



Rapid Response Role Profile	
Job Title	National Society Response Capacity Coordinator
Classification Level	
Immediate Supervisor's Title	Operations Manager/ Deputy Operations Manager with dotted line to the NS
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 National Society Response Capacity Coordinator, deployed in a Federation coordinated 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 National Society Response Capacity (NSRC) Coordinator will support the National Society (NS) and IFRC operational teams to identify strengths, gaps, potential blockers and opportunities to enable the scale up of NS response capacity systems and tools to provide timely, effective, quality humanitarian services to affected populations.

The NSRC Coordinator will be deployed to an emergency operation to ensure an up-to-date understanding and strengthen the National Society's current response capacity, drawing from analysis of organizational and operational assessments and operational reviews, viewed alongside the context, mandate and emergency services to be delivered. Where relevant this will be done in coordination with the NSDIE focal point.

They will work with the NS, operational and technical teams to identify critical components of NS Response capacity to be strengthened and identify tangible response capacity strengthening actions, inputs and recommendations to the emergency planning processes and Operational Strategy. The inputs will be aligned with the NS's overall strategic priorities and strengths related to its current ongoing response capacity to ensure National Society ownership and engagement within the operation and to inform and support the efficient allocation of resources and a coordinated approach to Movement support to the National Society.

In close coordination with National Society assigned focal point and informed by a cross-section of NS staff, IFRC technical and operational teams and other relevant stakeholders the NSRC Coordinator will use the [Preparedness for Effective Response Mechanism \(PER\)](#) (i.e. the global standard composed of 37 components and related benchmarks that establish an effective response system), to analyze, prioritize, plan implement, track, monitor, review and continuously adapt NS response capacity strengthening efforts throughout the response to address priority enhancements critical to advancing response activities and to ensure coherent, coordinated approach to increasing NS Response Capacity. The PER Mechanism represents all functions, systems and processes of a NS essential for an effective response and as such the NSRC coordinator will work together closely and help coordinate input from several teams.

The PER mechanism will be used throughout the operation as a systematic measurable approach to strengthening NS response capacity and to capture critical lessons learned applicable across the whole [DRM continuum](#). This can be used to support future EA revisions and recovery planning as well as the transition into long-term preparedness and response capacity strengthening efforts of the NS.

## Role (Job Requirements)

### Job duties and responsibilities

#### Analysis:

- Analysis of the NS` Response Capacity to respond to the current crisis and identification of immediate Response Capacity strengthening priorities through the following actions:
  - Identify and analyze existing critical NS capacity information from previous or ongoing institutional preparedness assessments, priorities, actions and plans alongside the context, mandate and emergency services to be delivered,
  - Compile and review [operational learnings](#) from previous operations and utilize findings to support response options analysis and prioritization and identification of NS Capacity strengthening opportunities.
  - Work with the NS to compile key documents (SOPs, Hazard, Context and risk analysis, pre-disaster agreements, DRM policy and strategy) and provide an up-to-date summary of key elements to the PNS and IFRC involved in the operation to support response options planning,
  - Work with NS and Rapid Response team in analyzing NS institutional capacity using the PER mechanism to systematically detect any potential response system gaps that might represent a risk for the operation and/or impact ability to continue delivering services to communities and is responsible for coordinating contributions to the readiness status and response capacity of the NS against the critical PER components relevant to the operation at hand.
- Facilitate, as needed, [Rapid Response Capacity Checks](#) to further identify and address issues and identify possible additional emerging capacity strengthening requirements and potential bottlenecks for immediate improvement; to inform targeted planning and resource allocation for operational efficiency.
- Encourage and support the NS to share information with partners and donors to support mobilization of critical technical and financial resource gaps to support (1) response efficiency, (2) Preparedness and response plans of action (where it exists) or Rapid Response Capacity Check (if completed) and create a platform to ensure coordinated support to the NS.

#### Design and planning:

- Based on the analysis and identified NS Response Capacity Strengthening priorities and in coordination and collaboration with the NS, Ops team, NSDiE and other relevant functions, identify tangible response capacity strengthening actions, inputs and recommendations to be included as activity lines in the Operational Strategy. Activities could include:
  - Support to NS to ensure Contingency plan, business continuity plans, scenario planning are reviewed/updated as needed relevant to the operational context,
  - Identification of trainings (technical and/or leadership) relevant to the current operational context,
  - Support NS to increase the response capacity (e.g. Needs Assessment, National Response Teams, Search and Rescue, Emergency Operations Centre, Standard Operating Procedures, update contingency planning and business continuity plan, coordination with other response actors and team to support response capacity strengthening needs in specific areas such as emergency health capacity, CEA, cash and voucher assistance).
- Use the PER mechanism throughout the operation as a systematic measurable approach to strengthening, monitoring and tracking NS response capacity and to capture critical lessons learned applicable across the whole DRM continuum. This approach should be used to support future EA revisions and recovery planning as well as the transition into long-term preparedness and response capacity strengthening efforts of the NS to be reflected in the Unified Plans. Ensure that this is done in collaboration with NSDiE and other relevant functions.

#### Operational set up:

- Support the NS and ops team set up and roll out a coordination forum, sitting within the established MCA structures, to ensure coherence and coordination between the RCRC Movement partners and identify a unified approach to strengthening the NS response capacity that results in a single vision and offer of support to the NS,
- Provide an active coordination role coordinating PNS support to the NS response capacity,
- Provide strategic and technical guidance to relevant teams and Movement partners in terms of a suggested approach to enhance the NS Operational Capacity,
- Support operations colleagues to identify resources including possible surge support required to support the NS,
- Actively contribute to improving the success of the operation through day-to-day support to NS response capacity strengthening.
- Accompany and provide/ search for adequate technical support to increase immediate NS` analysis and planning and operational capacity as per identified priorities e.g., National Response Teams, Search and Rescue, Needs Assessment, Emergency Operations Centre, Standard Operating Procedures, update response and contingency planning and business continuity plan, Information management, coordination within country response actors.

#### Reporting, Learning and Dissemination:

- Coordinate the capturing and dissemination of lessons learned from the operation against the PER Mechanism to help define preparedness actions and priorities for future disasters and crisis,
- Where there is an existing NS Preparedness plan revisit and revise according to NS Response Capacity Strengthening activities achieved in the operations and lessons learned. Support operation colleagues and the NS ensure that this is transitioned into the longer-term Unified Plan.

**Advocacy and Coordination:**

- Advocate for the use of the PER Mechanism and thematic considerations as a common, systematic, measurable approach that contributes overall to more cohesive support to the NS. The PER Mechanism represents all functions systems and processes of a NS essential for an effective response, which truly puts the NS at the center of what the Secretariat and partners should be supporting and considering for his operation and in the medium-long term. In this way we can finally see the interoperability of the system across the DRM continuum.
- Advocate for the prioritization of NS Response Capacity Strengthening throughout the EA Processes and transition into Unified Planning,
- Advocate for a coordinated investment/ contribution in readiness, response capacity, learning from the operation and to integrate into the preparedness programming of the NS.

**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
University degree in disaster management, international development, or equivalent qualification	⊙	
Delegate Training (IMPACT, Introduction to RC Operations, RDRT, ERU, CAP (FACT) or Operations Management Training) or equivalent experience	⊙	
Exposure/ experience in supporting institutional preparedness, strong understanding of preparedness and response systems gaps and strengths.	⊙	
Previous training and/or equivalent, Preparedness for Effective Response facilitators training and/or any other relevant institutional preparedness related training.	⊙	
Experience	Required	Preferred
Previous experience leading, accompany or backstopping NS Preparedness and response capacity strengthening actions in country.	⊙	
Previous experience working within the RCRC Movement	⊙	
Previous experience working in an emergency operation	⊙	
Experience in mentoring, coaching and training	⊙	
Experience working with National Societies on DRM activities	⊙	
Experience with evaluation, assessment and planning methodologies		⊙
Knowledge & Skills	Required	Preferred
Strong diplomacy skills, with previous experience of liaising with numerous stakeholders	⊙	
Skills to collect information, analyze and prioritize	⊙	
Strong organizational skills, with attention to detail and a proven ability to prioritize and effectively multi-task	⊙	
Demonstrated solutions-oriented professional, with proven analytical skills	⊙	
Understanding of the Red Cross/Red Crescent Movement National Society capacity strengthening concepts and approaches	⊙	
Results focused and able to recognize strengths and build on what exists	⊙	
Applies a continuous learning approach and utilizes adult learning principles/strategies	⊙	

Technical competencies – NS Preparedness Framework	Required	Preferred
Experience in NS Response Capacity analysis and knowledge of relevant tools	⊙	
Strong experience in coordination and bringing people together, generating collective plans, integrating NS response capacity activities in partner's plans in order to ensure a coherent and well coordinate approach to supporting NS response capacity strengthening efforts.		
Use of appropriate NS Response Capacity assessment approaches and specific tools during the different phases of the project cycle (assessment, analysis, planning, design)	⊙	
Strong technical knowledge in various PER components: logistics, finance, HR, EOC, SOPS, emergency needs assessments, CEA, etc.	⊙	
Experience in facilitating and leading the PER process in complex contexts		⊙
Experience in documenting learning and recommendations for further response capacity strengthening and preparedness,	⊙	

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:		