

CARE INTERNATIONAL ROSTER FOR EMERGENCY DEPLOYMENT (CI RED)

TERMS OF REFERENCE - HUMAN RESOURCES MANAGER/ COORDINATOR OR DIRECTOR

Purpose / Role

Ensure the necessary human resources and support systems are in place for the rapid and effective mobilization and management of emergency personnel.

Responsibilities and tasks

1. Human Resources systems

- Develop, Review and or update human resource and administrative policies and procedures (compliant with CARE systems) and ensure they are effective, efficient, fair and transparent, and promote equal opportunities. Ensure policies are compliant with the People in Aid Code and any other relevant international legal instruments.
- Develop, Review and or Update human resource policies and procedures for recruitment and management of national staff (terms & conditions of employment, grades, steps & positions, salary structure, benefits, disciplinary procedures, termination). Ensure compliance with local labor laws and coordination with local counterpart, UN and NGO agencies.
- Conduct regular field travel to project offices to review human resources and administrative procedures and assist/ support managers in their needs or ascertain human resource requirements. Appropriately support all emergency personnel as required.
- Ensure a complete orientation package is in place and that all staff are oriented on time.

2. Recruitment and staffing

- Assess staffing needs as required. Identify and recruit new and replacement staff including scheduling of contract extensions, new contracts, and necessary terminations.
- Liaise with all CARE Members and CEG to coordinate the timely and effective recruitment of emergency personnel.
- Prepare job descriptions, terms of reference and submission of personnel requisitions in coordination with Country Director and Line Managers/Supervisors.
- Prepare regular recruitment tracking reports
- Ensure pertinent organigrams, contact lists, and information flow lines are constantly updated and widely shared.

3. Administration

- Organize as necessary visa applications/ immigration clearance procedures for international staff.
- Coordinate travel of international staff (itinerary, ticketing)
- Establish and maintain personnel files.
- Ensure all emergency data forms are filled and safely filled
- Coordination of performance and talent management

4. Staff development, well being etc

- Assess training and development needs of staff and provide appropriate induction and orientation, training, supervision and support as required. Ensure all staff, international and national, always have adequate access to HR/Administrative policies and procedures.
- Monitor and uphold staff conduct and discipline and organize regular performance evaluations of all staff. Ensure that exit interviews/ debriefs are prepared at the end of service.
- Ensure staff have time to relax, and have fun to manage their stress in a safe and comfortable environment
- Ensure staff have access to regular meals and health care as necessary

- Liaise with lead member to ensure services in support of well being such as counseling are made available.

2. Financial Management

Work closely with the Finance Manager/controller to:

- Ensure operational plans and budgets include a plan for human resources and reflect CARE responsibilities for staff management, training, support, security and well-being.
- Assist in the establishment of a payroll structure and payment procedures for national and international staff.

3. Safety and Security

Work closely with and provide support to the Security Officer/Manager to:

- Ensure all personnel have received briefing on country or regional security threats, medical and emergency evacuation procedures.
- Ensure that security measures are practiced and enforced to maintain as possible a safe and secure working/ living environment for CARE staff.
- Ensure staff know how to identify health risks in the region, how to protect against illness, injury and stress, and how to obtain support or medical treatment. Initiates and oversees the implementation of a Psychological Support Program.
- Ensure that managers maintain records of work-related injuries, accidents, security incidents and fatalities.
- Ensure all staff understand individual and collective responsibilities for safety and security.

Key Internal Contacts

Team Leader, Finance and Administration Manager/controller , Line Manager / Supervisor, other CARE National Member Human Resources Departments, all emergency response personnel.

Key External Contacts

Relevant host government departments administrating national legislation and local labor laws.
International Embassies.

Reporting lines

Reports to the **RED** Team Leader or Country Director

May have human resources, administration and office staff reporting to this position.

Selection Criteria

Core Competencies

- **People Skills:** Ability to work independently and as a team player who demonstrates leadership and is able to support and train local and international staff and also able to work with disaster affected communities in a sensitive and participatory manner.
- **Communication Skills:** Well developed written and oral communication skills. Able to communicate clearly and sensitively with internal and external stakeholders as a representative of CARE. This includes effective negotiation and representation skills.
- **Integrity:** Works with trustworthiness and integrity and has a clear commitment to CARE's core values and humanitarian principles.
- **Resilience/Adaptability and flexibility:** Ability to operate effectively under extreme circumstances including stress, high security risks and harsh living conditions. Works and lives with a flexible, adaptable and resilient manner.
- **Awareness and sensitivity of self and others:** Demonstrates awareness and sensitivity to gender and diversity. Have experience and the ability to live and work in diverse cultural contexts in a culturally appropriate manner. Has a capacity to make accurate self-assessment particularly in high stress and high security contexts.

- Work style: Is well planned and organized even within a fluid working environment and has a capacity for initiative and decision making with competent analytical and problem solving skills.
- Knowledge and skills: knowledge of CARE policies and procedures, Good Enough, Sphere and the Red Cross/ NGO Code of Conduct. Requires general finance, administration, information management and telecommunication skills and proficiency in information technology/ computer skills.
- 3 – 5 years humanitarian aid experience.
- Multiple language skills desirable.

Technical Competencies for this position

- Qualifications and / or experience in human resources management or an associated field.
- Demonstrated skills in human resources management.
- A sound knowledge of employment laws and human resources best practices.
- A good knowledge of contract employment.
- Experience and skills in recruitment processes .
- Strong interpersonal skills.