Position Title: Humanitarian Trainer
Location: Carlton
Reports to: Director, Capability
Classification: 3 – 5
Employment type: Full time (average 35 hours per week), fixed term
Last update: September 2017

RedR Australia
RedR Australia is a not-for-profit humanitarian organisation that relieves suffering in disasters by:

- maintaining a Standby Register of highly skilled personnel for United Nations and other relief organisations to call on for short-term emergency and disaster relief work;
- providing humanitarian training to professionals and technical experts who wish to participate in emergency humanitarian work and to aid workers wishing to enhance their skills.

Position summary
Reporting to the Director, Capability, the Humanitarian Trainer forms part of the RedR Australia Training Service.

The Service has four primary objectives:

- prepare selected people for RedR Australia Emergency Standby Roster of personnel via core courses and via selected specialised training;
- collaborative training with UN agencies and other internationally recognised training organisations;
- delivery of customised training to other organisations in the humanitarian sector and on humanitarian themes within emergency response, disaster risk management, disaster risk reduction, public health, etc;
- business development and alternative funding sources – the business model is fee-for-a-service. Since 2008, Training Service has developed a pool of Associate Trainers, who act as consultants to the Service for delivery of courses.

The Humanitarian Trainer is responsible for the quality delivery of both core and customised courses, the assessment of participants and ensuring learner needs are met.

The role will contribute to the ongoing enhancement of RedR Australia’s training offering including the curriculum design and development of packages in the following key profiles: coordination; logistics; health; water, sanitation and hygiene (WASH); shelter & site planning; security frameworks; child protection; education in emergencies; and customised courses for clients and partners.

The Humanitarian Trainer will build effective relationships with clients and actively seek to enhance business development opportunities to deliver core and customised courses. The role will maintain a portfolio of partnerships and may participate in humanitarian networks.

From time to time, the Humanitarian Trainer may coach and mentor other members of the training team (including Associate Trainers and Volunteers).

The Humanitarian Trainer will liaise with humanitarian NGOs, corporate partners and other partners related with the training activity. In addition, the role will liaise closely with internal functions including Emergency Response, Communications, and Finance entities.

Key Outcomes

Technical Skills Development:
Take responsibility and act as a focal point for RedR Australia, for a portfolio of technical programs related to RedR Australia’s goals, with a specialisation based on experience:
• take responsibility for design and delivery of training programs for the technical portfolio as agreed with the Director, Capability.
• prepare and deliver training in accordance with best practice adult learning methodology;
• coordinate the delivery of training packages and ongoing communication with course coordinators / administrators;
• contribute to the ongoing design and review of curriculum;
• working with other members of RedR Staff, overview technical skills of RedR Australia register members in specific technical areas and make recommendations for training and skills development;
• contribute to ongoing development of training systems and procedures.
• prepare timely reports on completion of courses, reviewing course evaluations and providing feedback to the Training Service;
• coordinate and liaise closely with Associate Trainers in the delivery of technical curriculum;
• Comply with organisational and various regulating bodies’ policies, procedures and compliance requirements.

Business development:
• nurture and maintain positive relationships with partner and other organisations to support RedR Australia’s strategic objectives;
• seek and pursue new business opportunities with current and potential partners;
• participate in the implementation of activities agreed within the business development plans and partnership development;
• document and track business development activities using RedR Australia reporting systems
• Analyse and produce reports.

Stakeholder relationship management:
• develop and maintain supportive and mutually accountable partnerships with RedR Australia Standby Partners, NGOs, corporate partners and other stakeholders in the humanitarian community;
• represent the work of RedR Australia where appropriate and foster effective relationships with key external stakeholders;
• lead on advocacy initiatives to support the development and effective implementation of service programs;
• establish positive relationships with appropriate agencies in order to facilitate capacity development and training opportunities;
• work collaboratively with external consultants, volunteers, and external trainers including Associate Trainers;
• liaise closely with internal functions including International Programs, Finance and Communications team to streamline and optimise efficiency of operations.

Support with financial, planning and reporting activities by:
• contributing to the development of the Training Service Operational Plan;
• contributing to initial budget calculations in preparation of quotes for interested partners;
• preparing and carrying out financial procedures including providing documentation in a transparent and timely manner to the Finance Service;

Team effectiveness
• working as part of the immediate team, contribute to the development of team goals and plans;
• working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support;
• support for, and on-going development of, an environment based on shared accountability and effective knowledge sharing;
• actively participate in team meetings, performance appraisal process, staff guidelines and comply with OHS standards.
### Qualifications and essential requirements

**Essential:**
- a tertiary qualification in your discipline and/or relevant experience
- willing to undertake travel interstate and internationally
- undertake additional reasonable hours in times of humanitarian emergencies
- a current motor vehicle driver’s license
- have the right to work in Australia or appropriate visa
- police clearance

**Other special requirements:**
- qualifications in teaching or training would be advantageous
- position demands frequent and regular travel for training purposes domestically and internationally and for extensive periods (usually 10 day blocks)
- due to the nature of the role, the incumbent may undertake after-hours work and travel on weekend
- knowledge of and commitment to the RedR Code of Conduct, People in Aid Code of Good Practice, and ACFID Code of Conduct

### Knowledge and experience

**Required:**
- at least 3-5 years in leading course design, curriculum development, delivery and assessment in training, preferably within Australia and internationally, in the humanitarian sector
- understanding of and commitment to the mission, vision and values of RedR Australia within the workings of the humanitarian not-for profit sector
- experience working within the humanitarian emergency or development sector or relevant international operations
- demonstrated experience in the coordination of training including program planning, development, review and budgeting
- proven ability in strong stakeholder and client management across a range of sectors including government and NGO
- knowledge of both international and Australian humanitarian and development agencies
- well-developed computer skills using MS Office package (PowerPoint, Word, Excel and financial tracking) to be self-sufficient at producing reports, spreadsheets and presentations
- understanding of the work of UN agencies and the practical considerations of field deployments
- proven ability to conceptualise, innovate, plan and execute ideas, as well as transfer knowledge and skills

**Desirable:**
- experience working in the field of humanitarian assistance (specifically emergencies) with sector knowledge in one or more of the following: emergency management; safety and security, global health, coordination; protection; water, sanitation and hygiene; health; food aid; nutrition; logistics; site planning.
- experience and understanding of the not-for-profit humanitarian and development sectors is advantageous
- demonstrated international humanitarian field experience with INGO or UN agencies.
- spoken languages of the UN agencies

### Skills and attributes

The occupant of this position must exhibit the following:
- exceptional written and verbal communications skills, and experience in writing and proof-reading quality reports and articles
- strong skills in developing and maintaining relationships with staff and other key stakeholders
- ability to work independently, demonstrate initiative and creativity, be resourceful and work effectively under pressure
- excellent organisational management skills and proven ability to meet tight deadlines
- database management and systems development
• ability to contribute and work together in a team, which is essential in a small organisation working to make a difference for people in greatest need
• demonstrated ability to work under pressure, together with flexibility to respond to peaks in activity

Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position. This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the position holder/ incumbent.

Position Holder: Name ____________________________
Signature ____________________________ Date / /

Supervisor: Name ____________________________
Signature ____________________________ Date / /