

# TERMS OF REFERENCE COUNSELLOR



## TERMS OF REFERENCE (TOR)

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Location	Tongatapu
Expected Duration	September 2023 to August 2025
Application Deadline	Monday 25 September 2023
Position	<b>Counsellor</b>

### 1. Overview of Role

The Counsellor will provide professional help with various mental and emotional issues of the clients of the Ma'a Fafine mo e Famili Inc. (MFF) including the elderly clientele. This individual will be a member of the MFF team.

### 2. Background

The Ma'a Fafine mo e Famili (MFF) is a Non-Government Organisation (NGO) which was formally established on the 15<sup>th</sup> April 2008. We are firstly a women's rights organisation and we have evolved to include, children, the elderly and those living with disabilities in our portfolio. We basically conduct counselling for victims of violence especially women, children, the elderly and we also refer them to the services that they need such as to the hospital, the police and legal services. We also run outreach training on legal literacy and transformational leadership to women and nowadays men, on their rights within the Constitution and the laws of Tonga. If there is a right that needs to be recognized, we research into it and lobby for it. Our *National Study on Domestic Violence Against Women 2012* was used as baseline for the formation of the *Family Protection Act 2013*. Our study on the *Experiences and Needs of Children Including those living with Disabilities, 2018* is now baseline for the drafting of the *Children's Protection Policy, 2023*. Another important element of our work is caring for the elderly, 60 years and over on Tongatapu, Ha'apai and 'Eua, Niuatoputapu and Niua Fo'ou. We have been doing this for the government since 2012.

Through the Tonga Australian Support Platform (TASP), MFF has been awarded grants that will enable them to deliver quality services to their target audiences whom are elderly clientele and young women leaders.

### 3. Roles and Responsibilities

- Performing initial evaluations of VAWG and elderly client needs and developing customized treatment plans
- Listening to the client's problems and acting as a support system



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- Educating staff and clients on stress and trauma coping mechanisms
- Providing individuals with the resources they need to reach personal goals
- Guiding their clients in expressing difficult feelings and providing them clarity
- Assisting clients in reaching their optimal level of psychosocial functioning by resolving negative patterns, enhancing strengths and promoting well-being.

### **4. Essential Criteria**

- A Bachelor or post graduate qualification in psychology, social work, or counselling and at least 3 years experience working in a similar role, preferably for a regional program or donor-funded activity.
- Aptitude to empathize with clients and help them open up.
- Proven experience in developing effective treatment plans.
- Experience working in an environment involving high levels of change and complexity
- Excellent analytical skills; the ability to analyse complex financial data and design/produce effective management information systems
- Computer proficiency and experience with computerised Excel and Word
- Strong written and spoken in Tongan and English language skills.
- Excellent interpersonal and communication skills and experience in liaising with a range of partners, stakeholders, and vendors.
- Enthusiasm and ability to work as part of a team, while being able to work independently.
- Demonstrated ability to work collaboratively and effectively at levels in a cross-cultural setting.

**The Counsellor will report directly to the Director of the Organisation.**

### **5. How to apply**

Interested candidates should submit their CV along with their application letter, 2 referees, police record, medical record and a copy of a valid driver's license. These can be sent via e-mail to [mfftonga@gmail.com](mailto:mfftonga@gmail.com) no later than 25 September 2023.

Only those who will be shortlisted, will be contacted.