



Head of Mission Ukraine

Candidate Information Pack

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Introduction



The world is experiencing an unprecedented level of humanitarian need. Natural disasters, disease outbreaks and conflict can hit at any time – and they are increasingly frequent, complex and severe.

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. Our medical teams respond to disasters around the world and we work with local emergency medical teams to build their resilience to future threats.

Our main areas of work address key 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. we prepare emergency medical teams who are ready to respond from the UK t emergencies anywhere in the world.
- **Providing expertise and raising standards:** There are not enough medical and coordination staff as there are challenges recruiting, retaining and training the numbers required to meet growing need. The sector lacks consistency and consensus on training and accreditation for international health professionals. We work with academic bodies to apply research to humanitarian responses and support clearer career pathways for humanitarian health workers – ensuring people affected by disasters receive the highest quality care.
- **Building resilience:** Although there is an increasing need for international response, first response and continued support is most effective when provided by health professionals based within the country affected. We support training of healthcare workers and medical teams in countries at high risk, or suffering the legacy, of disease outbreaks, conflict or natural disasters.

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. 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

Role:	Head of Mission, Ukraine
Hours:	Full-time
Remuneration:	Negotiable - based on UK-Med senior leadership pay scale
Duration:	Initial contract 3-6 months with likely options to extend
Location:	Ukraine

Can you provide excellent leadership and strategic direction to our humanitarian health programming in Ukraine?

UK-Med is a humanitarian NGO that has been responding to disasters for over thirty years. We prepare and equip medical teams, both in the UK and worldwide, so they are ready to respond when epidemics, conflict and natural disasters hit. We are core partners, providing the clinical component and key support structures of the UK Emergency Medical Team (UK EMT) in line with WHO standards.

We are recruiting a Head of Mission to lead and ensure both operational effectiveness and strategic growth of our work in Ukraine. The Head of Mission will be responsible for the leadership and management of a complex programme, with multiple streams of activity, multi-million dollar budgets and a staff complement expected to grow to over 100 people. All of this will be done while adapting to and working within a changing and insecure context.

Our ideal candidate will have demonstrable understanding of humanitarian relief work and capacity building, including relevant experience in a field-based humanitarian context. You will have proven experience of managing and coordinating emergency programmes in complex and insecure environments, including experience of security management in insecure environments.

You will be able to demonstrate how you have led people and teams to successful delivery in demanding environments, and applied your skill in strategic planning to build impactful programmes.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through an influential role in humanitarian programming.

How to apply

To arrange an informal discussion about the post, in the first instance please contact recruitment@uk-med.org

To apply, please submit a **current CV** and a **supporting letter (2 pages)** that includes:

- A **detailed** explanation of your suitability for this post with **specific reference to the essential criteria** in the person specification
- Full contact details
- Where you saw this role advertised
- Your current or most recent remuneration / salary expectation for this role

Applications must be made through our [online application system](#), as soon as possible and no later than Thursday 5 May. Due to the urgency of this recruitment, we will review applications as they are received and reserve the right to close the process once a suitable candidate is identified.

Offers will be conditional on existing or reasonable expectation of gaining right to work in Ukraine and transit through neighbouring countries as necessary.

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)

We're a charity and our medical teams respond to disasters around the world. We work with local emergency teams to build their resilience to future threats.

UK-Med has been responding to emergencies since 1988, when a team of eight Manchester clinicians led by our founder Prof. Tony Redmond, went to Armenia in aid of those who had been hit by a devastating earthquake. When Ebola hit West Africa in 2014, killing over 11,000 people, we recruited, trained and sent 150 NHS clinicians to work in treatment centres alongside local health workers to help bring the outbreak under control.

We have deployed clinicians following numerous large-scale natural and manmade disasters, treating patients in emergencies in Armenia, Iran, China, Haiti, Nepal, Cape Verde Islands, Sierra Leone, Bangladesh, the Philippines, Gaza, Samoa, the Kurdish refugee crisis and the Siege of Sarajevo. We have delivered training to thousands of healthcare workers in local and regional medical teams in Sierra Leone, South Sudan, China, Malawi, Myanmar, Armenia and Uganda.

Our core staff team of around 45 provides programme management and technical health expertise, logistics, fundraising and communications, finance, HR and administrative support. Our humanitarian responses are staffed by our membership - a combination of volunteers seconded from NHS employers and experienced NGO workers hired on a contingent basis for specific responses. Currently we have over 850 people as members of our Register (roster) - mostly healthcare professionals and experienced NGO support staff - who have been through selection procedures, vetting and induction/training and are prepared to deploy in our surge responses.

About the project

The escalating war in Ukraine has triggered UK-Med to deploy and rapidly scale up health focussed programming in the country. Through provision of primary health care services via mobile clinics, tailored and targeted capacity building, surgical intervention and provision of medical supplies and equipment UK-Med aims to improve access to healthcare, boost capacity in key areas and increase preparedness, working in collaboration with the Ukrainian Ministry of Health and the World Health Organisation.

With a growing funding pipeline, the Head of Mission will assume responsibility for organisational structure, program strategy and ensuring systems and processes are fit for purpose in a new and fluid set up.

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 Title	Head of Mission
Place of work	Ukraine
Purpose of role	
The Head of Mission is the senior representative of UK-Med in the field, accountable for all operational aspects of the programme. With proven experience of delivering programmes in insecure environments, provides day-to-day management, coordination and leadership to the field team, ensuring all team members are able to fulfil their objectives in a complex, dynamic and uncertain context.	
Key responsibilities	
Security Management	
1	To oversee security management of UK-Med operations in Ukraine and responsible for implementation of agreed security protocols together with the in country security manager
2	To be accountable for day-to-day security related decision-making.
3	To coordinate with HQ on maintaining up-to-date situational analysis.
4	To lead on security assessments for new programming locations and coordinate with HQ in risk analysis and mitigation planning.
People leadership and human resources	
5	Responsible for identifying staffing needs and working with HR on resourcing them
6	Responsible for ensuring the correct organisational structure is in place and resourced
7	Responsible for direct or indirect line-management of all personnel working in the response, providing oversight and guidance to enable staff to successfully perform in their roles.
8	To lead and manage the decision making on any urgent staff health issues while on deployment.
9	To create and maintain a positive working environment built on UK-Med's values and ensuring the conditions for people to thrive in their work
10	To identify and manage disciplinary and grievance matters in consultation with the HR & Membership Team.
Programme Management	
11	To lead the implementation and maintenance of project activities by coordinating the optimal use of medical, logistical, financial and human resources.

12	To collaborate with the medical coordinator and HQ team on developing our overall strategy and subsequently identify business development opportunities to resource the strategy
13	To implement and maintain a regular system of progress monitoring and evaluation against programme objectives and regular communication with HQ on progress challenges.
14	To identify new programming and funding opportunities and liaise with HQ to capitalise on these.
15	To ensure administration processes are in place in order for the field team to carry out and maintain operations (field budget and cash, staff compliance to procedures etc.).
16	To establish clear and regular team briefings (daily).
Coordination and representation	
17	To represent UK-Med with key stakeholders, including but not limited to, the Ministry of Health, local partners, NGOs, UN agencies, local authorities, government authorities and donors.
18	To stay up to date on socio-economic and political changes in country which could have an impact on the program and undertake timely responses to a rapidly changing environment.
19	To explore and develop UK-Med's longer-term presence in Ukraine, identifying funding opportunities and partnerships.
Communications and report to HQ	
20	To lead the preparation of regular sitrep to HQ.
21	To establish and maintain daily check in with HQ focal point.
22	Ensure that formal donor and HQ reporting is completed in a timely and comprehensive fashion.
22	Prepare an end of deployment report with a summary of activities and recommendations.
Safeguarding	
24	Comply with and uphold UK-Med safeguarding policies (including child protection, prevention of sexual exploitation and abuse, bullying and harassment) and all Codes of Conduct.
25	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
26	Ensure that programming is developed and managed in line with UK-Med's commitment to Safeguarding, including supporting safeguarding investigations where appropriate.

General duties	
27	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
28	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
29	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
30	Comply with all health and safety policies and procedures.
31	Undertake training and comply with vetting and health requirements (including CRB / police checks, referencing, health screening and vaccination requirements) appropriate to the role as specified by UK-Med.
32	Treat all people including colleagues, patients and other beneficiaries, volunteers, partner staff and the general public with respect and ensure their dignity in interactions with you and UK-Med.
33	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

Person Specification

Head of Mission

Qualifications and Professional Registrations		
1	Relevant qualifications and/or training	Desirable
Skills and Experience		
1	Proven experience of managing and coordinating emergency programmes in complex and insecure environments.	Essential
2	Substantial and demonstrable understanding of humanitarian relief work and capacity building with relevant experience in a field-based humanitarian context.	Essential
3	Significant experience of security management in insecure environments.	Essential
4	Significant experience of leading people and teams to successful delivery in demanding environments.	Essential
5	Highly developed strategic planning skills with ability to build impactful programmes and influence coordination and response mechanisms.	Essential
6	Experience in project cycle management including proposal development, budgeting and reporting, monitoring and evaluation.	Essential
7	Advanced skills in leadership: able to lead an interdisciplinary international and national staff team, including challenging, motivating and developing the team.	Essential
8	Ability to scan the environment, anticipate changes, be comfortable with ambiguity and deal with a large number of elements interacting in diverse and unpredictable ways.	Essential
9	Proven influencing and negotiating skills with internal and external audiences	Essential
10	Excellent planning, coordination and prioritisation skills and proven capacity to undertake varied tasks to tight deadlines.	Essential
11	Strong critical thinking and analytic skills.	Essential
12	Strong verbal and written communication	Essential
13	Fluent in English language (UN Level 3 minimum)	Essential
14	Experience in developing concept notes and donor proposals.	Desirable

15	Strong budget management experience.	Desirable
16	Proficiency in Ukrainian language	Desirable
Personal attributes		
1	Able to carry out the responsibilities of the role that they are assigned to, in a way which reflects UK-Med's commitment to safeguarding vulnerable groups and is in accordance with the Safeguarding Policy.	Essential
2	Is committed to UK-Med's vision, mission, values and approach.	Essential
3	Understands that the management of risk is not just solely UK-Med's responsibility but is equally the responsibility of every registered member, and it is expected that they will play their part in: <ul style="list-style-type: none"> - Finding out what UK-Med mean by risk, and by identifying, reporting and managing the risks associated with your role; and - Operate within the policies, procedures and controls laid out by the UK-Med from time to time 	Essential
4	Able to demonstrate ability to ensure programme quality and impact, ability to be accountable for own work and make decisions in high pressure environment.	Essential
5	Is a patient and good communicator (oral/written), who can function well in a working environment that involves a lot of diversity of cultures, languages, and personal interests and agendas.	Essential
6	Behavioural role model for peers and fellow team members and inspirational leader.	Essential
Competencies		
1	Understanding humanitarian contexts and applying humanitarian principles and standards: Able to demonstrate a holistic understanding of humanitarian response and is able to apply this in a health response context.	Essential
2	Developing and maintaining collaborative relationships: Able to demonstrate ability to listen, create dialogue, involve and work with colleagues, team members, stakeholders and crisis-affected people in a multicultural and high-pressure work environment.	Essential
3	Operating safely and securely at all times: Ability minimise risks to crisis-affected people, partners, stakeholders and colleagues as well as effectively managing personal safety and security.	Essential
4	Managing in pressured and changing environments: Ability to adapt to and cope with fast changing and austere environments under high pressure whilst maintaining professionalism at all times.	Essential

5	Demonstrating leadership: Able to demonstrate self-awareness of strengths and weaknesses, demonstrate ability to motivate and influence others, have excellent interpersonal skills as well as adopt critical judgement, involvement and initiative in decision-making.	Essential
Practical requirements		
1	Available immediately or within a short timescale.	Essential
2	Existing right to work in Ukraine and travel through transit countries or able to get suitable visa or other permission (with support from UK-Med) in a timely fashion.	Essential
3	Fit to deploy to Ukraine; willing and able to complete and pass medical clearance processes.	Essential
4	In good standing with a history of good conduct; willing and able to undergo and pass UK-Med safeguarding vetting processes.	Essential

Key terms and benefits

Salary/rate of pay:	Negotiable – based on UK-Med senior leadership pay scale
Working hours:	Full-time; you will be required to work the hours as are necessary for the proper discharge of the duties.
Annual Leave:	33 days per year including any public holidays
Safeguarding and sanctions:	To ensure the suitability for the role’s work with both adults and children, and/or work within regulated environments (CAA, MHRA) an assessment of suitability for this work may 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. Where a role requires this, suitability for this work is a condition of employment.
Professional requirements:	Membership of professional bodies is not a requirement but may be an advantage
Term of contract:	Initially fixed-term, 3-6 months, with likely offer of extension

UK-MED

Building a world
prepared to help