

<b>Position:</b> Associate Psychologist/Support Officer	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Management Level ML-3
<b>Ref. number:</b> 143	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Kosovo Specialist Chambers/ Judicial Services Division/Witness Protection and Support Office	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Associate Psychologist/Support Officer reports to the Head of the Witness Protection and Support Office in close coordination with the Psychologist/Support Officer.

### Main Tasks and Responsibilities:

- To provide psychosocial support and other necessary assistance to facilitate the testimony of victims and witnesses maintaining strict confidentiality; who either travel to the seat of the Chambers or via video-link;
- To assist victims and witnesses by assessing their needs prior to travelling to The Hague and when necessary making such arrangements for their wellbeing during the time of their stay; To inform the Psychologist/Support Officer of any psychological or other support needs of traumatized and vulnerable witnesses and victims;
- To conduct psychological assessments and other reports under the supervision of the Psychologist/Support Officer;
- To assist the Psychologist/Support Officer in monitoring the psychological well-being of victims and witnesses, monitor court hearings, provide in-court-assistance, if requested, and post-testimony meetings to witnesses
- To assist the Psychologist/Support Officer in any other tasks related for providing psychological and other support services to victims and witnesses appearing before the Chambers;
- To assist the Psychologist/Support Officer in making recommendations to the Judges, other entities at the Specialist Chambers and the Witness Protection Program;
- To provide psychosocial support to relocated and temporarily relocated witnesses by taking appropriate actions and liaising with other actors for necessary medical, psychological or psychiatric referrals;
- To be able to travel on extensive missions at short notice and of varying length of time and to carry out specific tasks during missions, in particular to assist in facilitating any necessary referrals;
- To provide regular updates on any activities, as needed, and to maintain detailed records on individual cases of victims and witnesses, their needs and the assistance required and provided to them;
- To undertake any other related tasks as requested by the Line Managers.

### Essential Qualifications and Experience:

- Successful completion of University studies of at least three (3) years attested by a diploma OR a qualification in the National Qualifications Framework which is equivalent to level 6 in the European Qualifications Framework OR a qualification of the first cycle under the framework of qualifications of the European Higher Education Area e.g. Bachelor's degree

#### AND

- A minimum of four (4) years of relevant professional experience, after having fulfilled the education requirements.

#### Specification of Education and Experience

- The above-mentioned University degree must be in the following field of expertise: Psychology (e.g. clinical, forensic or related psychology);
- A minimum of (4 years) of experience in dealing with and providing support to vulnerable and/or traumatized victims and witnesses in a national or international organization or other related area of work, including experience in psychological assessments and providing psychological support and counselling post conflict trauma;
- Proven ability to assess psychological distress, make appropriate referrals and work with clients from a wide range of ethnic and cultural backgrounds;
- Willingness to work beyond the regular working hours;
- Excellent interpersonal and communication skills in English, both written and oral;
- Ability to work efficiently in a fast-paced, team-oriented environment and to produce accurate work under pressure;
- Ability to maintain effective, constructive working relationships with people from different national and cultural backgrounds;
- Demonstrated gender awareness and sensitivity, ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

#### Desirable

- Previous experience working in an international organisation or a hybrid court system;
- Knowledge of Albanian, Bosnian, Croatian and/or Serbian language;
- Knowledge of the functioning of the EU and in particular CSDP Missions;
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.