



NEW ZEALAND
RED CROSS
RIPEKA WHERO AOTEAROA

POSITION TITLE:	Humanitarian Development Engagement Manager
RESPONSIBLE TO:	National Humanitarian Development Manager
FUNCTIONAL RELATIONSHIPS:	National Humanitarian Development Managers, Area Councils, Branches, other HDEMs, Community Activators, Youth Activators, Head of Youth Engagement, community organisations and funders, Disaster Welfare & Support Teams, Humanitarian Development and Disaster Risk Management staff, other NZRC staff, members and volunteers, NZRC young people.

POSITION SUMMARY:

The Humanitarian Development Engagement Manager (HDEM) role provides leadership to and management of New Zealand Red Cross (NZRC) projects and activities in the local area. The HDEM works in partnership with the local Red Cross area council, branches, groups, as well as communities, partners and stakeholders to develop or deliver humanitarian action that is aligned with the mission, strategic priorities and Fundamental Principles of NZRC. A key feature of this role is empowering members and building relationships with communities or external organisations to create opportunities for humanitarian action in the area.

This role is a vital part of our Humanitarian Development team and the key objectives this role will be contributing towards include:

- Providing effective leadership to local staff and members especially in regards to the delivery of agreed projects and activities.
- Supporting members and communities to consider our humanitarian priorities and take leadership and action to develop local solutions to local needs.
- Empowering the wider community to become humanitarians in their own backyards and support those in need within Aotearoa and beyond.
- Ensuring a one team NZRC approach in how we work with local staff and members involved in Migration Programmes, Community Fundraising, Disaster Risk Management, Retail, Education & Training and any other key part of NZRC.

The HDEM will ensure local staff and members work in a way that involves partnering with and co-developing humanitarian initiatives or action with local NZRC members, stakeholders, schools, young people, other organisations and communities. This role involves facilitating, developing, catalysing, implementing, monitoring and evaluating local initiatives as well as acting as a coach and mentor for others to do good.

The HDEM will seek to grow and diversify NZRC's membership, increase local leadership, build partnerships, involve diverse parts of the community and foster collaboration between stakeholders. Ultimately, this role aims to enhance community resilience by utilising robust community engagement practices consistent with our Fundamental Principles.

For clarity, the typical 'area' of responsibility for the HDEM is aligned to the local Area Council geographical boundaries.

In some areas, we will employ Community or Youth Activators to provide additional capacity to support with this work.

Our Fundamental Principles:

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality.

Our Mission:

Our mission is to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

KEY RESPONSIBILITY AREAS:

Humanitarian Development

- Partner with NZRC people to develop and ensure local projects and activities are aligned to NZRC priority areas and contribute to community resilience, disaster readiness, youth engagement and other humanitarian development outcomes.
- Ensure that the development and delivery of local projects and activities are aligned to our strategic priorities and Fundamental Principles, as well as meeting financial sustainability and health, safety & wellbeing expectations.
- Partner with NZRC people to ensure that all local humanitarian activities are aligned with our Community Engagement Toolkit & Guidelines, Youth Engagement Framework & Toolkit, and Membership Strategy.
- Lead and facilitate local efforts to deliver our Community Engagement Toolkit & Guidelines and Membership Strategy.
- Support national projects and initiatives as requested.
- Seek out opportunities to increase awareness and action around NZRC commitments to International Humanitarian Law, the settlement of former refugees and other awareness campaigns or strategic priorities.

Disaster Risk Management

- Support the work of NZRC in disaster risk management within the readiness, response and recovery phases of working with communities.
- Represent NZRC at key local Civil Defence and welfare engagements in partnership with the Disaster Risk Management team and leading the local Humanitarian Development team response during a local adverse event.

Empowering Membership & Communities

- Act as the key partner and local liaison to the NZRC Area Council and work to strengthen relationships with local members.
- Be proactive in working with members and communities to ensure good practice is in place for effective community engagement, undertaking needs assessments, and empowering strong collaborative action that is aligned to our strategic priorities and Fundamental Principles.
- Lead by example and utilise best practice volunteer management principles.
- Lead local efforts to strengthen NZRC engagement with diverse communities including Māori communities, tangata whenua, Pacific Peoples, new migrant and former refugee communities.
- Support efforts to engage with young people to empower young humanitarians.
- Provide resources, leadership, coaching and training to members and staff in good practice where required.
- Build and strengthen relationships with local stakeholders that will further our work in building community resilience.

Leadership & Management

- Provide clear and supportive leadership to staff and members to enable them to contribute to the direction of NZRC to their full potential.
- Ensure that all staff have clear roles and performance outcomes, are supported in achieving them and have professional development opportunities.
- Oversee the local administration needs and staff (where in place) and ensure efficient administrative processes are in place.
- Champion our Code of Conduct and Fundamental Principles amongst staff and members, as an essential guide to how we work as humanitarians.
- Champion a one NZRC team approach in working with all staff, members and functions in NZRC.
- Ensure that all NZRC policies and procedures, risk management plans and business continuity plans are implemented in the local area by staff and members.
- Provide clear financial management and oversight for local activities and budgets.
- Collaborate to champion and ensure planning, monitoring, evaluation and reporting (PMER) activities are actively undertaken, in line with the NZRC PMER Framework, across all local projects and activities.
- Act as the local manager responsible for NZRC property and vehicle fleet management and work cohesively with Red Cross House on related matters.
- Be a key local partner for all communications, marketing and fundraising activities and work cohesively with Red Cross House on related matters.

Other Responsibilities

- Undertake other duties as required by the National Humanitarian Development Manager.
- Actively support and champion NZRC local and national fundraising campaigns, particularly the Annual Appeal and Red Cross Journey.
- Participate as one NZRC team and support the initiatives of other functions within the organisation including Migration, International Humanitarian Law, Disaster Risk Management, Commercial & Shared Services, International, Communications, Fundraising & Marketing.
- Please note that due to the nature of our work in supporting communities respond to and recover from disasters and other shocks and stresses, that areas of work may be reprioritised at short notice to disaster response or recovery activities. This may also include geographical areas of responsibility in response to an organisational need outside of a disaster event.

Health, Safety and Wellbeing

Ensure anyone engaged with NZRC activities is informed of and understands the Health, Safety and Wellbeing (HSW) requirements and is adequately trained to carry out their work safely.

- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses
- Promote good HSW practice and monitor this in your area of work
- Provide opportunities and empower workers to be actively involved in the management of HSW in the workplace
- Take responsibility for your personal HSW and that of others, by not knowingly putting yourself or others at risk
- Follow all HSW procedures and instructions advised to you
- Actively deal with and/or report unsafe practices, actions and/or conditions for prompt attention
- Actively participate in the management of HSW in your workplace and bring any concerns or suggestions to the attention of your manager and/or HSW representative.

DELEGATIONS:

Staff Management

Number of direct reports	0-5 (depending on the area)
Number of staff reporting to direct reports	None

Delegations

Financial Delegations	Level 4
Employment Related Delegations	Level 4

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position. It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of NZRC. Any changes will be mutually agreed.

It is inherent in all areas of NZRC work that staff are required to apply and uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement.

PERSON SPECIFICATION:

Personal attributes:

- Empathy, a strong passion for humanitarian causes and a commitment to the Fundamental Principles of the International Red Cross and Red Crescent Movement.
- Demonstrated people skills including good communication with individuals, groups and people from diverse backgrounds.
- Demonstrated trust and relationship building skills (internally and externally).
- Demonstrated ability to support, empower and positively develop other people.
- Demonstrated experience of being a “self-starter,” showing initiative and creating opportunities proactively.
- Personal resilience and self-awareness, with the ability to balance multiple priorities.

Essential skills or experiences:

- A qualification in or intermediate experience within community engagement or in working with the community sector.
- Demonstrated experience in leading/managing staff or volunteers.
- Understanding of, and a commitment to, Te Tiriti o Waitangi.
- A successful track record in engaging with communities, developing initiatives, leading people or mobilising volunteers.
- An ability to prioritize actions, manage work effectively and empower others to achieve success.
- An ability to deal with ambiguity and contribute effectively to strategic development and change management.
- Excellent phone, written, technology and communications skills, including report writing and comfort in presenting to people at a variety of levels and settings.

Preferred skills or experiences:

- Experience in any combination of the following; non-profits, disaster risk management, civil defence, volunteer management, education, community engagement/development, youth engagement/development.
- Confidence to deal effectively with and overcome conflict, negative behaviours or attitudes.
- Confidence to work respectfully and effectively within Māori cultural contexts including a familiarity and ability to move within settings involving tikanga Māori.
- Confidence to work respectfully and effectively within multicultural contexts, and include people of all abilities, sexual orientations, gender identities, and ages.
- A good understanding of social media and its ability to mobilise communities.
- Experience in managing budgets.
- Demonstrated experience in innovating, developing new initiatives or contributing to enhanced community outcomes.
- Great problem-solving skills and thrives on complexity, adaptation and responding to community needs.
- Proven project management skills, a broad spectrum of efficient administrative, financial and organisational skills.
- Confidence in utilising IT systems, programmes and databases as required.

Travel and Hours of Work

The appointee must be able to travel. Due to the nature of the role in working with volunteers and in responding to emergencies, an ability to work outside normal working hours may be required from time to time. This may include weekends and evenings.

Driver's Licence

A current and full motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Shaun Greaves
Position:	General Manager Humanitarian Development
Date:	Monday 8 April 2019