

# Syeda Zafreen Gardeezi (Mrs)

Mental Health Professional,  
Public Health Professional.

Email: ID [zafreen\\_gardeezi@yahoo.com](mailto:zafreen_gardeezi@yahoo.com)

Contact No: +92-333-5618651, 03405171492

Skype: zafreenshah

## 1 Professional Summary

Capacity building expert, trainer, psychologist, manager of development, rights programming, capacity building and communications in the international development sector.

My professional career spans over one and a half decades (2005-2022). Currently engaged with Comprehensive Disaster risk Response (CDRS), as a project manager. Previously I was working in Mashal trust Pakistan as a Manager capacity building and curriculum. Previously, have served various development organizations of International and national repute including Plan International Pakistan, Health Net-TPO, French Red Cross, World vision Pakistan and Medicines Sans Frontier (MSF-Belgium). Currently. I have on credit, conception, designing, planning, execution, management, and supervision of projects and programs in the diverse fields of: health and education.

My passion is to work for disadvantaged children and youth, I have designed and implemented several programs for the empowerment of children offering those better opportunities to become sustainable change agents. My current position and previous work experience has allowed me to gain and develop a strong professional and knowledge skills. With these skills, I believe that my experience in all facets of work will contribute to any organization in general and to my career development in particular.

## 2 Core Skills and Expertise

- Administrative work
- Documentation, reporting, monitoring, manual development
- Mentoring, Coaching career counseling, and Capacity Building
- Capacity building guidelines, procedures and manual development
- Strong communication skills, both written and spoken.
- Mental Health & Psychosocial support services delivery
- Comfortable in working independently, with experience of working in a team environment.
- Experience and ability to work under pressure and meet tight deadlines.

## Academic Qualification

2017	M.Ed (Education)	AJK University
2005	Master of Science (MSc Psychology)	University of Peshawar, Peshawar
2010	Master's in Public health (MPH)	Sarhad University.
2008	Diploma in Clinical Psychology	Skill Development Council, Islamabad

## 4 Current and Most Recent Engagements and Commitments

**Designation:** Project Manager (House of Blessing, Orphanage)  
**Organization:** CDRS (Comprehensive Disaster Response Services)  
**Tenure:** December 2019-to February 2023

Provide supervision, monitoring and teaching the project beneficiaries.

- Prepare and implement child protection policy and SOPs for the shelter homes all over Pakistan.
- Provide counseling, psychosocial support and guardians/relatives of orphans and inform them about the educational progress and monitor the progress according to the designed curriculum.
- Work on the Behavior change of the staff and beneficiaries (Children).
- Interpretation of the project result on regular basis and quality control.
- Data base management, and developing monitoring and evaluation plans for each project.
- Train the Staff of shelter homes to provide para counseling to the children and mothers.
- Protect and enforce SOPs on a family and CDRS property.
- Develop the IEC material and manuals for the project.
- Conduct the assessment to follow the criteria while selecting the new families.
- Research, monitor and develop new markets, communities and initiates for program expansion.
- Maintains orphanage staff by recruiting, selecting, orienting, and training of all employees.
- Develop and Maintain all the record and monitoring reports update
- Plan and execute the fund raising activities
- Contact and submit regular reports including monitoring and assessment reports to donors
- Monitor closed-circuit TV (CCTV) cameras (Surveillance).
- Control access for employees, volunteers, donors and visitors.
- Planning and preparing project budget.
- Initiate the new project in different cities of country included AJK and develop the M&E and supervision plan.

**Description:** Mashal model school is a non- profit, registered Trust established in 2008 under the section 42c and registered with PIERA

**Designation:** Manager Capacity building and curriculum  
**Organization:** Mashal Trust, Pakistan  
**Tenure:** Feb 2019-to November 2019

**Description:** Mashal model school is a non- profit, registered Trust established in 2008 under the section 42c and registered with PIERA (Private Institution education regulatory authority). It provides education and skills development opportunities to underprivileged and marginalized children.

**Duties and Responsibilities:**

- Monitor and evaluate the Academic activities of the staff.
- Capacity building of the teachers and other regular Mashal staff.
- Counseling of the trauma victim and their families and prepare the data base and update on regular basis.
- Developing forms, brochures, Printing and other academic Materials on given time framework.
- Examination, Test and registration of new admission to be supervised by the incumbent.
- Staff training on academic curriculum and provide support.
- Scholastic aptitude/standard implementation of students.
- Regular meetings with teachers, observations and feedback.
- Organize events and activities to different institutes and create checklists for each event.
- Reporting on regular basis.
- Ensure time table and placement of teachers.
- Representative for trust in external meetings.
- Providing monitoring, evaluation and supervision report to Director Mashal about the effectiveness of strategy towards sustainability.

## 5 Previous Engagements/Commitments

**Designation:** Sponsorship Project Officer

**Organization:** Plan International, Pakistan

**Tenure:** July 2016-to November 2018

**Description:** Plan is an international humanitarian, child cantered development organization without religious, political or governmental affiliation. Plan Pakistan is a member of a network of some 70 countries around the world.

**Duties and Responsibilities:**

- Translation of the sponsorship communication.
- Prepare the data base of the sponsors.
- Monitor the activities at field level to evaluate the indicators.
- Management of all communication data.

- Evaluated the Translated data and all communication and get the feedback from the field team.
- Capacity building of CBO, s and community volunteers on sponsorship process to enhancing compliance to global guidelines.
- Mobilize and sensitize the sponsorship families to ensure their active participation in sponsorship activities.
- Regular monitoring, reporting, and documentation on sponsorship process.
- Coordinate and plan the sponsorship activities with other Plan projects in community.

**Designation:** **Mental Health Manager** (Feb 2011 to Dec 2011)

**Organization:** Medicines sans Frontier (**Yemen**)

**Description:** MSF is non-governmental humanitarian organization, which works independently, non-political military, mostly MSF work in emergency phases like natural disaster, flood and men-made violence.

**Duties and Responsibilities:**

**Objectives of the post**

- To adjust Mental Health strategy to put in place in Yemen Haradh project
- To set up the Mental Health intervention. The MH component should be integrated into the current MSF medical activities to train, support and supervise the counselling team for the effective implementation of Mental Health support to patients (nutritional program and victims of violence).
- To monitor and assess the project need on regular basis and submit the monitoring report to Head office.
- Protect and enforce MSF rules and health policy on all projects employees.
- To train, support and supervise, monitor closely (together with their specific supervisors) the medical/non-medical staff involved in psychosocial activities.
- To provide tools to the field coordinator in order to monitor and follow the psychosocial component of the program.
- To ensure that a high standard of counseling/psychosocial care is provided to all patients in the program.
- To ensure the correct implementation and follow up of the sexual violence/violence component in the program.

**II- Tasks and Responsibilities**

► **Design and set up the Mental Health intervention**

- To adjust the MH strategy/activities according to the situation in Haradh project together with the medical supervisor and the field coordinator
- To ensure the integration of the MH component into the current MSF medical activities (OPD, IPD, RH and nutrition)
- To define job description and hire national MH professionals (appropriated HR according to the needs)
- To assess skills and needs of topics/competencies to gain
- To draw up training manual and plan a training program
- To conduct MH training

► **Management and Coordination** (In close collaboration with the medical supervisor):

- Ensure quality supervision and coaching is provided to MSF staff involved in counseling/psychosocial activities
- Ensure that theoretical and on-the-job counselling training of MSF counsellors is carried out appropriately
- Ensure that theoretical and on-the-job counseling/psychosocial training of MSF medical/non-medical staff (involved in counseling/psychosocial activities) is carried out appropriately, in collaboration with other members of the team
- Collaborate closely with the key MSF staff and community leaders to develop close and effective links with the community for effective MH/sexual violence/violence response.
- Together with the medical supervisor, to contribute in the improvement of the medical care provided (OPD, IPD, RH and nutritional services)
  - ▶ **Supervision and coaching.**
- Provide regular coaching and technical supervision of the counselling team and MSF staff involved into psychosocial activities.
- Assist the specific supervisor to ensure that all relevant procedures (adequate sexual violence/violence strategy) are known and followed by all personnel involved in caring for sexual violence/violence survivors.
  - ▶ **Planning, Monitoring and Evaluating**
- Maintain a good strategic overview of the program, in collaboration with the Field Coordinator and medical supervisor.
- Support the effective and complete collection of all data related to counseling/psychosocial activities (for the program and the sexual violence/violence response)
- Perform a regular analysis of the data collected in collaboration with medical colleagues and write concise reports related to outcome and process indicators.
  - ▶ **Representation**
- Support the development of collaborative relationships with the community leaders and other relevant community actors in the areas where MSF is working.
- Attend meetings with the relevant health authorities as requested by the field coordinator.
- Strengthen the psychosocial network to improve referrals of patients that may need other type of support
  - ▶ **Meetings and Reporting**
- Prepare monthly reports as per the project standards.
- Ensure proper data collection at health facility level and correlate and analyze the MH/SV/Violence data on a monthly basis
- Provide feedback to MSF colleagues on the outcome of counseling/psychosocial activities (including HIV/sexual violence/violence)
- Facilitate regular team meetings to discuss the development of the psychosocial component of the program.

**Designation:**

**Lead Training officer (Primary Health Care)**

**Research officer (Mental Health)**

**Organization:**

Health Net TPO

**Tenure:**

December-2007 January 2011

**Description:** Health Net TPO (*currently known as Health Works*) is a global aid agency that has been working on restoring and strengthening health care systems in areas disrupted by polio eradication the last 25 years.

**Duties and Responsibilities:**

- Conduct the capacity building trainings with HMCs
- Capacity building of the PRID IPs Staff
- Monitor the progress of the trained staff
- Regular Reporting of Trainings to Program manager.
- Maintain regular Coordination with the donor (Plan Int).
- Monitoring the activities at field level.
- Participate in the meetings and program related activities
- Support in Developing the Training Manuals.
- Supervision and monitoring of Research team regular activities
- Editing and compiling the research data.
- Close Monitoring and Super vision of the Research team.
- Planning and conduct the urgent meetings or training of the research team.
- Data Analysis
- Verification of the translated field data in order to check the validity
- Assist the research team in field work
- Compilation of research data and share with Nepal TPO team
- Close coordination with the partner organizations about the research work
- Close coordination with TPO Nepal to get help in the research work.

**Designation:** Psychologist/Psychosocial Trainer (Psychosocial Project)

**Organisation:** World Vision Pakistan

**Tenure:** July 2007 till December 2007

**Description:** It was founded in 1950 by Robert Pierce as a service organization to meet the emergency needs of missionaries. In 1975 development work was added to World Vision's objectives. It is active in nearly 100 countries with a total revenue including grants, product and foreign donations of more than \$2 billion (2017).

**Duties and Responsibilities:**

- Assess the psychological and training needs in community and identify the gapes
- Design the psychosocial sessions for community
- Developing the psychosocial modules for women, children, and mothers.
- Identify the severely traumatized people and provide them relevant psychosocial interventions
- Develop psychosocial training module for the school teacher such as learning difficulties, alternative education, and responsibilities of teachers in child development.
- Facilitate formation of community based psychosocial support group (within CBOs) in the target areas using extended family structure as base for group formation.
- Provide reports and feedback on the project progress to the project coordinator Conduct trainings for identified community members and teachers

**Designation:** Psychologist/ Mental health supervisor. (Psychosocial / Mental Health Program)

**Organization:** French Red Cross

**Tenure:** April 2007 to July 2007 (3 months)

**Description:** The International Red Cross and Red Crescent Movement is the world's largest humanitarian network, with a presence and activities in almost every country. Its 25-member committee has a unique authority under international humanitarian law to protect the life and dignity of the victims of international and internal armed conflicts.

**Duties and Responsibilities:**

- Help the coordinator to develop the IEC material for Health education Sessions
- Assist the PSP team in implementing the Psychosocial sessions
- Monitoring and evaluation of all the project activities according to the indicators.
- Assess the training needs for the Health and psychosocial team
- Conduct the individual counseling sessions for trauma people, evaluate the health improvement.
- Management of the data base of PSP project.
- Conduct the internal trainings for the health and PSP team.
- Supervise and monitor the health and PSP team activities according to project objectives.

**Designation:** Psychologist/ Mental health supervisor. (Psychosocial / Mental Health Program)

**Organization:** Belgium Red Cross

**Tenure:** October 2006 to March 2007 (6 months)

**Description:** The International Red Cross and Red Crescent Movement is the world's largest humanitarian network, with a presence and activities in almost every country. Its 25-member committee has a unique authority under international humanitarian law to protect the life and dignity of the victims of international and internal armed conflicts.

**Duties and Responsibilities:**

- To give technical support on PSP to the team.
- Monitoring Field visits with team.
- Guide and support the team in Community Work arrangement in different Union Councils.
- Meetings with education department for effective planning and conducted the training Programme
- Work for children on school level and for women's on hygiene and education.
- Conduct the psychological need assessment in union council Thakot & Batamohri.
- Conducting trainings for staff on PSP.
- Conduct the training on psychosocial sessions training for the staff.

**Designation:** Project Psychologist/counselor (Mental Health project)

**Organization:** Medicines sans Frontiers-Belgium.

**Tenure:** October 2005 to Sep 2006 (11 months)

**Description:** MSF-B is non-governmental humanitarian organization, which works independently, non-political military, mostly MSF work in emergency phases like natural disaster, flood and men-made violence.

**Duties and Responsibilities:**

- Psychological support for victims of earthquake (individual & group Support)
- Home visits together with community workers.
- Support the social & community workers in implementation of psycho-education sessions within the community.
- Referral to the other structures when needed, especially PIMS & MH Rawalpindi.
- Meetings with education department (EDO) for effective training and implementation of training Programme in schools.
- Orientation of teachers on PSP training Programme.
- Collection & analysis of client data.
- Attending the cluster meetings.
- Advising & supporting and monitoring the social worker & community workers in Implementation of the psycho-education sessions within the community.
- Facilitating trainings to community resource persons, teachers & L H V/ LHWs.
- Conducting the internal trainings for mental health team, hygiene team & other departments.

- Arranging and hosting live F.M radio programs on mental health in district Bagh

<b>7 Trainings</b>	
<b>Professional Trainings Received</b>	
•	• SDGs, Teacher empowerment Program. Sponsored by CDRS
•	• Training on project management for 10 days in Barcelona Spain.
•	• PLAN Psychosocial Project activities presentation in PPS Pearl continental Rawalpindi.
•	• 12 days training on Research method, sampling and tools
•	• 3 days training on INEE (Inter agency for education in emergency) by PLAN International.
•	• 5 days training on Bamboo shoot (rights of the children) by PLAN International
•	• 10 days training on research methodology by TPO Nepal.
•	• 2 days Training on PRA by Health Net TPO.
•	• 7 Days training on Qualitative and Quantitative Research Analysis, by TPO Nepal.
•	• 5 days training on Child Psychology by Peshawar University Psychology Department
•	• 6 days training of in services professionals organized by HEC in department of psychology, university of Peshawar.
•	• The need of elderly people, by Sarhad University.
•	• First aid training by PRCS staff 3 days. Manshera
•	• Training on DEWS, by WHO, in Bana Allaie.
•	• Stressful Event in life & role of psychologist. Bara Gale for 5 days.
•	(Psychologists all over the Pakistan)
•	• Participatory rural appraisal, 3 days training by Kawish.
•	• General Systemic, Solution focus and narrative theory.
•	• Relaxation technique. Special focus on short term psychosocial intervention. Bagh AK.
<b>2003</b>	(International psychologist conference in Bara Gali)
<b>Professional Trainings Delivered</b>	
Designed and imparted numerous trainings on various development themes in Pakistan. These include workshops, seminars and conferences on the below mentioned themes.	
•	Practicing as a counselor in private settings.
•	Participatory development process and tools
•	Child rights, child participation and child protection
•	Human Right based approach to development
•	Early Childhood Care and Development
•	Child protection in emergencies
•	Behavior change communication training to promote community.
•	Child protection in development and Disaster Risk Management

**Designation:** Psychologist/Consultant

**Organization:** Shifa International (pvt)

**Tenure:** February 2005 to July 2005 (**6 months**)

**Description:** Shifa International is an international level hospital in Islamabad, which is providing quality health care in the region and is known for quality healthcare services.



**Duties and Responsibilities:**

- Worked with physicians to provide psychological support to patients with cardiovascular diseases. The support, extended includes their counseling about nutrition understanding of the topic, and imperfect and varied guidelines to follow.

<b>6 Programs, Projects Coordinated</b>		
<b>Duration</b>	<b>Projects Name</b>	
December 2019-date	House of Blessings	
Feb 2019-Nov 2019	Mashal School Improvement Project	
July 2016 to Nov 2018	Sponsorship program	
Feb 2011 to Dec 2011	Reproductive Health gender-based violence in Yemen	
Dec 2007 to January 2011	Health and Psychosocial Research	
July 2007 to Dec 2007	Education and Psychosocial support for earthquake affecters	
April 2007 to July 2007	Education and Psychosocial project	
Oct 2006 to March 2007 (6 months)	Psychosocial support Program	
October 2005 to September 2006	Mental Health Program	
February 2005 to July 2005 <i>(6 months)</i>	Shifa International Islamabad	

<b>8 Participation in International Events</b>	
<b>2011</b>	Participated in Mental health assessment in Egypt
<b>2020</b>	SARA Survey conducted by HAS, enumerator (data collection from hospitals) of WHO for Ministry of Health Pakistan

<b>9 Computer Proficiency and Skills</b>	
Microsoft Office (Ms Word, Ms Excel, Ms Power Point, Ms Access, Ms Office Outlook)	Excellent

<b>13 Language Proficiency</b>	
English	Excellent in speaking, writing and reading
Urdu	Excellent in speaking, writing and reading
Punjabi	Excellent in speaking, writing and reading
Siraiki	Ability to understand
Pushto	Ability to understand
Hindko	Excellent in speaking

<b>14 References</b>	
Akhter Hussain Shah, Programme Manager, concern worldwide, contact No. 03008582100	<ul style="list-style-type: none"> <li>Tahira Ali, Health Specialist WHO Islamabad, contact No. 03335520848</li> </ul>
<ul style="list-style-type: none"> <li>Yenni Febrina , Responsible for Mental</li> </ul>	

Health Program MSFB , Bagh AJK Tel #, +6281343009724.	
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