



Emergency Operation Centre Specialist



Introduction

Thank you for expressing an interest in working with VSO.

VSO's mission is to bring people together to fight poverty, to generate ideas and actions on how to reduce poverty and exclusion. That has been at the heart of everything we have done globally for nearly sixty years. The challenge in meeting that mission has not diminished.

VSO is highly effective in working with volunteers and partners to build individual capacity and unlock the potential of communities. We need someone who can help drive forward this crucial agenda to increase our impact and influence.

This truly is an exciting time to join our great team at VSO and help us achieve more impact. If you are keen to take on our ambition for aligning income opportunities with our mission, I look forward to receiving your application.

Philip Goodwin

Chief Executive, VSO



Role description

Job Purpose: Provide support to the Emergency Operation Centre Management Lead on programme delivery in priority countries and specialist technical input to the development of process and practise.

Responsibilities

Programme Results/Impact Delivery

Assist and work closely with the Emergency Operation Centre Management Lead as well as the priority country government and Global Polio Eradication Initiative (GPEI) partners to deliver:

- Strengthened Polio Emergency Operations Centers (EOCs), to ensure effective partner collaboration with federal/local government ownership and commitment. The programme will contribute to improvements in services delivered as well as coordination and management of the EOCs. The program team will focus their analyses and actions to help deliver the critical components of an effective and accountable EOC.
- Empowered local communities with local volunteers building community support/demand for successful cVDPV2 outbreak response and holding authorities accountable for results. The volunteer community engagement will enable a more rapid scale up of outbreak response activities, and ensure that these efforts are sustained once the programme ends.
- Agile programme monitoring and learnings to develop and improve

on a Polio EOC Playbook, address critical operational and partner collaboration challenges and continuously improve Polio EOC operations, functions and processes.

- Ensure plans are developed, implemented and complied with the programme's Duty of Care Officer and stakeholders (employees, volunteers, primary actors, etc.)

Be a thought leadership partner

- Actively participate both in the development and execution of the Polio EOCs in Africa programme approach, work plans and activities.
- Contribute to ongoing monitoring and evaluation efforts to capture core learnings and insights from VSO's work strengthening Polio EOCs.
- Create highly effective community engagement/local volunteering to support community engagement, ownership and demand for vaccination/outbreak response campaigns

Role description (continued)

People Management

- Assist their Emergency Operation Centre Management Lead as a co-leader of their Core Team in priority countries. EOC Specialists are expected to continuously build their programme leadership capabilities to enable them to deputise for the EoC Management Lead.

Safeguarding, Security and Risk Management

- Commit to VSO's vision and values, including safeguarding and taking a zero-tolerance approach to abuse and harm. Ensure plans are developed and being implemented with the programme's Duty of Care Lead team and stakeholders (staff, volunteer, primary actors, etc.) are aware and comply.

Collaboration

- Work closely with and follow the instructions/advice of the Core Programme support team and the wider VSO global functions to ensure the overall Polio EOCs in Africa programme is able to successfully achieve programme objectives in all of its priority countries.

Skills, Knowledge and Experience

Essential criteria

(must have to be able to carry out the role successfully)

- Experience and expertise working to improve health programme effectiveness and efficiency in Africa, Asia or Latin America
- Previous experience working with strong programme teams in challenging country and/or multicultural environments
- Strong interpersonal skills that will enable them work as a trusted advisor with other Polio EOC leaders and partners
- Strong political and cultural awareness and sensitivity
- Knowledge and understanding of the role of volunteerism in development, including previous volunteering experience
- Knowledge and understanding of social inclusion, social accountability, and resilience

Skills/abilities

- Strong leadership skills, including the ability to inspire teams and partners
- Strong personal relationship skills with substantial experience in networking and influencing a diverse range of stakeholders
- Graduate degree in relevant course of study including but not limited to public

health/epidemiology, biomedical sciences, business public administration, international development.

- Fluency in written and spoken English and/or French (additional language abilities particularly African languages are welcome)

Desirable criteria

(skills that could be an advantage in the role)

- Previous experience working with Polio EOCs or other EOCs in Africa (or other regions)
- Knowledge of and experience working in priority countries in Africa

VSO has zero tolerance of abuse and exploitation of vulnerable people. We expect all our employees/volunteers to ensure we are protecting children, young people and vulnerable adults from harm and abide by our safeguarding policy.

About VSO

VSO is the world's leading international development charity that works through volunteers to create a fair world for everyone.

At VSO we pride ourselves on doing development differently. We fight poverty not by sending aid, but by working through volunteers and partners to create long-lasting change in some of the world's poorest regions.

We bring key stakeholders together to co-ordinate collective action, from local organisations to national governments.

In 2018/19, VSO supported over one million of the poorest and most excluded people in 23 countries across Africa and Asia. Our programmes focus on health, education and livelihoods, with an increasing emphasis on resilience, peace building, social accountability, gender and social inclusion.

We're not about delivering quick fixes, but instead we focus on long-lasting, sustainable change that will improve the lives of generations to come.

Some background about VSO

In the last 60 years, we have worked in over 90 countries and supported over 50 million people. We've gone from being a UK charity to a truly global development organisation.

Our proven approach works with volunteers of different skillsets, from overseas consultants to youth. These volunteers work alongside community organisations, local and national governments, and global partners.

Right now, VSO is bringing justice to rape survivors in Pakistan, building resilient disaster prevention and relief in Mozambique, ending stigma against children with disabilities in Ethiopia and tackling the youth skills gap in Uganda and Bangladesh.

Today over 50% of our people are recruited from within the country in which they work, and we continue to grow the share of community and national volunteers involved in our programmes. We also send increasing numbers of volunteers from one developing country to another. However, our vision has remained the same: create a fair world for everyone.



Vision, Values and Strategy

Our vision is to create a fair world for everyone. We believe in creating a lasting change through volunteering.

We know, from 60 years of experience, that when teachers pass on their skills to others, community groups shown reliable sources of income, and governments helped to make systems fairer, this brings about lasting change.

Our values

Collaboration

- Empower poor and marginalised people to take charge of their own development
- Share skills and knowledge to create long lasting, sustainable change
- Build collaborative partnerships that promote innovation, growth and impact

Knowledge

- Lead volunteering for development, setting the standard for ourselves and others
- Use evidence and insight to guide our actions
- Recruit the right people and work where we have the greatest impact

Inclusion

- Stand beside and advocate for those who have been denied choice and opportunity
- Promote diversity and equality throughout our work

- Encourage different, inquisitive perspectives

Integrity

- Commit to safeguarding and take a zero-tolerance approach to abuse and harm
- Treat others with respect, as equals
- Be open, transparent and accountable in everything we do

What we do

Volunteering for development

For 60 years, we have brought people together through volunteering to make sustainable development happen.

Our volunteers may live and work in a community for years. While others may volunteer for short, targeted placements. However long they volunteer with us, their focus is on developing the systems and conditions for positive social change.

Our volunteers:

- Develop new, creative ideas for solving poverty from within communities themselves
- Build the confidence and ability of communities to take ownership of change
- Reach out to the most remote and excluded people. Change continues long after the volunteers have left their placements, empowering local people to lift themselves out of poverty.

Vision, Values and Strategy

- At VSO, we believe in finding lasting, sustainable solutions to fight poverty. We can only do this by working together.

What is VSO working on?

We focus on delivering positive change in three areas: inclusive education, health and resilient livelihoods. Our volunteering model means our development interventions are more likely to be sustainable. The communities we work in grow in terms of resilience, fairness and accountability.

Our programmes focus on the following themes:

Health:

- Maternal and newborn health
- Sexual and reproductive health and rights
- Reducing harmful traditional practices
- Prison health

Inclusive education:

- Inclusive education systems
- For second year
- VSO pays for only accommodation at the rate of 50% of the cost of housing
- Medical insurance with repatriation

The benefits of the relocation package may be fully taxable locally and employees receiving these benefits will be expected to settle the related tax

- Education in emergencies

Resilient livelihoods:

- Employment and entrepreneurship
- Enterprise development and job creation
- Resilient rural livelihoods

Last year, VSO worked with thousands of volunteers and partners to support over one million of the poorest and most excluded people in 23 countries across Africa and Asia including:

- over 550,000 people through our education programmes
- over 175,000 people through our health programmes.
- over 115,000 people through our livelihoods programmes.
- over 170,000 people through our resilience, inclusion and social accountability programmes (core approach programmes)



Application Process

If you are interested in this role, please submit an application letter (maximum 1 page) and your CV or LinkedIn Profile online. Your application letter should outline your motivation and relevant experience. Your CV should indicate significant positions, the level of responsibility held, and relevant achievements.

After submitting your application we will check your CV and if you have the required skills you will first be longlisted, and then shortlisted after a second review.

VSO's assessment process is based on behavioural competencies and will involve two assessment stages as follows:

1. A preliminary call to talk through your motivations for applying to be a country director with VSO.
2. A competency based panel interview.

