



Rapid Response Role Profile

Job Title	Volunteer Management in Emergencies Officer
Classification Level	
Immediate Supervisor's Title	NS Development in Emergencies Coordinator/ Operations Manager
Number of Direct Reports (if applicable)	
Number of Indirect Reports (if applicable)	

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 Surge Volunteer Management in Emergencies officer, 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 Volunteer Management in Emergencies Officer (VMiE) will be deployed as part of the surge support agreed between the Host National Society (HNS) and the IFRC to strengthen volunteer management in an emergency operation with the view that longer-term aspects in volunteer management are enhanced.

The VMiE officer will deploy to the field to support the HNS and operations management on Volunteering related matters in a large-scale emergency. The officer will work closely with the HNS counterparts on Volunteering and/or NS development (both at HQ and branch level). The officer will also work with in-country IFRC staff, the ICRC, PNSs and other relevant stakeholders. Specifically, the VMiE officer will support on strengthening the local management volunteering systems and/or creating new ones if they are lacking. Where relevant, the post-holder will be expected to mentor and/or build the capacity of in-country Volunteer management staff.

Role (Job Requirements)

Job duties and responsibilities

1. Assessment
 - a) Assess and identify HNS' capacities in terms of volunteer management systems incl. selection, recruitment, training, involvement, retention, safety/security and duty of care
 - b) Support the NS to identify volunteers' priorities, advise, plan, organize, coordinate and follow-up on volunteering related initiatives in order to strengthen volunteer engagement, development and action across the NS and local branches
 - c) Support the NS to ensure the availability of emergency procedures for volunteers and guidance on the management of new and spontaneous volunteers
2. Strategic management/support
 - a) Ensure an integrated approach to volunteering development within all IFRC Programs (health, WASH, relief, shelter, CEA, and others.) and concentrate on volunteering as a crosscutting topic throughout the emergency b)

Based on assessment:

 - i. Provide technical support to the HNS and the Head of Operations in prioritising volunteering dimensions such as legal base, insurance systems, volunteer management systems and procedures for volunteering orientations.

- ii. Provide technical support to the HNS to develop and manage procedures, processes and policies for establishing tools, mechanisms and systems to deal with the increasing demand for volunteering during the emergency, including the incentives policy and adapt the various guidance documents on volunteering in emergencies to the country context.
- c) Provide technical support to the HNS, the Head of Operations and IFRC Program team leaders to transition from the phase of emergency to recovery, ensuring that volunteers are retained and continue to be involved in different activities and that their work during the emergency is well recognised.
- d) Develop a context specific guidance for RCRC surge personnel and partner representatives to do no harm to volunteers and to protect the HNS volunteering system.
- 4. Training & development
 - a) Ensure that adequate induction and/or training is provided to all surge personnel from PNSs and IFRC regarding volunteering management and the impact in their different programmes and projects
 - b) Develop, coordinate and manage a system to track, evaluate and maximize learning, and instructional experiences for volunteers, as well as implement a training curriculum for newcomers.
- 5. Database development support

Develop or adapt and support implementation a volunteer database within the operation. The database should have minimum volunteer profiles and attributes as prescribed by NS as relevant to their context. (IFRC Regional Office to support with guidelines e.g. SADDD Sex, Age, Disability Disaggregated Data encouraged).
- 6. Psychosocial support

Ensure the mental wellbeing of volunteers by adapting the respective guidelines and establishing appropriate mechanism in a timely manner.

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 Volunteer management or equivalent knowledge gained through relevant experience	⊙	
IMPACT, BTC or equivalent experience		⊙
Experience	Required	Preferred
At least 2 years working experience in the humanitarian or development sector, with specialization on volunteering, youth and/or innovation approaches	⊙	
Experience in recruitment and selection		⊙
Experience of writing and adapting policies and procedures across different country/legal contexts	⊙	
Experience in capacity building with partners, staff and/or volunteers		⊙
Experience working in an emergency response operation		⊙
Experience in strategy development and implementation		⊙
Experience working within a volunteer-based organization	⊙	
Proven ability to interrogate and utilize management information		⊙
Knowledge & Skills	Required	Preferred
Knowledge of RCRC IFRC volunteering policies and guidelines in volunteering in emergencies	⊙	
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.		
Excellent skills in advising on complex volunteering 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:		