MHPSS needs assessments, service availability assessments, rapid assessments, surveys, and other data collection exercises.
7. Contribute to the development of assessment methodologies, data collection tools, indicators, and reporting frameworks in alignment with inter-agency standards and the TWG workplan.
8. Synthesize assessment findings to generate actionable recommendations for strategic planning, response prioritization, and resource mobilization.
9. Support the Co-Chairs in the integration of MHPSS-related indicators and findings into broader humanitarian and health assessments.

Service Mapping and Gap Analysis

10. Support the maintenance of the mapping of MHPSS service providers, referral pathways, resources, and interventions implemented by TWG members and partners.
11. Conduct regular service availability and accessibility analyses to identify geographical and thematic gaps in MHPSS service provision.
12. Support the development and dissemination of service directories, referral tools, and mapping products to strengthen coordination and service accessibility.
13. Collaborate with partners to ensure mapping products remain updated and reflect changes in service availability and operational capacity.

Support to the TWG Coordination Function when required

14. Provide technical and operational support to the TWG Co-Chairs (IOM and PAHO) in implementing the annual workplan and coordinating TWG activities when required
15. Support the organization of TWG meetings, technical consultations, workshops, and capacity-building initiatives, including agenda preparation, meeting minutes, action tracking, and follow-up.
16. Contribute to the development of technical guidance, strategic documents, workplans, reports, and communication materials as requested by the TWG Co-Chairs.
17. Represent the TWG in relevant inter-sectoral and coordination fora when delegated by the Co-Chairs.
18. Perform any other duties assigned by the supervisor and/or TWG Co-Chairs to support the effective functioning of the MHPSS Technical Working Group.

SECTION 4

Required Qualifications and Experience.

EDUCATION

- Master's degree in clinical psychology, Counselling Psychology, Psychiatry, Social Work, or a related field from an accredited academic institution, with at least two years of relevant professional experience; or
- University degree in the above-mentioned fields from an accredited academic institution, with at least four years of relevant professional experience.

EXPERIENCE

- Experience in MHPSS programming and/or coordination in humanitarian, migration, emergency, recovery, or public health settings.
- Experience in information management, including data collection, analysis, visualization, and the production of reports, dashboards, and other analytical products.
- Experience conducting assessments, analyzing quantitative and qualitative data, and translating findings into operational and strategic recommendations.
- Experience supporting inter-agency coordination mechanisms and developing technical reports, presentations, and knowledge management products; proficiency in data visualization tools is desirable. Experience in Latin America and the Caribbean is an asset.

COMPETENCES

- Extensive theoretical and practical knowledge of the **IASC Guidelines on Mental Health and Psychosocial Support (MHPSS) in Emergency Settings**, as well as in peacebuilding contexts, and related tools and products (e.g., the IASC Assessment Toolkit, the 4Ws Mapping Tool, the Monitoring and Evaluation Framework, and the Health, Protection, and CCCM briefing notes);
- Strong networking skills to build and maintain constructive relationships with all humanitarian actors, donors, and relevant government ministries;
- Familiarity with the humanitarian architecture (cluster system), humanitarian appeals, Humanitarian Response Plans (HRPs), and pooled humanitarian funds;
- Ability to work independently while collaborating effectively with members of the MHPSS Coordination Group.

SECTION 5

Languages¹

The official languages of the International Organization for Migration (IOM) are English, French, and Spanish.

Required

For this position, full proficiency in Spanish is required, both spoken and written.

Desirable

Knowledge of English is considered an asset.

SECTION 6

Competences²

¹ As per IN/233, staff members in a position in the Professional and GS categories are expected to be fluent in one of the Organization's official languages, which are English, French and Spanish. At least a working knowledge of another official language is highly desirable and may be specified as mandatory in some cases. For positions in the GS category, proficiency in one of the local language(s) may also be required, as specified in the VN/SVN.

² Competencies and respective levels should be drawn from the Competency Framework of the Organization.

The incumbent is expected to demonstrate the following values and competencies:

VALUES

All IOM staff members must uphold and demonstrate these values:

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences; encourages diversity and inclusion whenever possible.
- **Integrity and transparency:** Maintains high ethical standards and acts in accordance with the Organization's principles, rules, and standards of conduct.
- **Professionalism:** Demonstrates the ability to work in a calm, competent, and committed manner, and exercises sound judgment in addressing everyday challenges.
- **Courage:** Is willing to take a stand on important issues.
- **Empathy:** Shows compassion toward others and helps ensure that people feel safe, respected, and fairly treated.

CORE COMPETENCIES – Behavioral Indicators

- **Teamwork:** Develops and promotes effective collaboration within and across departments to achieve shared goals and optimize results.
- **Delivering Results:** Produces and delivers quality results in a timely manner; takes action to achieve agreed-upon outcomes.
- **Managing and Sharing Knowledge:** Continuously seeks opportunities to learn, share knowledge, and innovate.
- **Accountability:** Takes ownership of delivering the Organization's priorities and assumes responsibility for own actions and delegated tasks.
- **Communication:** Encourages and contributes to clear and open communication; explains complex issues in an informative, inspiring, and motivating manner.

SECTION 7

Signatures

Supervisor level 1	Date
	Click here to enter a date.
Supervisor level 2	Date
	Click here to enter a date.