



Risk Communication and Community Engagement Manager – Ukraine

Candidate Information Pack

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uk-med.org

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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.

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 medical aid. We seek to save lives, but also to build resilient health systems so that people can lead healthy lives in the future.

At UK-Med, we work together to:

- **Respond** rapidly to emergencies, delivering the expertise needed to support local health services and save people's lives.
- **Prepare** health staff through training and capacity building, enabling health services to be better prepared for emergencies.
- **Learn** and share learning worldwide through our academic partners, ensuring patients get the best care.

This is a pivotal time in our history to join UK-Med. At the end of February 2022, we received the first of many calls asking for help with the crisis in Ukraine. We now have programmes across Ukraine including surgical support, health clinics, and emergency preparedness training. More than 10,000 people have already received direct support or training from UK-Med as a result.

In June 2022, we were awarded EMT (Emergency Medical Team) status by the World Health Organization. A month later, we were formally appointed to provide EMT services for the UK government. As such we are at the front line of the Foreign, Commonwealth and Development Office's response to humanitarian crisis and can also respond to any crisis, anywhere in the world, under our own banner.

We are very excited about our plans and hope you will join us on this extraordinary journey.

David Wightwick

UK-Med Chief Executive Officer

Advert

Role:	Risk Communication and Community Engagement Manager
Salary:	GBP £3,150 to GBP £3,500 per month (dependent on experience)
Per Diem:	£30 GBP per day
Hours:	Full time, with some weekend and evening working required to support the humanitarian programme delivery.
Duration:	Fixed-term contract. Till 31st of May 2023 (extension dependant on funding)
Location:	Ukraine.

This role is part of our Ukraine Programme and will be carried out within Ukraine

Applicants must have an existing right to enter Schengen Zone countries in order to transit to Ukraine and right to work in Ukraine e.g. citizenship/residence of a Schengen Zone country, or an ETIAS eligible country (<https://www.etiasvisa.com/etias-requirements>)

Do you have the expertise to lead and provide technical advice to our outbreak response specialist team deployment throughout our ongoing activities and interventions to help UK-Med deliver life-saving medical aid?

UK-Med is a frontline medical aid charity. Born of the NHS, we've been working for over 30 years towards a world where everyone has the healthcare they need when crises or disasters hit.

In many of the countries in which UK-Med works there is an inadequate application of health promotion and community engagement strategies at the national and sub-national levels.

The primary purpose of this Health Promotion and Community Engagement Standard operating procedure is to describe the steps that staff should normally follow in support of countries with regard to the prevention, detection and response to acute public health events caused by an infectious disease or by other hazards.

There is a crucial need to include Health Promotion and Community Engagement (HPCE) as a component within health emergency preparedness and response action plan. According to the World Health Organization, HPCE involves a strategic communication mechanism in all the phases of any emergency; preparedness, response and recovery phases.

The Risk Communication and Community Engagement Manager is overall responsible for leading and managing the design and direct implementation of all of UK-Med's community engagement activities, during the UK-Med/EMT Outbreak Response Specialist Team deployment. This will include activities/interventions that are in accordance with national coordination, ensuring that there is alignment with any risk communication and community engagement strategic response plans that may already be in place. They will work closely with the operations team lead and WASH manager (if present) in a team environment within a variety of different contexts. They will also effectively engage with local partners and the community.

They will manage multiple streams of work and will oversee programming to support the adoption of behaviours, attitudes and increased knowledge about health challenges within the communities targeted. They will be responsible for ensuring continuous, easy access to information for the local population affected as well as their sensitisation to it. They will play a central role in building the local capacity of field staff (i.e. Ministry of Health or other NGOs), in areas related to the response, through training delivery.

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

How to apply

To apply, please submit a **current CV and a supporting letter** (no more than 2 pages) that includes a detailed explanation of your suitability for this post with **specific reference to the essential criteria** in the person specification.

Applications must be submitted through our [online jobs portal](#) no later than **Friday 24th of March 2023**.

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.

The UK EMT

We are a partner in the UK Emergency Medical Team (UK EMT), the front line of the UK government's response to a humanitarian crisis overseas, funded by the Department for International Development.

We prepare teams of up to sixty clinicians 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.

The EMT network is driven by the World Health Organisation (WHO) and ensures that teams that respond following disasters are well trained, self-sufficient and have the skills and equipment to respond effectively rather than imposing a burden on the national system.

UK-Med Vision, Mission and Values

Vision

People affected by epidemics, conflict and natural disasters receive high-quality emergency medical care.

Mission

To provide high-quality essential health care in response to natural and man-made disasters.

Values:

Professional – The emergency medical care and training we provide is of the highest standard, recognised by both the World Health Organisation and UK government

Excellence – The emergency medical care and training we provide is of the highest standard, recognised by both the World Health Organisation and UK government.

Accountable – Our patients, colleagues, partners and donors are at the core of what we do.

Collaborative – We work with partners and other medical teams to ensure people affected by disasters receive the best possible care.

Effective – We work where the need is greatest, adapting our actions to the specific context.

Altruistic – Saving lives and alleviating suffering is our drive.

Job Description

Job Title	Risk Communication and Community Engagement Manager
Reports to	Primary Health Care Manager / Senior Health Advisor
Duration	Till 31st of May 2023 (extension dependant on funding)
Hours	Full time, with some weekend and evening working required to support the humanitarian programme delivery
Place of work	Ukraine.

Purpose of role

S/he will be working under the guidance of Health Referent- RCCE and Team Lead during deployments. National staff might be hired who are able to speak the local language and who will be culturally more able and appropriate to provide needed support.

Key responsibilities

Core practice

1	Use a comprehensive formative research through relying on secondary data (media, literature reviews, organizations; governmental and non-governmental) to understand the causes and potential harms of a public health risk, its consequences, and how community members perceive this risk and its severity. In addition, a rapid risk assessment might be conducted to confirm the findings.
2	Follow the RCCE staretgy designed and make sure to track all the objectives and logframe
3	Define your audience (choose a very specific target group).
4	Identify the influencers
5	Define your communication channels (TV, radio, community health workers, friends, families, physicians, community leaders, social media, etc.).
6	Conduct a focus group discussion with key leaders, lay people, and the influencers within the target community to engage them in designing the HPCE action plan.
7	Identify two to three activities to be prioritized, that respond to the chosen objective.
8	Implement the activities in collaboration with the stakeholders.
9	Document and disseminate the short term outcomes, the challenges faced, and the recommendations to be used by other HPCE entities in the affected area.
10	Performs other related duties, as assigned while respecting deadlines.

Expert advisory and capacity building

9	Support the professional development of other personnel through delivery of training, coaching, reviews or other mechanisms as appropriate
10	Participate in the preparation of any agreed team weekly report
11	Contribute to donor proposals donor and internal reports as requested
12	Report any medical adverse or near miss incidents to the clinical team lead.
13	Provide input as required into SOPs and adapt where appropriate.
Safeguarding	
14	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.
15	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
General Duties	
15	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
16	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
17	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
18	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
19	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.
20	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work.
21	Support in the collection of data both clinical and non-clinical and the reporting of this.
22	Able to build partnerships and plan joint activities accordingly

Person Specification

Risk Communication and Community Engagement Manager

Qualifications / Professional Memberships		
1	Degree or master's degree in behavioural science, communications, public health with at least two years field experience, or extensive community engagement experience within outbreak response over the last five years.	Essential
2	Masters or PhD in Anthropology or similar subject	Desirable
Knowledge, Skills and Experience		
3	Knowledge of principles and approaches of risk communication and community mobilisation, including taking into account gender, age, disability and other dynamics	Essential
4	Competent in being able to identify barriers to social and behaviour change and developing effective strategies and plans for responding to them i.e. with the design and implementation of evidence-based social and behaviour change approaches.	Essential
5	Strong coordination and representation skills and well-versed in being able to convince and clarify views and points	Essential
6	Able to coordinate, implement and manage community engagement activities in emergency contexts and specifically outbreak settings.	Essential
7	Fluency in English (oral and written) is required	Essential
Personal Attributes		
8	Able to independently manage assignments and meet tight deadlines within a busy workload	Essential
9	Excellent interpersonal, representation and negotiation skills, with the ability to influence, build consensus and develop partnerships	Essential
10	A skilled and decisive problem solver, able to prioritise and exercise sound judgment	Essential
11	Flexible, with a can-do attitude	Essential

12	Collaborative and an excellent teamworker, skilled in working across and withing multi-disciplinary and multi-cultural teams	Essential
13	Aware of and sensitive to matters concerning culture, gender, religion, race and nationality.	Essential
14	Confident in dealing with senior and high-ranking members of international, national and local institutions, government and non-government organizations	Essential
15	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do	Essential
Practical requirements		
16	Able to attend UK-Med Office in Manchester UK for meetings if required	Essential
17	Willing to comply with and able to pass medical and safeguarding checks required to ensure suitability for deployment	Essential
18	Willingness to work some weekends and evenings as required	Essential
19	Willingness to deploy with UK-Med as required	Essential
UK-Med Core Humanitarian Competencies		
C1	Understands operating contexts, key stakeholders and practices affecting current and future humanitarian interventions	Essential
C2	Is accountable for own work and uses resources effectively to achieve lasting results	Essential
C3	Develops and maintains collaborative and coordinated relationships with colleagues, stakeholders and staff	Essential
C4	Operates safely and securely in pressured environments	Essential
C5	Adapts to pressure and change to operate effectively within humanitarian context	Essential
C6	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

Salary:	Up to GBP £3150 to GBP £3500 per month (dependent on experience)
Perdiem:	£30 GBP per day
Working hours:	Full time, with some weekend and evening working required to support the humanitarian programme delivery.
Annual Leave:	33 days per year including public holidays (equivalent to 14.5% additional holiday pay if in contexts where holiday cannot be taken)
Safeguarding:	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.
Health and medical	Suitability for this work is a condition of employment. Health clearance as 'fit to deploy' by our occupational health provider is an essential requirement for deployment in this role.
Professional Requirements:	There are no required professional memberships although relevant memberships may be an advantage.
Term of contract:	Fixed-term contract. Till 31st of May 2023 (extension dependant on funding)

UK-MED

Building a world
prepared to help