

Job Description

This form enables us to accurately post your position on external sites. The information provided here will be featured in the job post. Please do not use acronyms or industry jargon. Be clear and concise in your answers to the open-ended questions. Incomplete forms will delay posting. Once this form is complete, email it to the HRSC at hrservicecenter@care.org.

Note: All position grades are determined by the Compensation & Benefits Team in People & Culture (HR). Please DO NOT fill in the "Grade" box below.

Position Information

Position title: Humanitarian Response Officer	Date requested: August 12, 2024
Type of position: New - Project-Based, 5 Months	Grade (for HR use only):
Division:	Department: Humanitarian and Peacebuilding
Country: Philippines	Incumbent's name (if applicable):

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The Humanitarian Response Officer will be responsible for implementing humanitarian response activities in areas affected by emergencies or crises. This role involves collaborating with various stakeholders, including local communities, government agencies, NGOs, and international organizations, to ensure effective and timely delivery of humanitarian assistance. The officer will also be responsible for contributing to the monitoring and evaluation of the project, including the impact of response activities and ensuring that they adhere to organizational standards and donor requirements.

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1 (70% of the time)

- Lead the planning, coordination, and implementation of humanitarian response activities in designated areas.
- Ensure that all response activities are carried out in line with organizational policies, donor requirements, and international humanitarian standards.
- Facilitate community engagement and participation in program planning and implementation to ensure that response activities are relevant and responsive to the needs and priorities of affected populations.
- Conduct regular field visits to monitor the quality and impact of response activities, providing feedback and guidance to Humanitarian and Peacebuilding team to ensure continuous improvement.
- Coordinate with local authorities, partner organizations, and community leaders to ensure the effective delivery of assistance.
- Lead the distribution of relief goods, services, and other forms of assistance to affected populations as per project plans and objectives, ensuring timely and equitable delivery in line with humanitarian standards.
- Monitor and address any challenges or issues that arise during the implementation of response activities, and raise to line supervisor as needed.
- Identify and analyze data on the humanitarian situation, needs, and gaps in service delivery, and provide timely and accurate information to the Humanitarian and Peacebuilding team to inform strategic planning and response efforts.
- Build and maintain strong relationships with key stakeholders, including local governments, NGOs, UN agencies, and donors.
- Monitor the security situation in the areas of operation and ensure that all activities adhere to safety protocols.
- Provide regular updates to management on security risks and mitigation measures.
- Ensure that all activities are conducted in a manner that respects and promotes the dignity, rights, and well-being of affected populations, particularly vulnerable groups such as women, children, and persons with disabilities.
- Prepare and submit timely and accurate reports on program implementation, challenges, and achievements to Humanitarian and Peacebuilding Unit and donors.

JOB RESPONSIBILITY 2 (20% of the time)

- Contribute to regular reports and updates on response activities for internal and external stakeholders.
- Participate in coordination meetings and working groups related to humanitarian response, as designated by line supervisor.
- Represent the organization in discussions with stakeholders on matters related to humanitarian response, as designated by line supervisor.
- Assist in the development of detailed implementation plans, timelines, and budgets to guide response activities, regularly reviewing progress and making adjustments as needed.
- Support the procurement and logistics teams in ensuring that all necessary resources, including supplies, equipment, and personnel, are mobilized and deployed efficiently to support response activities, including the preparation and management of all necessary documentation, compliance with procurement policies, and timely coordination with relevant stakeholders.

JOB RESPONSIBILITY 3 (10% of the time)

- Comply with all relevant CARE Philippines policies and standard procedures.
- Foster a strong team environment by actively contributing ideas, listening to others, and taking on tasks beyond this job description as directed by appropriately delegated personnel.
- Collaborate constructively with colleagues across different departments and teams to advance the organization's objectives.
- Demonstrate an ongoing commitment to gender equality and diversity.
- Promote a safe and secure work environment by cultivating a culture of safety and security and adhering to CARE Philippines' safety and security policies and procedures.
- Build and maintain relationships with CARE staff and potential suppliers.

Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

- Bachelor's degree in a relevant field (e.g., Development Studies, Social Sciences, Data Science, Disaster Management, or a related field).

Desired

- Master's degree in a related field is an advantage.

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

- Minimum of 3 years of experience in humanitarian response, emergency relief, or disaster management, preferably within a consortium or multi-partner program context.
- Proven experience in coordinating and implementing humanitarian response activities in complex and challenging environments.
- Experience working with diverse stakeholders, including government agencies, NGOs, UN agencies, and community groups.
- Excellent analytical and problem-solving skills, with the ability to synthesize complex information into clear, concise, and actionable reports.
- Strong communication and interpersonal skills, with demonstrated ability to collaborate effectively with diverse stakeholders.
- Ability to handle multiple tasks and prioritize in a fast-paced, high-stress environment.

PEOPLE & CULTURE

- Excellent organizational, project management, and problem-solving skills.
- Proficient in Microsoft 365 applications.
- High level of integrity, professionalism, and commitment to humanitarian principles.
- Ability to work independently, prioritize tasks, and meet deadlines in a fast-paced and dynamic environment, and make informed decisions under pressure.
- Commitment to maintaining confidentiality, integrity, and professionalism in all aspects of work.
- Flexibility and adaptability to changing circumstances and demands.
- Willingness to travel frequently to remote and high-risk areas.
- Fluency in English and Filipino, both written and spoken, is required; knowledge of the local language is an advantage.

Desired

- Knowledge of local context, languages, and cultures is an advantage.
- Experience managing ECHO-funded projects.
- Familiarity with humanitarian standards and guidelines, including Sphere Standards and the Core Humanitarian Standard on Quality and Accountability (CHS).
- Experience in data collection, analysis, and reporting for humanitarian programs.
- Experience in donor compliance and reporting, including familiarity with EU, USAID, or other major donor regulations.
- Knowledge of data protection and privacy regulations relevant to humanitarian responses.
- Strong understanding of the linkages between MEAL and project management, including risk management and impact assessment.

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face.

Select Level:

1
 2
 3

3. Why things are done is known, but what has to be done and how to do it are not defined. : Situations are variable and the incumbent’s response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring

Why does the position fall into this category?

Problem-solving is key for the Humanitarian Response Officer because the role involves working in fast-changing and challenging emergency situations. The officer must quickly address challenges such as logistical obstacles, security risks, and coordination issues with multiple stakeholders to ensure the effective and timely delivery of humanitarian aid. Effective problem-solving ensures that response activities are adaptable, meet the needs of affected populations, and adhere to organizational standards and donor requirements, thereby enhancing the impact and success of humanitarian interventions.

Competencies

CARE has 5 Core Competencies that all staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE’s Job Classification System

Level	General competency behavior description	Job Classification
Level 1	Foundational: Baseline behaviors.	Support
Level 2	Capable: Practical application of the behaviors.	Professional
Level 3	Inspirational: Role models, coaches, and influences demonstration of the behaviors.	Managerial
Level 4	Transformational: Envisions and innovates the next generation of the behaviors.	Executive

A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING - 3**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION - 3**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET - 3**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS - 3**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION - 3**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **Strategic Leadership & Execution - 3**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP - 3**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE’s Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role.

This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

Competencies	Proficiency Level
Dynamic Learning Mindset	3 - Inspirational
Delivering Results	3 - Inspirational
Relationship Building	3 - Inspirational

Organization

