



# UK-Med Register: Risk Communications and Community Engagement (RCCE)

Candidate Information Pack

July 2021

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## The UK-Med Register

UK-Med responds to sudden onset disasters, disease outbreaks and other exceptional pressure on health systems by deploying surge health teams to provide extra clinical capacity and expertise. Our work includes both directly providing healthcare and capacity building of local health systems and personnel.

We maintain a small core staff team who design and develop our response capabilities, but the majority of people who deliver our services in the field come from our register.

Our Register includes around 1000 professionals from across the world including doctors, nurses, other health professionals and humanitarian professionals.

### Our commitment

We maintain a large Register to ensure that we can fill all roles required in the event of a major disaster. This means that in most years, most members of the UK-Med Register will not be offered any opportunity to join a response.

When personnel are needed for a response, we will build our response team from our Register and core staff team – around 90% of personnel in our responses are Register members. We will take account of skills, competencies, availability and readiness (whether all vetting has been completed) in deciding who to invite to join a team – this is always defined by delivering the best possible health outcomes for our patients.

***Being offered a place on the UK-Med Register is not an offer of a job.*** Opportunities with UK-Med are very unlikely to come up frequently enough to provide a regular income, and you will need to plan to have other work that is flexible enough to allow you to join UK-Med responses as required. This means that the UK-Med Register is not suitable for everyone.

The UK-Med Register provides personnel both for UK-Med independent responses and for responses of the UK Emergency Medical Team which deploys on behalf of the UK Government.

### Our requirements

To be part of our Register you will need the following:

- Deployability – you will be ready, willing and available to deploy internationally, potentially at short notice, and stay for 6 weeks or more. You don't have to be deployable every day of the year, but you will need to be able to respond for a significant proportion of the year. A special arrangement exists for UK NHS staff, under which people can be released from their job to be deployed for three weeks at a time.
- Clinical and/or professional expertise – you must already be established in your profession to be able to meet the demands of the roles and contexts you will be in during our responses. The expertise and skills requirements are included in the person specification – if you do not meet these please don't apply.

- Humanitarian competencies – UK-Med has defined a set of core humanitarian competencies that are required for all Register members. If you are an experienced humanitarian, you will be expected to demonstrate these through real examples from your previous work or volunteering. If you are a skilled clinician with limited or no humanitarian experience, you will be expected to display these competencies through our selection training activities.
- Suitability – We expect all Register members to have the highest standards of personal and professional conduct, and to share our commitment to Safeguarding and Equality, Diversity and Inclusion. We undertake extensive vetting to make sure that candidates meet our high standards of conduct. We also require all Register members to complete medical assessments to ensure that they are medically fit for deployment in our responses.

## Introduction



This is an exciting time to join UK-Med. We have expanded significantly over the last few years, and have an ambitious strategy in place for growth. Our new Health Director will play a key role in delivering this strategy, and developing of future strategy.

The world is experiencing an unprecedented level of humanitarian need. Natural disasters, disease outbreaks and conflict can hit at any time.

The people affected are often the poorest and most vulnerable and the health problems they experience post-disaster are long-lasting. We believe that they deserve the highest quality emergency healthcare. We seek to save lives, but also to build resilient health systems so that people can lead healthy lives in the future.

Our strategic objectives address four main problems faced when providing emergency healthcare following a disaster:

- **Emergency response:** There are only a small number of international agencies and WHO verified Emergency Medical Teams capable of responding globally, at speed and scale, to spikes in need.
- **Providing expertise:** There are not enough medical and coordination staff as there are challenges recruiting, retaining and training the numbers required to meet growing need.
- **Raising standards:** The sector lacks consistency and consensus on training and accreditation for international health professionals.
- **Building resilience:** First response and continued support is most effective when provided by health professionals based within the country affected. Significant investment in training for staff is required to achieve this.

We are very excited about our plans to meet these challenges and to grow UK-Med and I hope you will join us on this exciting journey.

David Wightwick  
**UK-Med Chief Executive Officer**

## Advert

### Are you experienced in Risk Communication and Community Engagement in outbreak responses?

|           |                                                                              |
|-----------|------------------------------------------------------------------------------|
| Role:     | Risk Communication and Community Engagement (RCCE)                           |
| Hours:    | Register role, so no guarantee of work. If deployed, work will be full-time. |
| Salary:   | If deployed, starting rate of GBP727 – GBP808 per week                       |
| Location: | Able to travel internationally at short notice                               |

UK-Med is a humanitarian NGO that has been responding to disasters and health emergencies for thirty years. We train medical teams, both in the UK and worldwide, so they are ready to respond when epidemics, conflict and natural disasters hit. When Ebola struck West Africa in 2014 we recruited and trained UK doctors and nurses who helped local medical teams and other NGOs to bring the outbreak under control. We are core partners, providing the clinical component of the UK Emergency Medical Team (UK EMT) in line with WHO standards.

Our responses are staffed from our Register of surge responders. Register members undergo extensive training and vetting in advance, so they can be quickly deployed to where they are most needed. Register members who join a response team are offered a fixed-term contract for the response and paid in line with our globally benchmarked pay scales.

We are seeking up to 6 new people to join our Register to be available to deploy in Risk Communication and Community Engagement (RCCE) roles. You will be able to make yourself available to travel and work internationally at short notice for 4–6 weeks at a time.

Our ideal candidates will be experienced in the design and implementation of RCCE plans and activities in disease outbreaks. You will have a strong understanding of how RCCE aligns with and complements other outbreak response activities. You will be determined, high performing, compassionate and collaborative, as well as being committed to learning and supporting others to learn. Language skills will be an advantage.

We offer excellent learning opportunities and occasional opportunities to work in international humanitarian responses.

## How to apply

To apply, please complete the questions and submit your CV through our [Online Jobs Portal](#) as soon as possible.

This vacancy will close as soon as we have received enough strong applications, and no later than 15 July 2021.

The questions you will be asked to answer are:

- Please describe your experience of working in RCCE in outbreak responses? (300 words maximum)
- Please explain how you plan to be available for deployment with UK-Med i.e. what are your commitments e.g. work, family and how can you be confident that you can leave these at short notice? (150 words maximum)
- What relevant qualifications do you hold?

*UK-Med is committed to safeguarding of our personnel and beneficiaries and has a zero tolerance approach to sexual exploitation and abuse. We conduct thorough vetting before any appointment is confirmed.*

*UK-Med is committed to the principles of diversity, equality, and inclusion. We strive to provide an inclusive and supportive environment where employees feel respected and supported to be able to fulfil their potential.*

## About UK-Med

### UK-Med ([www.uk-med.org](http://www.uk-med.org))

We train and deploy medical teams and specialists to save lives when epidemics, conflict and natural disasters hit. As disasters grow more frequent, severe and complex there has never been a greater need to respond quickly and effectively. We believe in a world prepared to help.

It started in 1988 with a team of eight Manchester clinicians led by our founder Tony Redmond, when a huge earthquake ripped through Armenia. Teams continued to deploy throughout the 1990's and 2000s, and when Ebola struck West Africa in 2014 UK-Med stepped up. We recruited and trained the one hundred and fifty UK clinicians who worked alongside local medical teams, other NGOs and DFID to bring the outbreak under control.

UK-Med has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Bosnia and Herzegovina, Indonesia, Jordan, Kosovo, Pakistan, the Philippines, Sierra Leone and Bangladesh. Our teams have undertaken a range of work on deployment including general medical care, trauma and surgical care, outbreak response and training of local healthcare staff.

### The UK EMT

The UK Emergency Medical Team (UK EMT) provides high quality emergency health care solutions in a range of humanitarian contexts on behalf of the UK Government. The programme is led by the Foreign, Commonwealth and Development Office (FCDO) and works under the guidelines of the WHO Classification and Minimum Standards for Medical Teams in sudden onset disasters. We recruit and train teams of UK-based clinicians, normally released for three weeks at a time by NHS employers. At any time, we have a team of sixty clinicians on call who are ready to respond to disasters anywhere in the world within twenty-four hours.

We can respond following earthquakes, cyclones, hurricanes, disease outbreaks or to other humanitarian contexts. Depending on the needs, we might deploy individual personnel, small clinical or advisory teams, self-sufficient primary care facilities or a field hospital including surgical team and inpatient facilities.



## UK-Med Vision, Mission and Values

### Our Vision

A world where everyone has the healthcare they need when crises or disasters hit.

### Our Mission

We save lives in emergencies.

When health services are overwhelmed, we get expert health staff to where they're needed fast.

We help communities prepare for future crises.

### We Value:

#### Excellence

We set high standards for ourselves and the organisation. We strive to be outstanding in everything we do.

#### Determination

We have a can-do attitude and thrive on problem solving. No matter what the challenge, we explore all options so if there's a way we'll find it. We don't give up easily.

#### Compassion

We care about people. The health and wellbeing of our patients and our people is central to everything we do.

#### Learning

We believe in knowledge-sharing and giving people the means to develop their capabilities. We value learning and continual growth.

#### Collaboration

Working in partnership with stakeholders, communities and colleagues is key to the success of our work. We respect the skills, knowledge and experience of those we work with and take care to listen and adapt to changes in need.

# Job Description

## Job Description

|                      |                                                                                                                                                                                                   |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>     | UK-Med Register – Risk Communication and Community Engagement (RCCE)                                                                                                                              |
| <b>Place of work</b> | Work is not guaranteed, but joining the Register is an essential prerequisite for being offered roles in UK-Med response teams. Work can be commissioned anywhere in the world depending on need. |

### Purpose of role

To develop and implement an effective and coordinated mechanism for promoting health and supporting risk communications during emergency responses through active community participation

### Key responsibilities

#### RCCE practice

|    |                                                                                                                                                                                                                                                                                                                    |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Ensure consistency and clarity in providing information and advice to affected communities and health staff.                                                                                                                                                                                                       |
| 2  | Build links with other RCCE actors (including Ministry of Health and WHO) in order to map activity and align UK-Med activities appropriately.                                                                                                                                                                      |
| 3  | Track trending questions/rumours/behaviours through knowledge tracker system – These data should be documented and shared with UK-Med colleagues and other actors as appropriate.                                                                                                                                  |
| 4  | Ensure an inclusive and multi-sectoral risk communication and community engagement strategy. Utilise cross sector/multi-sector learning process to understand the public health risk from different perspectives.                                                                                                  |
| 5  | Maximize the outreach to marginalized and vulnerable groups.                                                                                                                                                                                                                                                       |
| 6  | Identify local champions for community engagement to help mainstream and replicate good practices for future emergency response.                                                                                                                                                                                   |
| 7  | Engage decision makers in the RCCE plans to maximize the impact of the conducted intervention.                                                                                                                                                                                                                     |
| 8  | Design and develop Information, Educational, and Communication (IEC) materials when needed and/or collaborating with other stakeholders in designing reliable IEC materials. Use appropriate communication materials and platforms based on the preferred channels of the affected communities at the local level. |
| 9  | Advise on appropriate measures and targets for the monitoring and evaluation of RCCE activity.                                                                                                                                                                                                                     |
| 10 | Support the development of sustainable program plans which lead to a stronger impact of field deployments.                                                                                                                                                                                                         |

|                                              |                                                                                                                                                                                                                          |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11                                           | Contribute to exit planning to ensure sustained benefits from UK-Med's work.                                                                                                                                             |
| <b>Expert advisory and capacity building</b> |                                                                                                                                                                                                                          |
| 12                                           | To support the professional development of other personnel through delivery of training, coaching, reviews or other mechanisms as appropriate                                                                            |
| 13                                           | Design and develop training materials and other capacity building materials to develop local capacity                                                                                                                    |
| 14                                           | Provide technical guidance for RCCE partners and other non-governmental actors where required                                                                                                                            |
| <b>Other duties and responsibilities</b>     |                                                                                                                                                                                                                          |
| 15                                           | To supervise or manage other personnel as required under the terms of reference for the specific assignment                                                                                                              |
| 16                                           | To comply with Codes of Conduct and uphold the values, standards and policies of UK-Med and the UK EMT, including those relating to safety and security, safeguarding and clinical / professional standards and practice |
| 17                                           | To comply with all reasonable requests for vetting, health screening and sanctions checks and provide truthful and complete information                                                                                  |
| 18                                           | To represent UK-Med, the UK EMT and partners / donors in a professional and appropriate manner, upholding the good reputation of UK-Med and programmes you are associated with                                           |
| 19                                           | To undertake work outside of your core role as requested to support the success of the response                                                                                                                          |

# Person Specification

## Register role: Risk Communications and Community Engagement

| <b>Qualifications / Professional Memberships</b> |                                                                                                                                           |           |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1                                                | A qualification in public health or similar relevant field                                                                                | Desirable |
| <b>Knowledge, Skills and Experience</b>          |                                                                                                                                           |           |
| 2                                                | Significant experience of undertaking risk communication and community engagement activities in a humanitarian or development setting     | Essential |
| 3                                                | A solid understanding of the principles and practice of RCCE                                                                              | Essential |
| 4                                                | Proven experience in health promotion and communication engagement / community-focused communication                                      | Essential |
| 5                                                | A good understanding of how RCCE acts as a key pillar of outbreak response, and how to align RCCE with other outbreak response activities | Essential |
| 6                                                | Experience of working in difficult contexts and with a wide range of stakeholders to achieve objectives                                   | Essential |
| 7                                                | Good standard of spoken and written language (equivalent to UN Level III) in English                                                      | Essential |
| 8                                                | Additional languages particularly French, Spanish or Arabic                                                                               | Desirable |
| <b>Personal Attributes</b>                       |                                                                                                                                           |           |
| 9                                                | Personal integrity and the highest standards of personal conduct                                                                          | Essential |
| 10                                               | Commitment to high performance, striving for excellence in all aspects of work                                                            | Essential |
| 11                                               | Determined; working hard to get the job done and finding solutions to problems                                                            | Essential |
| 12                                               | Compassionate; putting the health and wellbeing of patients and colleagues at the heart of all actions                                    | Essential |
| 13                                               | Collaborative; inclusive and respectful in all interactions with others, and an active and skilled communicator                           | Essential |

|                                              |                                                                                                                                                            |           |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 14                                           | Committed to learning; continuously developing own skills, supporting the development of others and contributing to continuous improvement                 | Essential |
| 15                                           | Able to work independently with limited supervision                                                                                                        | Essential |
| <b>Practical requirements</b>                |                                                                                                                                                            |           |
| 16                                           | Will be practically available frequently enough, for long enough periods to deploy to diverse contexts                                                     | Essential |
| 17                                           | Willing to commit time to and provide authorisation for vetting procedures, medical clearance, training and development and other readiness activities     | Essential |
| <b>UK-Med Core Humanitarian Competencies</b> |                                                                                                                                                            |           |
| 18                                           | Understands operating contexts, key stakeholders and practices affecting current and future humanitarian interventions                                     | Essential |
| 19                                           | Is accountable for own work and uses resources effectively to achieve lasting results                                                                      | Essential |
| 20                                           | Develops and maintains collaborative and coordinated relationships with colleagues, stakeholders and staff                                                 | Essential |
| 21                                           | Operates safely and securely in pressured environments                                                                                                     | Essential |
| 22                                           | Adapts to pressure and change to operate effectively within humanitarian context                                                                           | Essential |
| 23                                           | Demonstrates humanitarian values and principles, and motivates others to achieve results in complex situations, independent of role, function or seniority | Essential |

## Key terms and benefits

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Salary/rate of pay:</b>         | UK-Med salary scale grade 2 – Clinical and skilled technical roles (starting GBP727 – GBP808 per week, rising with experience to no more than GBP929 per week)                                                                                                                                                                                                                                                                                                    |
| <b>Working hours:</b>              | Full-time; you will be required to work the hours as are necessary for the proper discharge of the duties.                                                                                                                                                                                                                                                                                                                                                        |
| <b>Annual Leave:</b>               | 33 days per year including public holidays                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Safeguarding and sanctions:</b> | <p>To ensure the suitability for the role's work with both adults and children, and/or work within regulated environments (CAA, MRHA) an assessment of suitability for this work will be completed which will include DBS / police checks. For work in some countries or funded by some donors we will also run a comprehensive sanctions / suitable person check.</p> <p>Where a role requires this, suitability for this work is a condition of employment.</p> |
| <b>Health and medical:</b>         | <p>Health clearance as 'fit to deploy' by our occupational health provider is an essential requirement for deployment in this role.</p> <p>You must complete courses of all required vaccinations to be cleared for deployment.</p>                                                                                                                                                                                                                               |
| <b>Professional requirements:</b>  | Membership of professional bodies is not a requirement but may be an advantage                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Term of contract:</b>           | Register members who deploy will be offered fixed-term contracts. The duration will depend on the requirements of the response up to 6 weeks in the                                                                                                                                                                                                                                                                                                               |



Building a world  
prepared to help