

ActionAid Bangladesh is looking for suitable candidates for the following position:

Mental Health and Psychosocial Support (MHPSS) Counsellor

Project Name	:	Inclusive Services and Opportunities (ISO) for Human Capital Development and Livelihood, funded by UNFPA
Location of Posting (OCC Center)	:	Noakhali Medical College Hospital, Noakhali
Duration of Contract	:	Fixed-term contract up to 31 December 2026 (renewable depending on funding availability and performance).
Salary and benefits	:	Monthly Gross Salary BDT. 38,339 with other admissible benefits such as mobile & internet allowance, group life insurance etc.

Job Summary:

According to the Population and Housing Census 2022 conducted by the Bangladesh Bureau of Statistics (BBS), Chattogram Division has a population of 33,202,326 people (33.7%) across 7,528,141 households. The incidence of extreme poverty, as per estimates from the lower poverty line, stands at 13.10% in the division. The youth population (15-24) increased from 18.16% in 2011 to 19.11% in 2022. Widows, divorced women, and separated women represent 8.94%, 0.46%, and 0.46% respectively of the division's population.

The Chattogram Division, including Cox's Bazar District, has recorded some of the highest gender-based violence (GBV) and intimate partner violence (IPV) prevalence rates in Bangladesh, as indicated by the 2024 Violence Against Women (VAW) survey conducted by BBS in collaboration with UNFPA. Findings revealed that 78.5% of ever-married women have experienced some form of violence in their lifetime, with 45.5% subjected to physical violence, 34.1% encountering sexual violence, and 70.8% reporting controlling behaviors from an intimate partner. Despite these concerning statistics, 72.8% of survivors did not disclose or report their experiences, underscoring the urgent need for strengthened intervention mechanisms, survivor-centered services, and comprehensive policy frameworks. Only 6% women seek legal support and 50% women are unaware of where to report a GBV incident.

To respond to these challenges, the Ministry of Women and Children Affairs (MoWCA) manages one district level One Stop Crisis Center in Cox's Bazar and four One Stop Crisis Cells (OCC) in the upazilas of Ukhiya, Teknaf, Moheshkhali and Kutubdia. The facilities are located within the premises of the district and upazila hospitals managed by the Ministry of Health and Family Welfare (MoHFW). From 2021 to 2024, the Health and Gender Support Project (HGSP) - funded by the World Bank and supported by UNFPA - provided support to strengthen the integration of sexual and reproductive health and rights (SRHR) and gender-based violence (GBV) prevention and response services in these facilities. The project also upgraded the GBV services to ensure their alignment with the international standards, i.e. survivor-centered GBV case management services, enhanced provision of psychosocial counseling, stronger referral system, and a safe, ethical and confidential GBV data management system. The HGSP

catalysed partnership and collaboration among MoWCA, MoHFW and UNFPA, improving access and utilization of the multi-sectoral GBV response services. Today the OCCs are fully functional and provide the upgraded services to women and girls in need.

In continuation with the achievements of the HGSP, the Ministry of Women and Children Affairs (MOWCA) is leading the implementation of the “Inclusive Services and Opportunities (ISO) for Human Capital Development and Livelihood” project with UNFPA technical assistance and the World Bank financial support. The ISO Project aims to increase access to life-saving and comprehensive gender-based violence (GBV) and child marriage prevention and response services, skills development support, information and awareness for women, adolescents, and youth in the Rohingya camps in Cox’s Bazar and Bhashan Char, as well as for Host Communities (HCs) in Chattogram Division. In the context of the project, MOWCA will run various GBV response facilities - One Stop Crisis Centres, Cells, Regional Trauma Centre, and safe shelters - across the 11 districts of Chattogram Division in order to continue provide essential GBV response services, and align them with international guidelines and tools. UNFPA will provide human resource deployment and capacity enhancement support to these facilities.

In this context, the MHPSS officer will closely work with the Department of Women Affairs (DWA) and MoWCA representatives to ensure the quality implementation and provision of the GBV response services in the MOWCA run facilities - One Stop Crisis Centre, One Stop Crisis Cells, Regional Trauma Centre and safe shelters - in the Chattogram Division.

Key responsibilities include (not limited to):

Provision of MHPSS Support (50%)

- Provide individual psychological counselling support on a regular basis in line with the Inter Agency Standing Committee (IASC) standard tools and guidelines, particularly the Minimum Standards for Prevention and Response to GBV in Emergencies; GBV Case Management Guidelines; GBV Standard Operating Procedures; Mental Health and Psychosocial Support Guidelines and other related SOPs and best practice guidelines to facilitate a survivor-centered approach.
- Provide psychosocial support services to the women and girls, based on needs assessment with GBV survivors, and offer emotional support, counseling, and practical assistance to survivors, helping them navigate their situations and access necessary resources.
- Assess the survivor’s psychological condition by using psychological tools to detect the vulnerable cases and ensure essential follow up.
- Link the survivors with the GBV case workers as required to facilitate access to the GBV case management services.
- Ensure that the MHPSS data tool is accurately updated on a regular basis.
- Document data accurately in the survivors’ intake forms and ensure that they are safely kept under lock and key, in line with the IASC GBV case management guideline.
- Prepare accurate reports for all psycho-social support related activities.
- Carry out client satisfaction surveys for the closed file, where applicable, based on existing data collection tools, and analyse the surveys regularly.
- Conduct regular GBV awareness raising sessions and disseminate information on the available GBV response services with the target communities.
- Ensure that GBV guiding principles and survivor centered approaches are upheld by the GBV case workers while dealing with the survivors and managing the cases.

Case Management Supervision (30%)

- Ensure that the survivor's needs are met as per the case management action plans developed by the GBV case workers, based on the needs and wishes expressed by the survivors.
- Provide case management supervision support to the case workers to ensure that the IASC case management guidelines are implemented properly.
- Provide time-to-time support to the case worker to enhance competency and quality of service provision.
- Provide weekly individual supervision sessions to case workers, with the aim of reviewing the case files and discuss the challenges encountered in the provision of case management services.
- Monitor the case worker's activities and provide regular feedback to improve the performance.
- When needed, back up the case workers for the provision of GBV case management services to survivors, while maintaining the GBV guiding principles and following the IASC GBV case management steps and procedures.

Reporting and Documentation (10%)

- Produce monthly and quarterly progress reports and share them with the concerned parties, including UNFPA and MOWCA based on the reporting matrix of the ISO project.
- Maintain all service-related data properly and accurately, document key interventions and trends, and ensure data safety and security including by keeping records under lock, in line with the survivor-centered approach and global guidelines.

Networking and Liaison (10%)

- Coordinate the development and update the service mapping to ensure smooth and effective referral mechanism & coordinate services to ensure multisectoral response for survivors, with assistance from the GBV case workers across the service facilities in the district.
- Maintain regular liaison and communication with other service providers in order to provide mutual referrals to survivors in an effective, efficient and timely manner.
- Participate and represent the facility in various coordination platforms, such as cluster, sector, sub-sector or working group meetings at the district and upazila levels.

Impact of the results and deliverables

The main results/deliverables include - but are not limited to

- The facility is operational with all essential services in place.
- Strong linkages are developed and maintained with relevant stakeholders including hospital authorities, justice, legal, and other social services.
- Quality MHPSS is provided to the women and girls accessing the facilities.
- GBV case management services are provided following the Inter Agency Standing Committee (IASC) GBV Case Management Guidelines.
- Available networks and platforms are informed on the available GBV services to promote service seeking behavior among women and girls.

Relationships

The MHPSS Officer directly reports to the MOWCA officer as designated by the ISO-GBV Project Director.

Required Educational Qualifications and Experiences

- Master's degree in psychology from a recognized university with expertise in mental health and psychosocial support.
- Minimum 1-2 years of working experience in Mental Health and Psycho-Social Support (MHPSS) activities, preferably in relation to gender-based violence prevention & response. However, candidates who demonstrate strong potential, supported by relevant academic background and a clear understanding of the role, may be considered with less working experience.
- Certificate of training in GBV case management is desirable.
- Clear understanding of GBV guiding principles, gender, human rights, issues surrounding violence against women and girls.
- Experience working with community members, especially with women and girls.
- Have sound knowledge on the situation of women and girls in Bangladesh.
- Experience working with non-governmental organizations or with local government authorities.
- Familiarity with the One-Stop Crisis Center and Cell model is an asset.

Technical Skills

- Experience in preparing progress reports, monitoring reports and presentations.
- Proficient in written and verbal communication in both English and Bengali languages. Fluency in local language is a strong asset.
- Good computer skills, including the use of Word and Excel applications.

Application instructions

Only those who meet the above requirements are requested to apply following these instructions:

- The last date of application is **15 July 2026**. Due to emergency, recruitment will be on rolling. The interested candidates are requested to apply early before deadline
- Please [Click Here](#) to submit your application.

ActionAid Bangladesh aims to attract and select a diverse workforce, ensuring equal opportunity for everyone, irrespective of race, age, gender, sexual orientation, HIV status, class, ethnicity, disability, location, and religion. Any personal persuasion/phone call will result in disqualification of candidature.

ActionAid Bangladesh has a non-negotiable policy of ZERO TOLERANCE towards Sexual Harassment, Exploitation and Abuse (SHEA), Child Protection Policy and other relevant safeguarding policies and expects all employees to abide by the Safeguarding Policies and Code of Conduct of ActionAid Bangladesh.

N.B: There is no cost involved with applying for positions at ActionAid Bangladesh. Any solicitation of funds/money from a job applicant should be regarded as fraudulent.