

Rapid Response Role Profile

Job Title	Human Resources Coordinator
Classification Level	
Immediate Supervisor's Title	Head of Emergency Operations/Operations Manager
Number of Direct Reports (if applicable)	N/A
Number of Indirect Reports (if applicable)	N/A

Organizational context (where the job is located in the Organization)

The International Federation of Red Cross and Red Crescent Societies (IFRC) is the world's largest volunteer-based humanitarian network. IFRC is a membership organisation established by and comprised of its member National Red Cross and Red Crescent Societies. Along with National Societies and the International Committee of the Red Cross (ICRC), the IFRC is part of the International Red Cross and Red Crescent Movement. IFRC's headquarters is in Geneva, with regional and country offices throughout the world.

Due to the nature of emergency response operations, this role profile is an outline of the likely responsibilities applicable to Human Resources Coordinator, deployed in a Federation co-ordinated operation. They are complementary to and should be read in conjunction with the specific tasks elaborated in the Deployment Order / Terms of Reference.

Job purpose

The Human Resources Coordinator provides strategic and operational HR support to drive HR coordination during IFRC operations in country. The Human Resources Coordinator is required to deploy to the field as the lead on HR-related matters in a complex or large-scale emergency. The Human Resources Coordinator working in collaboration with the Operation Manager and the National Society, will lead on HR assessments, workforce planning and coordinate recruitment; use already existing systems, policies and practice on people management in complex emergencies. Where relevant the post-holder will be expected to mentor and/or build the capacity of in-country HR staff.

The Human Resources Coordinator will report directly to the IFRC Head of Emergency Operations/Operations Manager with a technical reporting line to the IFRC Regional HR Manager.

Role (Job Requirements)

Job duties and responsibilities

a) Workforce Planning and Recruitment

- Provide strategic contributions to the Operation workforce plan, including defining roles and appropriate organisational structure for short, medium, and long-term projections
- Assess and support the National Society workforce capacity to scale up in line with operational requirements.
- Engage with the National Society to ensure compliance with national labour law and regulations for national staff recruitment
- Guide managers on their responsibilities in HR related tasks e.g. workforce projection, job profile design, interview participation
- Liaise with the HR in-country and/or Regional office on recruitment and other matters related to staff

b) Staff onboarding

- Engage the host National Society in the development and implementation of a tailored induction programme for new joiners.
- Working in collaboration with the Operation Administration Team, organize, the induction and on-boarding of incoming, Rapid Response Personnel, and deliver the HR briefing

c) HR Management and Administration

- Provide technical and operational support to HR staff assigned to the operation
- Advise on people management issues in accordance with IFRC policies and procedures.

- Streamline HR administration for Operation National Staff as required: undertake benchmarking review on compensation and benefits to determine appropriate salary scales, establish payroll procedures, draft and implement employee handbook
 - Manage and administrate the social security, pension, and medical insurance schemes, if and as applicable
 - In liaison with relevant collaborators provide advice on reporting mechanisms for staff related investigations including breaches of the IFRC Code of Conduct,
 - Advise on compliance to IFRC Fundamental Principles and ensure compliance on Staff Safeguarding including: Prevention and Response to Sexual Exploitation and Abuse, Prevention and Response to workplace harassment and discrimination, workforce gender and diversity
 - Analyse and maintain HR trends and data to influence decision making
- d) Staff Wellbeing and Duty of Care**
- Collaborate with staff health, security and psychosocial support (PSS) colleagues to agree on best ways to implement staff wellbeing for the Rapid Response Team
 - Contribute to Duty of Care and well-being initiatives as needed in the operational setting.
 - Collaborate closely with Staff health to implement critical medical measures e.g. hospitalization, medical evacuation.
- e) Performance Management**
- Guide Rapid Response Personnel and line managers through the Rapid Response appraisal process to be completed at the end. Provide guidance and support to managers and staff in cases of poor performances including follow up on Performance Improvement Plans
- f) Staff Offboarding**
- Engage the collaboration of all relevant parties to implement efficient exit processing, including conducting exit interviews, handover processes
 - Collate relevant exit interview data and share analysis to relevant parties
- g) Internal and External Relations**
- Actively query and highlight any perceived/possible HR related risks in relation to contracts, memorandum of understanding or agreements
 - Actively engage the host National Society in assessing all aspects of possible collaboration- e.g. elaboration and implementation of a HR-oriented knowledge-sharing agenda
 - Establish solid and effective communication lines between the Operation and towards the IFRC Secretariat HQ and the Regional Office
 - Represent the international Federation and liaise with HR counterparts from external partners, such as UN agencies NGO etc.

Duties applicable to all staff

1.	Actively work towards the achievement of the Federation Secretariat's goals
2.	Abide by and work in accordance with the Red Cross and Red Crescent principles
3.	Perform any other work-related duties and responsibilities that may be assigned by the line manager

Profile (Position Requirements)

Education	Required	Preferred
Qualification in Human Resource management or equivalent knowledge gained through relevant experience	⊙	
Experience	Required	Preferred
Experience of providing HR service to managers or relevant stakeholders	⊙	
Experience working internationally and/or in resource poor environments	⊙	
Experience of writing and adapting policies and procedures across different country/legal contexts		⊙
Experience in supervision of HR teams in person and remotely	⊙	
Experience in capacity building with partners, staff and/or volunteers		⊙
Experience working in an emergency response operation		⊙
Experience in managing investigations, disciplinarys and issues of misconduct		⊙
Experience working within a volunteer-based organisation		⊙

Knowledge & Skills	Required	Preferred
Understanding of key policies and practices relevant to an emergency setting, such as rest & recuperation, security procedures, psychological resilience, protection from sexual abuse, child protection, whistleblowing etc.	⊙	
Knowledge of IFRC HR systems and procedures		⊙
Proven ability to interrogate and utilise management information	⊙	
Excellent skills in advising on complex staffing issues	⊙	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement Context, Principles and Values		⊙	
National Society Capacity Strengthening		⊙	
Coordination		⊙	
Assessment		⊙	
Direction Setting and Quality Programme Management		⊙	
Information Management		⊙	
Resource Management		⊙	
Safety and Security	⊙		
Transition and Recovery		⊙	
Community Engagement and Accountability	⊙		
Protection, Gender and Inclusion		⊙	
Environmental Sustainability	⊙		
Collaboration and Teamwork		⊙	
Conflict Management			⊙
Interpersonal Communication		⊙	
Cultural Awareness		⊙	
Judgement and Decision Making		⊙	
Motivating Others		⊙	
Personal Resilience			⊙
Integrity			⊙

Languages	Required	Preferred
Fluently spoken and written English	⊙	
Good command of another IFRC official language (French, Spanish or Arabic)		⊙
Other languages:		