



## Surge Response Role Profile

Job Title	PSS Community Outreach Officer
Classification Level	
Immediate Supervisor's Title	To be completed by line manager
Number of Direct Reports (if applicable)	To be completed by line manager
Number of Indirect Reports (if applicable)	To be completed by line manager

### 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 the PSS Community Outreach 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

PSS community outreach officers focus on community mobilization in the areas of protection and psychosocial support in communities outside of the Emergency Response Unit. Community outreach PSS officers assess, plan, monitor and supervise, and evaluate interventions and programmes for communities. They act as technical advisors in matters of protection and psychosocial support for ERU management and other partners and ensure links to relevant IFRC structures.

## Role (Job Requirements)

### Job duties and responsibilities

- Develop assessment questionnaires and carry out assessments in protection and psychosocial support using a mixed variety of methodologies
- Train assessment teams to carry out assessments and analyse findings in order to develop a plan of action
- Update the Emergency Plan of Action
- Adapt/develop a monitoring and evaluation system for psychosocial support aligned with and based on IFRC and the IFRC PS Centre standards
- Provide input to reports, programmes, interventions and strategies and appeals based on assessment findings that build on identified best practices
- Map referral services and pathways, ensure the use of standardized templates and procedures for follow up
- Assess needs for psychosocial support to national staff, volunteers - and to delegates if requested to do so by team leader or HeOps

### Capacity building and volunteer management

- Develop volunteer profiles, recruit, screen, train, mentor and supervise volunteers with Host National Society
- Train volunteers and/or train trainers in community-based protection and mental health and psychosocial support approaches and interventions as psychological first aid and Safe Spaces and other community spaces
- Develop training plans for staff and volunteers
- Train volunteers and/or train trainers in protection and mental health and psychosocial support approaches suitable for outreach activities taking age, gender and diversity into consideration
- Capacity build and mentor the Host National Society's focal point(s) in areas of protection and psychosocial support
- Support volunteer and Host National Society's staff members' coping strategies in relation to the crisis and beyond
- Promote a culture of conflict resolution and cohesion

**Programmatic area**

- Establish and monitor Safe Spaces following international standards and guidelines and ensure conduction of relevant activities
- Plan, run and supervise support groups
- Conduct varied activities to enhance cohesion and promote community engagement
- Create a safety plan for those with protection needs
- Develop and disseminate key messages through community awareness raising
- Identify, contextualize, translate and produce information, education and communication materials
- Engage community leaders and institutions in planning of interventions and programmes
- Build community capacity through establishing community committees and support groups
- Support implementation of structures and mechanisms for staff and volunteers support in Host National Society
- Support the Host National Society in developing protection and mental health and psychosocial support strategies and action plans taking gender and diversity into consideration

**Advocacy and liaising**

- Advocate for the importance of integrating protection and psychosocial support in all sectors
- Link with RFL, CEA, PGI and other PSS and other Movement services
- Map, establish relations and coordinate with stakeholders, Movement partners and other agencies for common interventions as e.g. developing adapted guidelines for protection and psychosocial support
- Ensure that IFRC actions are in support of the Host National Society and is part of a coordinated response with partner agencies
- Establish referral systems for issues such as mental health support and in response to sexual and gender-based violence and child protection concerns

**Reporting and visibility**

- Provide regular and timely reports
- Be available for interviews and provide input to IFRC and National Societies' communication departments, international and local media etc.

**If requested by the ERU team leader**

- Offer technical advice on actions to take as e.g. interventions that further the development of a culture of stress management and conflict resolution in the team
- Provide psychological first aid to team members and Host National Society's staff in acute need hereof

**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
Counsellor, social worker, psychologist or psychiatrist	⊙	
Teaching or pedagogical professional		⊙
Health or public health professional		⊙
Anthropologist or related areas		⊙
International studies or related areas		⊙
Experience	Required	Preferred
Experience in mental health and psychosocial support (MHPSS) activities for at least 1 year	⊙	
Experience in conducting community-based MHPSS trainings , eg. Psychological First Aid trainings	⊙	
Experience in providing counselling and psychological interventions to emotional distress and problems		⊙
Professional work experience, preferably in an emergency setting		⊙
Knowledge & Skills	Required	

Core Competencies	Tier 1	Tier 2	Tier 3
Movement context, principles and values	⊙		
The Movement in the humanitarian sector	⊙		
Coordination	⊙		
Assessment	⊙		
Programme management & reporting	⊙		
Information management	⊙		
Resource management	⊙		
Direction setting and operational objectives	⊙		
Safety and security	⊙		
Community engagement and accountability	⊙		
Protection, gender and inclusion	⊙		
Environmental sustainability	⊙		
Collaboration and teamwork	⊙		
Conflict management	⊙		
Interpersonal communication	⊙		
Cultural awareness	⊙		
Judgement and decision making	⊙		
Motivation	⊙		
Personal resilience	⊙		
Integrity	⊙		

Technical Competencies	
Mental health and psychosocial support	
Learning and training	
Contextual Sensitivity	

Languages	Required	Preferred
Fluently spoken and written English	<input checked="" type="radio"/>	
Good command of another IFRC official language (French, Spanish or Arabic)		<input checked="" type="radio"/>
Other languages:		