



General Secretariat (GS)

Geneva, 7 June 2016

E-mail: erecruit@itu.int

To the Director-General

Circular letter No. 25

Subject: **Vacancy Notice No. 19P-2016/SG-HRMD/EXTERNAL/P3**

Dear Sir,

The post described in the Annex is to be filled at ITU and WMO 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 woman candidates to apply for the above position not later than 08/08/16 on ITU web site: <http://www.itu.int/employment/Recruitment/index.html>

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Guadalajara, 2010), affirming that: "... 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 desirable balance between female and male staff."

At its 2001 session the Council approved Resolution 1187 encouraging Member States and Sector Members to suggest for ITU staff positions, especially at Professional and higher levels, appropriately qualified woman candidates.

Yours faithfully,

Mr. Houlin ZHAO
Secretary-General

Annexes: **Vacancy Notice No. 19P-2016/SG-HRMD/EXTERNAL/P3**



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° 19P-2016/SG-HRMD/EXTERNAL/P3

Date of Issue: 7 June 2016

Currently accepting applications

Applications from women are encouraged

Functions: Staff Counselor

Post Number: HR01/P3/265

Deadline for Applications (23.59 Geneva CH) : 8 August 2016

Duration of Contract: 2 years, with possibility of renewal for two additional years - This position is part-time (80%)

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 and facilities 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 and physical assets 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 within ITU, the incumbent is responsible for providing staff counselling and social Service at ITU (50%) and WMO (30%) and for promoting the psychological and social wellbeing of the staff. The incumbent performs, in particular, the following tasks:

- Elaborates policies, develops systems and training programs, and proposes methods of intervention in areas of staff wellbeing with the aim of creating and maintaining a respectful and healthy working environment; collaborates in these areas with all the internal resources available, e.g. the Ethics Officer and the mediators.
- Provides psychosocial support and counselling, on a confidential basis, to staff members and retirees 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 with a view to finding practical solutions, and where appropriate, makes referrals to professional services, particularly when these issues have an impact on work performance, morale or relations with colleagues. Participates in the design and implementation of prevention program in these areas.
- Coordinates with other services (Medical, Insurance, Pensions, etc.) to seek solutions for difficult cases or problematic situations, bearing in mind both the interests of the administration and the staff as well as the independence and confidentiality inherent to the work.
- Provides assistance and advice to new or reassigned staff and their family on issues related to relocation, housing, schooling, work permits for spouses, domestic employees, etc., and contribute to the induction and training programs.
- Serves as an intermediary to help new, active and retired staff with identifying appropriate local resources: accommodations, educational institutions, hospitals, clinics, local social services, etc..
- Collaborates with the UN Staff/Stress Counsellor Network in sharing technical and professional knowledge and resources in the area of staff support; exchanges and promotes best practices and procedures for counselling services; replaces, when necessary, his/her counterparts in Geneva during vacation periods.
- Actively participates in and/or co-ordinates the Pre-retirement Seminar for ITU and WMO staff members; may be asked to participate on various task force committees. Participate in the organization of recreational activities for staff, such as Children's Club at ITU.
- While maintaining individual confidentiality, advises ITU and WMO HRMD management on general welfare concerns as expressed by members of staff. Prepares statistical reports and analysis to HRMD management on the type of consultation rates and trends of issues surrounding work-life balance.
- Performs other responsibilities as required.

Qualifications required

Education:

Advanced university degree in the field of social work, psychology, counselling or other behavioral sciences or a related field OR education in 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 ITU and WMO (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.)

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 neighboring towns of Switzerland and France would be an advantage.

Remuneration

Annual Salary: (Net of Tax)

105,405.- USD - 140,672.- USD without dependants

112,920.- USD - 151,312.- USD with dependants

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