

DELEGATE PROFILE

Primary Health Care (PHC) Delegate



PROFILE OVERVIEW AND OBJECTIVE

Australian Red Cross (ARC) has a long history of working with its Red Cross Movement Partners (the International Committee of the Red Cross (ICRC), the International Federation of Red Cross Red Crescent (Federation) and National Societies) to support 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 either the ICRC or Federation.

The Primary Health Care delegate (PHCD) works within ICRC operations and accordingly provides humanitarian assistance to people affected by conflict and armed violence.

The PHCD serves a population in a defined geographic area in emergency and non-emergency situations. The PHCD identifies and prioritises health needs for the population taking into account vulnerabilities and community resilience mechanisms. The PHCD acts as an interface between communities (local leaders, local health counterparts) internal (ICRC) and external (Government health departments / offices, NGOs, UN system) stakeholders for health related issues.

KEY RESPONSIBILITIES

- Assess the current capacity of local health services (both public and private) and their relationship with the referral pathway within the hospital catchment area
- Undertake through assessments of both emergency and non-emergency health needs of the target population
- Identify and support the community referral system to appropriate health services and management of mortal remains
- Support or facilitate different primary health care components to enable an appropriate response to the health needs in primary health care facilities or Mobile Health Units
- Ensure a continuum of care for beneficiaries from the community (for example support to First Aid) to hospital care
- Evaluate and identify gaps in emergency hospital services
- Ensure medical supplies are available and appropriately managed (including ordering, storing and delivering)
- Communicate to relevant stakeholders and report internally on health context, needs, program results and challenges

KEY KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in either medicine or nursing.
- Current registration to practice as a medical practitioner / nurse (current valid license to practice in Australia).
- Extensive experience working in a primary health care context including both assessment of capacity and service delivery and the successful design and implementation of improvements to service delivery and patient outcomes.
- Significant (2+ years) professional experience in an international humanitarian context.
- Experience in capacity strengthening and development of team members including skills in coaching and mentoring.
- Excellent communication and influencing skills, including fluent spoken and written English and a second language (either French, Spanish, Arabic or Russian)
- Strong computer literacy including competence with the Microsoft Office Suite.
- Current driver's license and the ability to confidently drive a manual vehicle.
- Postgraduate master's degree/diploma in Public Health, Tropical Medicine and/or Health Management (*preferred*).
- Excellent command of the other ICRC preferred language, ie French, Spanish, Arabic or Russian (*preferred*).

BEHAVIOURAL COMPETENCIES

- Culturally competent with excellent ability to work effectively as part of multicultural teams and engage in a respectful, considerate manner with local staff and communities.
- Well-developed ability to analyse situations, make decisions and prioritise accordingly.
- A sensitive and respectful approach to engaging with vulnerable individuals and communities.
- Extremely flexible and adaptable, comfortable complying with protocols and regulations set to mitigate risks.
- Ability to work in a challenging and demanding environment while keeping a consistent, courteous and positive attitude towards others.