

February 2024

Title: Staff Counselling Internship

Bureau/Dept/Unit: HR Staff Counselling Service

Supervision: Roza Van der Heide, Staff Counsellor

Duration: 6 to 11 months maximum

Location: ITU Headquarter

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We're unique among UN agencies in having both public and private sector membership. So in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

1. **Organizational Unit**:

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.

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.

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| 1. **Organizational context:** (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)   Within the General Secretariat, the Human Resources Management Department (HRMD) advises the Secretary General on human resources management. The staff counselling service is part of HRMD, with the following main functions:   * Elaborate policies, develop 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 * Provide psychosocial support and counselling, on a confidential basis, to staff members having difficulties in personal matters such as: socio-medical, stress, illness, family concerns, substance abuse, health and security at work, financial, legal and work related problems * Coordinate with other services (Medical, Insurance, Pensions, etc.) to seek solutions for difficult cases or problematic situations Provide assistance and advice to new or reassigned staff and their family on issues related to relocation, housing, schooling, work permits for spouses, domestic employees |

## **Terms of Reference / Internship Objective:**

Under the supervision of the Staff Counsellor, the Intern will:

* Analyse the data of mental health and wellbeing surveys & assessments;
* Conduct substantive research and analysis on matters related to mental health and workplace wellbeing;
* Gather and orderly archive data and research for practical implementation;
* Contribute to the development of e-learning playlists for ITU staff related to wellbeing and mental health topics;
* Support in policy background review and compiling policies from other UN and other entities, ensuring they align with best practices.
* Contribute to the design and organization of training programs on mental health and wellbeing to enhance the capabilities of the workforce.
* Support in evaluating training program effectiveness and gathering feedback for continuous improvement.

1. **Competencies**

**Technical Competencies**

* Excellent analytical, research and drafting skills
* Writes clearly and effectively
* Able to work autonomously
* High level of discretion and ability to handle confidential and sensitive material
* Familiarity with Microsoft Office applications (Word, Excel, Outlook, PowerPoint) and other relevant IT programs/applications

1. **Qualifications required**
2. **Education**:

University degree in Social Science

1. **Work experience**:

No work experience is required.

1. **Languages:**  
   Fluency in oral and written English is a requirement. Intermediate level of French would be desirable.
2. **Training and Learning Elements:**

The candidate will acquire excellent knowledge and experience of:

* understanding of ITU, its structure, and its ongoing work in the staff counselling service;
* valuable professional experience in human resources, especially in workplace wellbeing
* in-dept knowledge of the challenges of workplace wellbeing in a multicultural environment and an international organization;
* advanced drafting and writing skills in an international context; and,
* exposure to managers and staff members of an international organization.

Learning will be structured and will take place through ITU meetings and/or workshops, by studying ITU reports, surveys, studies, or activities-related processes, by mentoring/coaching/on-the-job training.

The post holder will be attached to a direct supervisor who will provide learning opportunities by the following means:

* on-the-job training/hands-on training
* e-learning
* mentoring
* classroom training
* participation in meetings

1. **Additional information**

Strong interest in mental health and workplace wellbeing is key.