



PROFILE OVERVIEW AND OBJECTIVE

Australian Red Cross (ARC) has a long history of working with its Red Cross Movement Partners the *International Federation of Red Cross and Red Crescent National Societies* (Federation), the *International Committee of the Red Cross* (ICRC) and *National Societies* to support international response operations for emergencies or protracted crises. One of the ways we do this is by recruiting, training and deploying humanitarian aid workers (delegates) into field operations led by our Movement Partners.

The Humanitarian Delegate is a generalist role which is deployed into the international operations of Red Cross and specifically provides humanitarian assistance to populations affected by conflict and armed violence.

The duties of the Humanitarian Delegate center on the planning and negotiation required to facilitate humanitarian access to specific populations and locations including detention and protection contexts. The Humanitarian Delegate is also required to support and collaborate with other technical departments (for example health, economic security or communications) to enable positive outcomes for vulnerable populations.

Language capacities are essential and for this profile we require professionals who are **fluent in Arabic**.

KEY RESPONSIBILITIES

Deployments are driven by the operational needs and the responsibilities of Humanitarian Delegates will vary according to the duty station. As a general guide, the Humanitarian Delegate will be required to:

- Assess the humanitarian and security needs of a defined population and their environment;
- Develop and maintain professional and constructive networks with relevant partners (community members, local authorities, tribal or armed groups, Red Cross Movement partners and other humanitarian organisations, for example) and contacts within their area of responsibility and the communities affected by conflict or other situations of violence and represent and promote the Red Cross' mandate;
- Plan and complete field trips and visit places of detention in order to conduct protection-related activities, such as:
 - talking with detainees and following up individual cases where required;
 - restoring links between family members separated by armed conflict, violence or migration;
 - managing missing persons' files;
 - assessing the needs of vulnerable civilians and potential violations of international humanitarian law.
- Collaborate with other departments (e.g. health, economic security, communication, cooperation within the Red Cross/Red Crescent movement) and contributing to the implementation of their activities to provide humanitarian assistance.
- Plan and carry out dissemination sessions on Red Cross activities and mandate for target audiences.
- Produce timely and concise internal and external reports with due respect for confidentiality and ensuring the appropriate follow-up.

KEY KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

- A **Master's degree in Law, International Relations or Social Work**, or a combination of a Bachelor's degree in these fields with extensive relevant work experience.
- Substantial **professional experience in delivering services to vulnerable communities or internationally in a humanitarian context** (including but not limited to; protection of civilians or detainees, sexual violence, accountability to affected populations, missing people and their families, protection of civilians, internal displacement, migration and internal displacement or child protection).
- **Fluency in both English and Arabic languages** (spoken, written and comprehension).
- Experience in assessing and managing security risks and capacity to follow security rules and procedures;
- Excellent **writing skills** and ability to prepare clear and concise reports;

- **Excellent communication and negotiation skills, and ability to engage** with a large variety of stakeholders on sensitive issues in both English and Arabic;
- Ability to work independently, plan and organize, establish priorities and work to tight deadlines;
- Experience in **leading teams** including capacity strengthening and development of team members including skills in coaching and mentoring (an asset, not essential).
- Current driver's license and the ability to confidently **drive a manual vehicle in unfamiliar terrain**.
- Preparedness to accept international non-accompanied missions and availability for missions of **12 months** duration.

BEHAVIOURAL COMPETENCIES

- **Flexible and able to adapt** to changing situations and react appropriately; comfortable complying with protocols and regulations set to mitigate risks;
- **Culturally competent** with excellent ability to work effectively as part of multicultural and multidisciplinary teams;
- A **sensitive and respectful approach to engaging with vulnerable individuals**, communities and local staff;
- Strongly **motivated by humanitarian work** and able to **perform under pressure** in a potentially dangerous environment;
- Well-developed ability to analyse situations, make decisions and prioritise accordingly;
- Strong **personal motivation for humanitarian work and assisting vulnerable populations**;
- Ability to work in a **challenging and demanding environment** while keeping a consistent, courteous and **positive attitude** towards others.